



Sharing
Knowledge
Improving
Lives
Lifting
Standards

Foundation Communication Skills

Date	Time	Venue
Wednesday 15 May 2024	13.30-16.30	Headway House, Crosby Way, Farnham, GU9 7XG
Thursday 5 September 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