

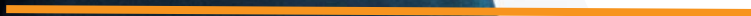


Mastering Advanced Communication

An innovative and highly interactive **advanced communication development program** for Healthcare Professionals

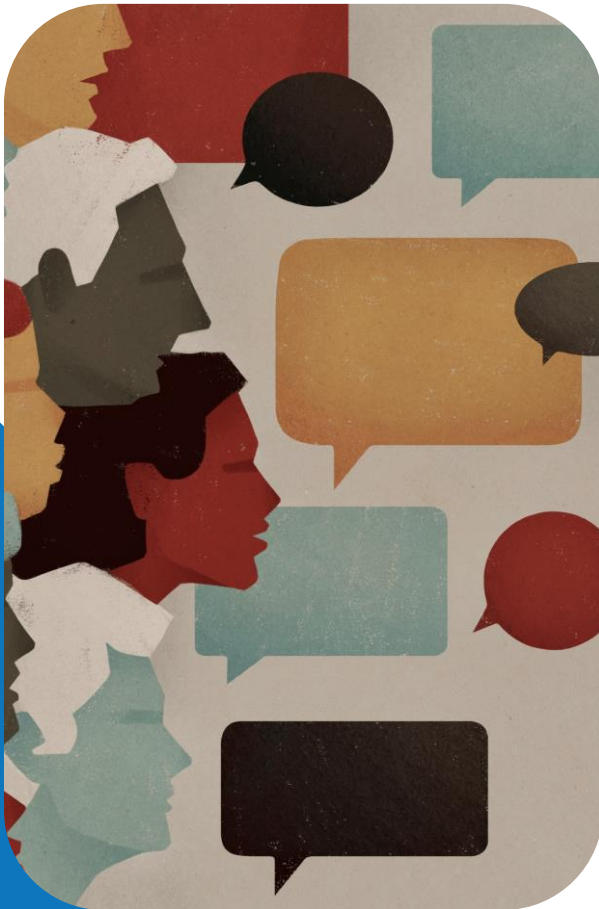
PROGRAM INFORMATION

In partnership with





Introduction



This program is designed to offer an engaging and interactive **learning experience** for healthcare professionals to advance their **communication skills**. The **inclusive environment** and sense of **community** deepens the **practice** of newly acquired or refreshed skills, creating space to **reflect, share**, and explore **new perspectives** and competencies.

Drawing on neuroscience and experiential learning, the **5 sessions** (2 hours on MS Teams) and bridging practices provide a **productive space** for colleagues to enhance **verbal communication skills**, improve active **listening** and compassionate **empathy**, develop advanced **conflict resolution** skills, and create opportunities for **continuous learning** and **practice**.

WHAT TO EXPECT

- Mixed cohort
- CPD Certification
- Practice partners
- Interactive sessions
- Peer support networks
- Learning through practice
- Time to think and co-create
- Accessible resource materials
- A safe, compassionate, & inclusive space
- Time-efficient, online sessions on MS Teams



Core Elements of the program



ADVANCED PROFESSIONAL DEVELOPMENT

Based on experiential learning (reflection, new thinking and practices) participants practice advanced communication skills, developing new thinking and ways of working.



PEER NETWORK

Within interactive sessions and dedicated practice partners, colleagues will share and listen, supporting each other's growth and development.



REFLECTIVE PRACTICE

Bridging assignments and practices between sessions deepen the enquiry and link the sessions. Includes insightful multi-media resources and reflective prompts.



INCLUSIVE ENVIRONMENT

Expertly led by our team of facilitators, participants will have opportunities to share challenges, be heard, valued, and supported, and consider effective wellbeing practices.



PROACTIVE SUPPORT

From 1 to 1 enrolment, throughout the program and beyond, our dedicated participant experience team supports participants for them to engage, embrace, and enjoy the program.



OUR APPROACH

EXPERIENTIAL LEARNING



Experiential learning focuses on the **process of learning** rather than just on the learning outcomes. The measure of success for experiential learning goes beyond the acquisition of new knowledge, towards **achieving behavioral change** and transformation.

The Talent for Care journey is based upon **experiential learning** with **peer support** and **reflective practice**, all underpinned by **narrative transformation** as our core methodology.

With highly innovative content, based on the latest neuroscience, we develop **team relationship** and **communication skills**, inspiring a **mindset of possibility**.

PEER SUPPORT

The inclusive and supportive environment is key to the participants' enjoyment and experience. They engage with the program by connecting with each other, sharing the support and development journey.



ENROLMENT
CALL



INTERACTIVE
SESSIONS



PRACTICE
PARTNERS



WHATSAPP
GROUP



Program Framework

Session	Time	Title	Content
	30m	Registration	1 to 1 welcome and registration call with dedicated participant experience team. Understanding needs, program requirements, setup and onboarding.
1	2hr	Orientation	Enrolment into what the program is about, developing relatedness, how to listen on the program, communication as a foundational practice; setting up practice partnerships
		<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>
2	2hr	Developing intrapersonal and interpersonal awareness	Understanding how our personal point of view and mindset influence our ability to communicate effectively
		<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>
3	2hr	Active Listening	A crucial communication skill, understanding personal bias and barriers to listening clearly. The practices of reflective listening, thoughtful feedback and awareness of judgement
		<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>
4	2hr	Coaching conversations for growth and leadership	The use of language, practising compassionate empathy and conversations for growth. Developing a pathway for coaching conversations and using enquiry as a skill
		<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>
5	2hr	Understanding conflict and mastering challenging conversations	Pathways to resolution, types of challenging conversations, personal preparation and different styles, timing, looking for understanding, being empathic and listening clearly
		<i>Beyond the program</i>	<i>Options for continued and sustainable practice</i>

Testimonials

From Talent for Care program participants, February 2024

'The program has given me the **confidence** to have **difficult conversations** and the tools to help me become a **better leader**'

'The program provided me with time and **space to reflect** and focus on myself – it's been **thought provoking** [...] and I have enjoyed the **coaching/guided style**'

'[The program] gave me time for **reflection** on **daily practice** and **how I perceive myself** within work and with my team'

'I am very happy to **meet new people** across the country and **always looking forward** for the meeting. 'Happiness is the key''

In our experience, the most reliable outcome measures come from **participant feedback and self-assessment**, which we capture through a simple, robust and anonymous framework, via an **end of program questionnaire** on MS Teams. We ask all participants for their consent to share their anonymised feedback.



TO FIND OUT MORE ABOUT

Mastering Advanced Communication
Program for Healthcare Professionals

CONTACT US

We would be delighted to hear from you

Contact our Team

team@talentforcare.uk



Transforming Wellbeing, Engagement and Retention for the
Health and Social Care Workforce

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