



Key Communication Skills in the Workplace

A Half-Day Interactive Workshop

Do you face communication situations that feel difficult? Are you left feeling that you don't know what to say or how best to start that conversation? If so, this workshop can give you the opportunity to gain insight into communication skills and strategies that can help you engage more confidently and effectively.

Who is it for?

All health and social care professionals who come into contact with patients/residents/clients (and their families) towards the end of life. End of life can mean any time from when a person is diagnosed or realises that they have a life limiting illness

Course Overview:

- An introduction to using the 'Simple Skills Secrets' approach - an easily remembered visual model for any professional, in any setting or situation where faced with unanswerable questions or who maybe unsure how to respond
- Responding sensitively to someone who is distressed or dissatisfied
- How to safely respond to cues
- Assisting the formulation of the person's own plan

Cost:

Funded places for people employed in South Cheshire, Vale Royal and Eastern Cheshire localities. If you are unsure whether you are eligible for a funded place please call to discuss.

£40 to staff working outside these areas.

Course dates:

Tuesday 2 July 2019 - Winterley Grange, Sandbach (13:00 – 16:00)

Friday 12 July 2019 - East Cheshire Hospice, Macclesfield (13:00 – 16:00)

Tuesday 17 September 2019 - St Luke's Hospice (9:00 – 12:00)

To book your place please complete the attached application form and return to
The End of Life Partnership - email: info@eolp.org.uk, fax: 01270 758 126.
Or book online at www.eolp.co.uk if you need any further details please telephone: 01270 758120