Sharing Knowledge Improving Lives Lifting Standards

Phyllis Tuckwell Hospice Care
...because every day is precious

Foundation Communication Skills

Date	Time	Venue
Wednesday 27 January 2027	9.30-13.30	The Hospice, Waverley Lane, Farnham, Surrey GU9 8BL
Tuesday 4 May 2027	9.30-13.30	The Hospice, Waverley Lane, Farnham, Surrey GU9 8BL
Monday 4 October 2027	9.30-13.30	The Hospice, Waverley Lane, Farnham, Surrey GU9 8BL

Appropriate for: Health and Social Care Staff

Max Number: 12

Facilitators: Phyllis Tuckwell Education team

Cost: N/A

Aims:

- Identify communication skills required to understand and communicate effectively with colleagues and patients.

Learning Outcomes:

- Understand interpersonal skills and how to use them for creating effective communication.
- Be aware of, and able to use, active listening for the benefit of both the listener and speaker.
- Understand questioning styles and when and how to use them.
- Manage and de-escalating challenging conversations and behaviour.
- Skills to help deal with difficult questions.
- Increase confidence to sensitively communicate with patients, carers and colleagues.

Contact: **The Education Department on 01252 729474 or education@pth.org.uk**