



Mastering Communication

For Whom

This course is for trainees currently enrolled on the Registrar Training Programme (RTP) and in Higher Specialist Training (HST) at the Royal College of Physicians of Ireland.

Learning Objectives

At the end of the session, participants will have a better understanding of:

- key criteria for effective communication.
- effective listening skills.
- using interpreters with patients and families.
- dealing with a difficult patient situation.

Course Content

The course will cover a variety of topics, some of these include:

- communication skills to ensure better patient outcomes.
- communicating effectively with patients, patients' families and other healthcare professionals.
- skills in managing conflict, breaking bad news and dealing with the angry patient.
- communicating effectively in a multi-cultural environment.

Learning Methods

The course is highly participative with the use of a variety of learning techniques. These include group discussion, feedback, exercises and case studies.

Course Delivery

This course is a one day programme. The times for this course are from **9.00am to 5.30pm**. Registration begins promptly at 8:30am. Admission will not be granted to latecomers.

Venue

The Royal College of Physicians of Ireland, Frederick House, 19 South Frederick St. Dublin 2

Course Director

Iseult O'Doherty, Training Manager, Carr Communications

Course Fee

There is no fee for trainees who are registered on the Registrar Training (RTP) or the Higher Specialist Training (HST) programmes at the RCPI.

Failure to cancel within ten working days of the course commencement will result in a charge of €150.00 to rebook on to this programme.

Please Note:

- It is advisable to book early on to the course due to limited availability.
- Full attendance on the course is necessary to receive a Certificate of Completion.
- Admission will not be granted to latecomers.



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19th May 2011 9th June 2011

PLEASE PRINT YOUR DETAILS IN BLOCK CAPITALS – ALL FIELDS ON FORM MUST BE COMPLETED

SURNAME

FIRST NAME

EMAIL @physicians.ie

Please be advised that applications will not be processed without your physicians email

CONTACT NO.

RCPI ID

PLEASE TICK RELEVANT BOX – ALL FIELDS MUST BE COMPLETED

RTP HST Year _____

SPECIALTY _____

HOSPITAL _____

DIETARY REQUIREMENTS _____

Cancellation Policy

Please be advised that if cancellations are not received within ten working days, there will be a charge of €150.00 to attend the next course. This also applies to no-shows.

Confirmation of application and any further correspondence relating to this course will be sent to your physicians email address only. No other email is acceptable.

Please send this registration form to:

The Education and Professional Development Department,
Royal College of Physicians of Ireland, Frederick House, 19 South Frederick Street, Dublin 2

Phone: (01) 863 9700 Fax (01) 672 4707 Email: courses@rcpi.ie Web: www.rcpi.ie