



Effective Communication Skills for SAS doctors

13.00 – 16.00 Hours

Monday, 16th July 2018

Venue:

Listerdale Room, Postgraduate Medical Education
Centre, Rotherham NHS FT, Moorgate Road,
Rotherham, South Yorkshire, S60 2UD

Who this is for: SAS doctors

Educational objectives:

- Understand advanced models in communication and influencing
- Build skills relevant to role using these models
- Test application of these skills using advanced communication scenarios

CPD approval: This programme is subject to 3 CPD points

About the trainer: *Mr Mike Stedman, Director* Over the last 10 years since Res started he has been working with providers, primary care and commissioners NHS organisations to develop performance frameworks, services and business cases. Specialising in analysis, performance and change management. He has covered many therapies including long term conditions, mental health and cancer. He supports organisational development identifying numerous opportunities where individuals, organisations and policies can work together for mutual gain. Mike qualified as an engineer and has worked as operations director in various Unilever companies throughout Europe for over 20 years, balancing quality and costs.

Booking a place, please contact:

Ms Debbie Harrison, Medical Education Manager
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Tel: 01709 424186

Agenda

Registration from 12.30

13.00 Setting module objectives

13.05 Defining 'patients & peers' - what do you need to communicate?

13.20 ABC of Communication - Some simple models

13.50 Skills 1- Building a basic communication plan

14.10 Skills 2 - Utilising the right media (verbal, written, digital)

14.30 Break

14.45 Skills 3 - Building communication into the care pathway

15.05 Skills 4 - Building communication skills

15.20 Role play - A patient communication scenario

15.45 Personal communication development plan

16.00 Summary & close