

Course Programme



Oxford Medical

When the pressure is on it is not always easy to express yourself clearly or come across confidently. Being an effective communicator saves your time and energy and leads to greater personal achievement. It improves your perception of those around and of what is happening, while reducing the risk of errors during key events like handovers. Others begin to see you as someone with presence and influence.

This one-day course will challenge and stimulate you to think again about how to communicate with colleagues and superiors in a large 'organisational' context, to get things right first time. It is suitable for those working within multi-disciplinary teams and for all grades and specialities.

This will be an interesting, demanding but fun day focusing on how to communicate effectively in a large 'organisational' context, using a sequence of interactive group sessions and spontaneous role-plays.

Who is this course suitable for?

It is suitable for nurses, managers and doctors of all grades and specialities, including FY, ST, SpR, Consultants and GP's; Recommended for those working within multi-disciplinary teams, who are keen to improve their 1-to-1 communicating skills. It is delivered by experienced business managers.



Does this course carry CPD Accreditation?

Yes. 6 CPD points have been accredited to this course.

How will I benefit from this course?

- Identify your own communicating style and how to use it to effectively
- Speak with confidence, listen with care, be understood readily
- Understand different ways to act assertively; interact with difficult people
- Learn how to reduce handover risks and contribute more on ward rounds
- Use communicating & time management techniques in parallel
- 3 sources of making an impact; 5 ways to create rapport
- Learn the difference between presenting and pitching competitively
- Practice using simple tools e.g. active listening; probing questions etc.
- Learn how Effective Leaders communicate
- Practical tips on voice projection; interpreting eye & body language
- 4 Laws of Influencing; 10 key steps to becoming more Persuasive
- Reduce problems, complaints & surprises through anticipation & attitude



How will being a better communicator help me?

- Saves you time and energy and can lead to greater personal achievement
- Reduces risk of error during handovers/helps you contribute more
- Reduces the likelihood of others making complaints about you
- Helps you get the right information by asking the right questions
- Improves the way you perceive those around you and what is happening

The course venue for our Oxford based course is:

The Barcelo Oxford Hotel

Godstow Road

Oxford

OX2 8AL

Tel: +44(0)1865 489988



Plenty of free parking is on site and a 10% hotel booking discount can be obtained if you mention us when you book your accommodation. Simply enter the code **oxmed** when booking online at the following page

<http://www.barcelo-hotels.co.uk/hotels/central-england/barcelo-oxford-hotel/>

The course venue for our London based course is:

Holiday Inn Hotel

Coram Street

London

WC1N1HT

Nearest tube station: Russell Square 50 meters

Nearest train station: Kings Cross, 5 mins walk

For parking and accommodation please contact the hotel which also holds the conference centre

Pre-course preparation

Delegates will receive and be asked to complete two questionnaires on social styles and the Johari Window. These will enable you to see what your basic personal / working style looks like and to understand how open you are with others in the team. They will be snapshots, useful tools providing clues and ideas on how you can adapt to future situations and new circumstances, showing what approaches might work best.

Communicating Course Programme

08:30-9:00 Registration and Coffee

9.00 – 12.30 Introductory session and personal objectives

Characteristics of successful communicating behaviour

- getting it right first time
- articulating & expressing

Basic skills – listening, questioning, interpreting body language

- the Socratic Method

Effective and ineffective handover communications - modelling

- process versus people
- taking responsibility

Scenarios for practice

A coffee break will be incorporated into the morning session

12.30-1.30 **Lunch**

Facing personally challenging situations - being open, keeping calm, establishing credibility and trust

Basic skills – rapport & empathy, impact & presence, influence

Dealing with difficult people or reasonable people whose behaviour is sometimes difficult or confrontational

- learning to be assertive
- 'I' and 'You' messages
- the 3-part statement

Handling aggressive behaviour - communicating under stress

- the ARC model

Scenarios for practice

A coffee break will be incorporated into the afternoon session

5.00 Summary, Feedback, CPD Certificates, Close of Day