



Sharing  
Knowledge  
Improving  
Lives  
Lifting  
Standards

## Foundation Communication Skills

Date	Time	Venue
Thursday 14 September 2023	09.30-12.30	Headway House, Crosby Way, Farnham, GU9 7XG
Thursday 16 November 2023	09.30-12.30	Headway House, Crosby Way, Farnham, GU9 7XG
Wednesday 17 January 2024	13.30-16.30	Headway House, Crosby Way, Farnham, GU9 7XG
Thursday 7 March 2024	09.30-12.30	Headway House, Crosby Way, Farnham, GU9 7XG
Wednesday 15 May 2024	13.30-16.30	Headway House, Crosby Way, Farnham, GU9 7XG
Thursday 18 July 2024	09.30-12.30	Headway House, Crosby Way, Farnham, GU9 7XG
Thursday 5 September 2024	13.30-16.30	Headway House, Crosby Way, Farnham, GU9 7XG
Thursday 7 November 2024	13.30-16.30	Headway House, Crosby Way, Farnham, GU9 7XG

**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](mailto:education@pth.org.uk)