

## Duration

The workshop lasts for 2.5 hours (including a break) and counts as X hours CPD

## Who's this for?

- Osteopaths wanting to refine their communication skills to enhance patient care
- Osteopaths focusing on Osteopathic Standard A3 as part of their CPD

## Why attend?

It is essential that Osteopaths communicate clearly so that their patients understand:

- ✓ their rights,
- ✓ what to expect from osteopathy
- ✓ any risks associated with their treatment.

Your effective communication skills will enable you to put your patients at ease and to deal with their questions, concerns, emotional responses and their occasional complaints.

This interactive workshop gives you the opportunity to refresh and refine your communication skills so that you can provide excellent patient care.

## What will I get out of the workshop?

This workshop will support and challenge you to:

- Reflect on your current communication practices
- Use effective communication skills to welcome your patients and put them at ease
- Choose from a range of methods to communicate in a way that helps each individual patient
- Deal with angry patients or those who complain to you directly
- Decide on the actions you want to take to practice and improve your communication with patients

## What's on the Agenda?

### *Preparation Work*

- Identify a communication challenge you have had or are having with a particular patient
- Describe a situation with a patient when you communicated effectively with them

### **Workshop Content**

- What is 'effective' communication?
- Checking understanding
- Visual, vocal and verbal elements of communication
- Welcoming your patient
- Putting your patient at ease
- Empathic listening
- Choosing your methods of explanation and communication
  - What's available?
  - Communicating with the patient in mind
- Dealing with an angry patient
- Communication skills for dealing with a patient who complains directly to you

### *Practice at Work (approx. 3 months)*

- Implementing and experimenting with your ideas and actions from the workshop
- Capturing and recording your learning
- Working in a peer coaching relationship with a fellow osteopath for support and challenge
- Educating and coaching the receptionists and non-osteopath members of your business/practice