

## Communication in Healthcare

### Course Description:

It is widely accepted that effective communication skills are important in ensuring that service users receive the highest quality of care. This course gives an overview of the many types of communication that we use and how to use them for the benefit of colleagues and clients. It allows those attending to reflect on their own communication skills and how they can be enhanced

### Course Outline:

- What is communication
- Types of communication
- Barriers to good communication
- The purpose of listening
- Record keeping
- Understanding ourselves and others
- Best practice

### Course Duration:

1/2 day

### Assessment:

There is no final assessment. The tutor ensures a thorough understanding has been achieved by questions, answers, discussion and practical scenarios

### Certification:

All delegates will receive a certificate of attendance

