



Network for  
Practices Ltd

[www.networkforpractices.co.uk](http://www.networkforpractices.co.uk)

## Consultant Information

Deryl Dix works independently as a facilitator, trainer & consultant with considerable experience in developing leadership programmes and in well-being and mental health in the workplace.

In addition to working throughout the UK, Deryl has worked internationally, frequently delivering programmes in France, Belgium, Germany, China, India, and Singapore.

Deryl's professional experience has included being Director of FPA Wales for ten years and employment at Director level in a further two UK wide charities. In addition, Deryl is affiliated to numerous organisations as an associate. With a background in drama and theatre, creative methods are frequently utilised in her delivery. Deryl is also qualified to teach Mindfulness-based stress reduction (MBSR) courses.

## Booking Information

To book a place/s email

[bookings@networkforpractices.co.uk](mailto:bookings@networkforpractices.co.uk)

Our acceptance of your booking brings into existence a legally binding contract between us on the following Terms & Conditions - If places are booked but cancelled before payment has been made or a candidate DNAs, the fee will remain due. Cancellations will attract a refund if the course is subsequently fully booked. To avoid any confusion, we ask that Cancellations are by email only. We will make every effort to resell the cancelled place. Where places are free a £25 charge will be applied to cancellations/DNAs. Payment is required within 30 days from date of invoice.

# Effective Communication Skills for Non-Clinical Staff

Date:	12 <sup>th</sup> September 2024	
Times:	1330-1700	
Venue:	Zoom Online Platform	
Places available:	12	
Fee/s:	NfP Members	£65
	Non Members	£110

**Suitable for: Frontline reception / Care Navigation staff.**

During the workshop participants have an opportunity to explore aspects of communication related to triage and signposting and identify best practice for responding to their patients

## LEARNING OUTCOMES:

At the end of the workshop, you will:

- Be able to apply appropriate communication skills when triaging or introducing signposting
- Understand the importance of active listening and questioning
- Have increased confidence and sensitivity in determining patient need both on the telephone and face to face
- Understand more about patient expectations and how to manage these
- Have discussed situations faced and have strategies to deal with them in future with more confidence
- Have gained an understanding of the structure of a signposting conversation and appreciate the importance of patient care at each stage of the conversation
- Have received tools and techniques to help respond to inappropriate behaviours and achieve a win-win outcome with your most challenging patients
- Have considered your role in working as part of a pro-active and excellent team

### Available option, but not compulsory:

We are delighted to be working with the Welsh awarding body Agored Cymru, to offer the award of 2 credits for the Care Navigation Unit. This unit and its awarded credits is fully accredited and is therefore recognised in both England and Wales and may be of interest to Practices/Individual Learners who are not undertaking an apprenticeship. The cost of the individual unit is £87 per person which includes assessment and award. If you are interested or would like further information, let us know when booking.

