

Challenging Communication Issues for Clinical Staff

Date:
Wed 29th April 2020
(Blanchardstown)

Time: 09.30-17.00 hrs

Fee: €100

Venue: Centre for
Continuing Studies,
St Francis Hospice,
BLANCHARDSTOWN

*Accreditation from
NMBI.*

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Effective communication is central to delivering good quality holistic care to both patients and their families. Healthcare staff often feel uncomfortable and lack training and confidence when dealing with situations in which they find themselves.

This interactive workshop is designed to explore challenging communication issues within a safe environment, in order to enhance participants' skills.

The content will include:

- Exploring the impact of illness and changing roles
- Enhancing active listening skills
- Family dynamics and collusion
- Dealing with emotion, anger, challenging questions and breaking bad news
- Communication within the team

