

ADVANCED COMMUNICATION SKILLS TRAINING COURSE - 2 DAYS

11th & 12th September 2025

13th & 14th November 2025

21st & 22nd January 2026

11th & 12th March 2026

20th & 21st May 2026

15th & 16th July 2026

Sandwell Medical Education Centre

This two-day Advanced Communication Skills Course is an evidence based course led by approved trainers, for which participants set the agenda by identifying challenging communication scenarios from their own field of professional practice



For MORE INFORMATION or to
REGISTER please email
swb-tr.swbh-gm-connected-pc-hub@nhs.net

Cost £650 per delegate for SWB staff,
£700 for non-SWB delegates.

Course facilitated by:

- Dr Rebecca Dawber, Consultant in Palliative Care
- Catherine Morris, Palliative Care Clinical Nurse Specialist and PDN

During the course you will have the opportunity to explore the evidence base relating to professional communication, examine the challenges for health care professionals involved in complex interactions and consider the impact for patients and families. You will have time to reflect on your current skills, examine specific approaches, practice new skills and receive positive and constructive feedback in a safe and supportive environment. Teaching methods include the use of role play with simulated patients using an actor, which is digitally recorded, played back and analysed. You will be part of a small group and will be expected to participate in all aspects of the course.

A mix of teaching methods (lectures, discussions, interactive exercises) are employed throughout the course but the emphasis is on role play. Due to its experiential content this can by its nature trigger strong personal emotions. In view of this we would suggest that you consider any recent significant or stressful life events, such as a close bereavement or current mental health issues, prior to attendance. If you have any specific questions about the course or are unsure, please contact either Cath or Becky to discuss.

This 2-day course is designed as a safe but intensive learning experience using the Connected© model.

Who should attend:

Senior health or social care professionals' band 6 or above, who wish to enhance personal knowledge, skills & confidence in patient, family or colleague conversations that are important or can often feel difficult, complex or highly emotive.

Lunch and refreshments provided on both days.

Please ensure the relevant study leave approval forms are complete when booking your place.