



Powerful Conversations Webinar

3 external CPD points

Introduction

This live webinar is designed to equip you with a better knowledge of how to communicate more assertively and persuasively with both colleagues and patients. Communication is one of the most important skills for doctors. As a core competency in the generic curricula and an important part of the appraisal process, it is essential for all doctors to maintain and develop the knowledge and skills gained from this interactive programme.

Course structure

- **2.5 hour webinar**

Webinar objectives

- Discuss the importance of exceptional communication skills and realise the benefits of powerful conversations.
- Apply a Psychometric Test to understand our own unique style of communication and how to effectively influence other styles.
- Understanding how effective, simplistic communication reduces errors and risk, avoiding complaints, incidents whilst creating an effective team environment.
- Enhancing working relationships with both patients and colleagues through assertive behaviour.
- Identify the difficulties associated with aggressive and passive behaviour and communication styles.