



Communicating Clearly within a Clinical Environment - Live Webinar

3 external CPD points

Introduction

This practical live webinar is designed to equip you with a better knowledge of how to communicate more effectively with both colleagues and patients. It contains practical, scenario-based exercises designed to cover a variety of communication style issues, from breaking bad news, to reviewing the barriers of good communication. The course is centred around ensuring quality and safety remains paramount, particularly in difficult situations.

Course Structure

- **2.5 hour webinar**

Webinar Objectives

- Consider the key elements of good communication
- Review the barriers to effective communication and consider practical solutions
- Consider good and not so good practice through the analysis of scenarios
- Describe the effect of one's own communication behaviour on others, especially with respect to effective teamwork
- Learn how to approach breaking bad news
- Assess level of assertiveness and understand the importance of this when negotiating
- Seeking and obtaining consent – the communication barriers

To book or enquire about this programme please us:

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