# COMMUNICATION COURSE

The communication course provides doctors with skills for dealing with challenging and pressurised situations in urgent care clinics. It is arranged by RNZCUC in partnership with Connect Communications.

### Learning Objectives

By the end of the course participants will be able to:

- Describe the benefits and value of a patient-centred approach
- Apply a patient-centred approach to an urgent care consultation
- Explain the importance of prioritising good rapport with patients and colleagues, even when there is disagreement
- Demonstrate how to build good rapport by using skills such as open questions and reflection
- Illustrate the use of specific communication skill techniques for some of the following 'challenging scenarios': managing situations where patients are angry or demanding, family disagreements, giving serious news, and discussing sensitive issues
- Analyse the components of the specific skills used in each of these 'challenging scenarios' above
- Evaluate the influence of their own implicit reactions and preferences as they relate to working with patients of different cultures
- Apply the Connect 'Cultural Safety Toolkit' to a scenario involving a patient of a different culture to themselves by either observing or participating in a specifically tailored role play
- Demonstrate professional remote communication via technology to consult with simulated patients by using appropriate camera framing, eye contact, facial expressions and verbal behaviour

### Delivery

The communication course is separated into two parts; foundation learning and applied learning.

- **Part one** provides the foundation material. This part of the course consists of 2 ½ hours of self-paced learning watching a series of videos covering theoretical and practical aspects required for managing stressful communication scenarios at work. There are also two required quizzes to be completed, and 2 self reflective tasks.
    - Use this link to access the communications videos (https://connectcomm.co.nz/courses/foundation-communication-skills-video-package/).
    - Click on the "Add to Cart" button
    - Apply the code we sent you (if you do not have it, contact Alex tpc@rnzcuc.org.nz)
    - Once you apply the code, the amount to be charged should reduce to $0 - if this does not happen, do not proceed and instead contact Alex. **DO NOT PAY FOR ACCESS**
    - Once you have accessed the videos, review them and complete any quizzes in order to receive the completion certificate.
    - Save the completion certificate to your UCCIS TPS.

- **Part two** shows you how to apply the foundational material. This part of the course uses video conferencing (zoom). It is interactive, using active learning strategies such as large group and small group discussions, as well as role play work with professional actors in virtual breakout rooms.

    Completion of part one is a pre-requisite to attending part two.

    The training programme coordinator (TPC) will email those who are required to complete part 2 of the communication course.

    Dates of the course may be available on the website calendar. If you wish to request to reserve a place, email the TPC (tpc@rnzcuc.org.nz).

### Recognised prior learning

If you have already completed a communications courses, it may be recognised as prior learning (check the RPL table). Please email the Director of Clinical Training (dct@rnzcuc.org.nz) to request that the RPL be applied. If your course is not listed contact the DCT to request to have the alternative approved.