

Communication Skills social care staff

Designed for: Care workers in domiciliary settings working either directly with adults or who are supporting/supervising those who are.

Course overview: Effective communication is central to the provision of compassionate, high-quality nursing care. The workshop encourages individuals to develop a more conscious style of communicating with patients and carers, with the aim of improving health outcomes and patient satisfaction

Learning objectives:

This Workshop is designed to give individuals an opportunity to identify important communication skills such as listening, questioning, and develop an understanding and awareness of the effect of non-verbal communication. This will include:

- Excellent communication ...What it looks like.
- Barriers to Communication
- Good Questions
- Probing Questions
- Active Listening Skills
- Speaking with Confidence
- The Communication Funnel
- Non-verbal Communication
- Your Personal Action Plan