



Communicating Clearly within a Clinical Environment Webinar

3 external CPD points

Introduction

This practical live webinar is designed to equip you with a better knowledge of how to communicate more effectively with both colleagues and patients and why it is so important. It contains practical, scenario based exercises designed to cover a variety of communication style issues, from breaking bad news to patients, to reviewing the barriers to good communication. The course is centred around ensuring quality and safety remains paramount, particularly in difficult situations.

Course structure

- 2.5 hour webinar

Webinar objectives

- Consider the key elements of good communication
- Review the barriers to effective communication and consider practical solutions
- Consider good and not so good practice through the analysis of scenarios
- Describe the effect of one's own communication behaviour on others, especially with respect to effective team work
- Learn how to approach breaking bad news to a patient
- Assess their level of assertiveness and understand the importance of this when negotiating
- Seeking and obtaining consent – the communication barriers