

## Effective Communication Skills Course

**Course Duration** – 1 day  
**Maximum Delegates** – 16  
**CPD Points** – 6  
**Cost** – £299.00  
**Locations** – London, Nottingham



### Introduction and Overall Aim

Effective communication skills within medicine or in life generally are crucial to successful interaction with people. This programme explores the possibilities of advanced communication. Suitable for all grades and specialties, the aim of this course is to enable participants to explore the principles of advanced communication skills within a healthcare setting. The course is has been designed by experienced doctors to best suit the needs of those working in a healthcare setting.

The course content covers:

- Introductions and learning objectives
- Understanding the principles of effective communication
- Communicating with patients, families and colleagues
- Structuring questions to ensure you obtain the information you need
- Understanding how people communicate
- Listening skills
- Behavioural styles
- The recording of a learning and action plan

### Learning Objectives

During the programme, each delegate will learn and practice skills which have a practical nature and can be applied in the work-place. They will learn to:

- Keep a record of their learning experiences so that points of learning can be reflected upon and referred to after the programme
- Understand the power of questions and how to structure them as effective questions can provide an advantage in many situations
- Explore how to listen effectively. Often in life, people hear without truly listening, those that do really listen will always have the advantage
- Identify their own preferred behavioural style and understand how that may influence how they interact with other styles
- Consider how different people take in information and relate to different communication styles. Understanding these different styles means that one can pick the appropriate style to relay the message in the most effective manner
- Prepare a detailed action plan which sets SMART objective's activities with timescales. The Record of Learning and the Action Plan means delegates have a method of transferring their learning back into professional life

## Methodology

The programme is a combination of discussion, creative thinking, role-playing, case studies and exercises. There is always a way to help you learn!

## Course Timings

- 09.30 – 09.45 Welcome & Introductions
- Session 1 – Behavioural Styles
- Session 2 – Communication Styles
- 12.30 – 13.30 Lunch
- Session 3 – Listening Skills
- Session 4 – Questioning Skills
- 16.00 – 16.30 Record of Learning & Action Plan

## Purchasing the Course

To book onto our Effective Communication Skills Course, you can:

- Visit our website where you can book onto this course by card, cheque or invoice request
- Ring our office at 0115 7200 025 and book over the phone
- Complete the attached booking form and post or fax it back to us

## COURSE ORDER FORM

*Please complete all applicable information below*

**1. FULL NAME** \_\_\_\_\_

*Please write your name in the same way as it appears on your Booking Form and underline your surname/family name*

**TITLE** \_\_\_\_\_ **GRADE/SPECIALTY** \_\_\_\_\_

**ADDRESS** \_\_\_\_\_

\_\_\_\_\_ **POST CODE** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_ **TELEPHONE NUMBER** \_\_\_\_\_

*Course materials will be sent to you via post upon receipt of payment, it is therefore essential that you provide the contact details requested above to ensure safe delivery.*

**2. COURSE TITLE:** \_\_\_\_\_

**DATE OF ATTENDANCE** \_\_\_\_\_ **DURATION** \_\_\_\_\_

**LOCATION** \_\_\_\_\_

### 3. PAYMENT DETAILS

- I enclose payment of £\_\_\_\_\_ with this form – Please make cheques payable to ‘Developmedica’ (*see website for course fees and dates*)
- My sponsoring institution will be paying my course fee directly to Developmedica (*please include cheque*)
- My sponsoring institution will require an invoice before a payment can be made

### 4. PAYEE INSTITUTION DETAILS

**INSTITUTION** (*e.g. Deanery, General Practice, Healthy Authority*) \_\_\_\_\_

**CONTACT NAME** \_\_\_\_\_

*Please provide the full name of the payee to which the invoice should be sent*

**ADDRESS** \_\_\_\_\_

\_\_\_\_\_ **POST CODE** \_\_\_\_\_

**E-MAIL ADDRESS** \_\_\_\_\_ **TELEPHONE NUMBER** \_\_\_\_\_

*An invoice will be sent to your sponsor via email or post (if requested) to the sponsor listed above. It is therefore essential that you provide the contact details requested above to ensure safe delivery and correctly book onto your course.*

## 5. DEVELOPMEDICA CONTACT DETAILS

Developmedica  
Course Booking  
Castle Court  
Duke Street  
Nottingham  
Nottinghamshire  
NG7 7JN

**CONTACT NUMBER:** 0845 8380 571 / 0115 7200 025

**WEBSITE:** [www.developmedica.com](http://www.developmedica.com)

**EMAIL:** [info@developmedica.com](mailto:info@developmedica.com)

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## 6. TERMS AND CONDITIONS

For cancellations made by delegates for training courses more than four weeks prior to the start date we will refund 100% of fees received from delegates less a refund administration fee of £50 per course. For cancellations made by delegates for training courses made less than four weeks, but more than two weeks before the start date of a course - we will refund 50% of the course fees less a refund administration fee of £50 per course. For cancellations made by clients less than two weeks before the start date of the course no refund of fees will be made.

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**Attendee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_

**Payee Signature\*:** \_\_\_\_\_

**Date:** \_\_\_\_\_

\*I confirm that I am authorised to make this payment on behalf of \_\_\_\_\_ (*sponsoring institution*)

**Please post back to:**  
Developmedica  
Castle Court  
Duke Street  
New Basford  
Nottingham  
NG7 7JN

**Or fax to:** 0870 8031 430

**Or email to:** [info@developmedica.com](mailto:info@developmedica.com)