



# Frontline

Communication

**TRAINING  
WEBINAR  
SERIES  
2021**

*FrontLine Communication  
are the No. 1 provider of  
**Advanced Communication Skills  
Training** in the UK.*

# 90 MIN BESPOKE WEBINARS

A NEW WAY TO  
IMPACT & UPSKILL  
HCPs  
AT ANY LEVEL

All Training Webinars are hosted by:

- **FLC ACST Facilitator**  
*Drawing from our pool of Advanced Communication Skills Facilitators, you are in good hands*
- **Experienced HCP**  
*Always providing that insight from experience, our adv. comms. skills trained HCPs will co-lead the webinar*
- **Experienced ACST Actor**  
*With our Advanced Comm. Skills trained Actors, the training will be brought to life*

FLC is launching its new 2021 Training Webinars for HCP's.

Starting with 3 hot subject areas spanning: Virtual Consultation, Breaking Bad News and Challenging Colleagues. These 90 min training webinars are customised to the needs of the group attending, based on the data collated during registration. This sets the topics and role-play scenarios used in that specific and unique webinar.

Having been tested across NHS & private partners, we say the benefits to HCPs cannot be beaten at this cost level.

## BREAKING BAD NEWS REMOTELY

The new way of conducting remote consultations means we need to increase our knowledge, confidence and skills in sharing difficult news on video and phone consultations. FLC brings its extensive experience in this subject into an impactful learning experience.

## BEST PRACTICE FOR VIDEO & PHONE

Many HCP's now have to give virtual consultation. This webinar is designed to upskill HCPs for online comms. Course generates confidence for HCPs.

## CHALLENGING COLLEAGUES

Whether we struggle with challenging others, or find ourselves challenged by others, working with colleagues can have a huge impact on our job satisfaction. This training aims to transform HCP working relationships

Upskill your entire HCP workforce

# BEST VALUE

## Buy an EVENT for your staff only

- *Traditional PO number/invoice model between FLC and Client*
- *Courses organized and marketed by Client*
- *Client books participants and course is limited to those only.*
- *£1500 + vat for 40 HPC Webinar (that's £37.50 per HCP!)*
- *Participants complete FLC event registration so that each event can be bespoke to the groups needs*

## Bespoke your Event

*Choose the topic that will be most valuable to your staff.*

*Example topics:*

- *Managing complaints*
- *Understanding and changing our unconscious bias*
- *Building emotional resilience*
- *Learning from a complaint*
- *Managing strong emotions*
- *Treatment escalation plans & DNACPR*
- *Breaking bad news*
- *Challenging colleagues*

*Choose a group of staff to attend the training.*

*FLC then ask that specific group questions prior to the event, this enables us to bespoke the 90min to their specific communication needs.*

# PARTICIPANT VIEW...

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*Very practical and meaningful. Relevant to all aspects of communication but first time I have heard teaching specifically for telephone interactions. So helpful.”– Nurse Guys Hospital*

“

*The workshop very detailed and easy to understand / follow; supported by the role play, putting/implementing the theory into practice and giving us the full picture in one go instead of leaving us wander how these tips might work live. I honestly found it very useful and I enjoyed it at the same time...”– Doctor Lewisham Hospital*

“

*Extremely well organised and facilitated. The 'healthcare professional' and 'patient' were both excellent, and the clinical scenario was very relatable. I appreciated being able to observe the role play rather than taking part myself and I gained so much more this way.” - CNS Kings*

[www.frontline-communication.com](http://www.frontline-communication.com)

## THANK YOU

*FrontLine Communication is the UKs no. 1 ACST program delivery company and is excited to offer this new, modern and effective approach. If you're interested in the possibilities, contact us here.*