

Effective Professional Interactions

Two 2-day courses: one for clinical consultants and one for teachers/trainers
Tues 10th & Wed 11th February 2009
The Glebe Centre, Church Street, Murton, Co. Durham, SR7 9BX

Intensive Communication Skills (Mastering the Calgary Cambridge framework)



Doctors, nurses and other clinicians can change their consultation behaviour in ways that:

- Improve clinical outcomes for patients
- Improve satisfaction for both patient and clinician
- Promote effective use of clinician's time
- Reduce medico-legal risk

Research makes it clear that learner behaviour change requires practice, observation, feedback & rehearsal.

Calgary Cambridge is the most comprehensive framework available - combining evidence of skills that matter, learning with best evidenced teaching methods.

Several Speciality Training Committees have mandated our skills based training for SpRs. Most college exams now test this competence. Revalidation against the principles of "Good Medical Practice" is expected to require evidence of skill development in this domain.

The course for clinicians (i.e. doctors and nurses with no major teaching responsibility)

- Builds consultation skills of participants using the Calgary Cambridge skills framework.
- Develops an individual learning agenda for each individual, focusing on developing a small number of skills of relevance to their own practice
- Leads participants to working mastery of the Calgary Cambridge framework and be able to use it after the course to continue self-improvement
- Can address individual learning needs (whether identified via RITA or other)

The course for teachers/trainers (if demand is sufficient) has some differences:

- A teaching layer of analysis. On day 2, participants have the opportunity to run Calgary Cambridge sessions, and obtain feedback on their facilitation.
- This group will focus more on teaching skills and *somewhat* less on the individual communication needs of participants.

Facilitators are all clinicians. They are selected for being experienced and expert facilitators of skills based training for clinical consultations who have further training through EPI Ltd.



Fee includes lunch
& refreshments...



...and materials

To book a place or for more information,
contact:

mithomas@doctors.org.uk

louisefox@effectivepi.co.uk

Tel: 01670 51 66 87 Mob: 07766 270 275

www.effectivepi.co.uk

Hilltop, Pottery Bank, Morpeth, Northumberland,
NE61 1SH

Free parking



Appraisal friendly



Fee - £417.13 inc. VAT

Intensive Communication Skills Registration

Book early - these are intensive courses, limited to eight places per course - we usually sell out.

Name	
Contact telephone	
Email	
Address	

I would like to attend the following course - (please tick as appropriate).

DATE & GROUP	TIME	VENUE	FEE	Tick de- sired date & group
Tues 10th & Wed 11th Nov 2009 Clinician's group	09.00 - 17.00	The Glebe Centre, Church Street, Murton County Durham SR7 9BX	£417.13 (inclusive of VAT)	
Tues 10th & Wed 11th Nov 2009 Teacher/trainer group	09.00 - 17.00	The Glebe Centre, Church Street, Murton County Durham SR7 9BX	£417.13 (inclusive of VAT)	

Please return this page, enclosing:

A relevant cheque, made payable to "Effective Professional Interactions Ltd."
A stamped self addressed envelope

Please post to EPI, Hilltop, Pottery Bank, Morpeth, Northumberland, NE61 1SH

Deadline is 2 weeks before date of seminar- please note places are limited. Cancellation by you is permitted up to one month in advance - on payment of 10% administration fee. Thereafter we will consider a request to transfer to a later course.

We will email a confirmation as soon as possible and not later than the deadline.

Signed _____ Date _____

PLEASE DO NOT WRITE BELOW THIS LINE- FOR ADMIN PURPOSES ONLY

Thank you for your application below - You have been allocated a place on:

Tues 10th & Wed 11th Feb 2009 Clinician's group	
Tues 10th & Wed 11th Feb 2009 Teacher/trainer group	
Sorry- we are returning your cheque (course full)	

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