



Advanced Communication Skills Two Day Masterclass

4th February 2019 & Monday 11th February 2019
10:00 – 16:00 at Evolve Durham

This two day interactive masterclass is aimed at healthcare professionals who want to practice and improve their personal communication skills. Participants **must** commit to attend both days to complete the masterclass. The teaching on this masterclass will be experiential and therefore there is an expectation of student participation throughout the days.

By the end of the masterclass you should be able to;

Day 1

- Analyse the Ideas, Concerns and Expectations methodology and discuss the pros and cons of its use in practice.
- Confidently and effectively articulate and use ICE methodology to elicit the patients 'ideas, concerns and expectations'
- Purposely build on ICE and your own communication skills to develop empathy, listening skills and self-awareness.
- Recognise the ways in which health professionals may FAIL to elicit patient's ideas, concerns and expectations and develop therapeutic communication.
- Be critically aware of self and analyse your own communication skills in practice.

Day 2

- Generate practice scenarios to effectively demonstrate the following skills; curiosity, genuine interest in the person; understand their needs and wishes, be open, effectively listen and demonstrate reflective questions
- Understand the impact of ICE and its relevance in clinical situations by reflecting on practice.
- Demonstrate and practice communication strategies including ICE to ensure shared decision making and care planning.
- Critically analyse your own communication skills by using experiential learning.

To book a place on this masterclass you can apply by clicking the button below

[CLICK HERE](#)

