

**Advanced Communication skills two day masterclass**

**Monday 18th March 2019 and Tuesday 26th March 2019**

**10-4pm Evolve Durham**

This two day interactive masterclass is aimed at healthcare professionals who want to practice and improve their personal communication skills. Participants **must** commit to attend both days to complete the masterclass. The teaching on this masterclass will be experiential and therefore there is an expectation of student participation throughout the days.

**Day one**

By the end of the masterclass you should be able to;

* Analyse the Ideas, Concerns and Expectations methodology and discuss the pros and cons of its use in practice.
* Confidently and effectively articulate and use ICE methodology to elicit the patients ‘ideas, concerns and expectations’
* Purposely build on ICE and your own communication skills to develop empathy, listening skills and self-awareness.
* Recognise the ways in which health professionals may FAIL to elicit patient’s ideas, concerns and expectations and develop therapeutic communication.
* Be critically aware of self and analyse your own communication skills in practice.

**Day Two**

* Generate practice scenarios to effectively demonstrate the following skills; curiosity, genuine interest in the person; understand their needs and wishes, be open, effectively listen and demonstrate reflective questions
* Understand the impact of ICE and its relevance in clinical situations by reflecting on practice.
* Demonstrate and practice communication strategies including ICE to ensure shared decision making and care planning.
* Critically analyse your own communication skills by using experiential learning.

To book a place on this masterclass you can apply via the Northumbria website on the link below

<https://www.northumbria.ac.uk/study-at-northumbria/continuing-professional-development-short-courses-specialist-training/cancer-care-masterclasses/>

**Due to the experiential delivery of the masterclass places are restricted to 12 delegates so early booking is advisable.**