



Communication Skills - Part 1

14th June 2022

Overview:

- Development of personal communication skills
- Improved skills with challenging groups and in challenging circumstances
- Confidence in dealing with distressed and angry people
- Practice of key skills for selection for senior training posts

Time	Title	Activity
10 mins	Welcome and Introduction	
10 mins	Introduction to the generalist skills project and Enhance	
20 mins	Setting the scene	Group exercise 1. what groups of patients challenging to communicate with 2. three examples of challenging situations
20 mins	Communication with vulnerable adults including learning disabilities, elderly and autism	Importance of communication with vulnerable patient groups. How can we make their experience better?
20 mins	Communicating with children	Group experience of working with children top tips with dealing with children in a clinical setting for a general clinician
15 mins	Break	
30 mins	Communicating in virtual setting/ virtual consultations	
20 mins	Dealing with angry people/emotional people	Group exercise: Why do patients get angry? An overview of dealing with angry people



30	End of life conversations	Reflection on experience so far of group Challenges of the life decisions Model of BBN presentation
45 mins	Lunch	
2 hours	Actor scenarios	Groups of 2 Observer and participant 4 stations and scenarios Breaking bad news Angry patient Patient with learning needs Elderly person
10 mins	Reflection on day	What did you learn? Review of objectives feedback