

# Effective Communication in Healthcare

*A one-day workshop for healthcare leaders and their teams*

**acrobat-global**

**This highly-practical workshop raises awareness of the value of clear and effective communication in healthcare.**

**It explores how the way we communicate impacts team cohesion and the wellbeing of both staff and services users.**

## Objectives

**In this workshops participants:**

- reflect on the barriers to clear communication
- discover how pace, pauses and processing time enhances clarity and active listening skills
- develop practical strategies for auditing and simplifying their language
- use emotional intelligence to recognise non-verbal signs of misunderstanding or emotion
- identify certain aspects of language that exclude others
- recognise the importance of inclusive intercultural communication in internationally diverse teams
- consider strategies for managing challenging conversations more effectively
- share experiences of challenging communication situations at work

**Recognise** when and why your language isn't clear

**Adapt** the language you use

**Communicate** more effectively with colleagues and service users

About the trainers:

**Zanne Gaynor** and **Kathryn Alevizos** are authors of #1 Amazon Bestseller 'Is that clear?' which was shortlisted for a **Business Book Award** in 2020. They have been training in NHS Trusts and delivering talks at NHS events around the UK for five years working with a range of internationally diverse teams.

[www.acrobat-global](http://www.acrobat-global.com) [training@acrobat-global.com](mailto:training@acrobat-global.com)

