

# Dietetic Support Worker Award

## Enhancing Communication Skills in Practice

**Date: 13 February 2019**

**Venue: Birmingham**

**Facilitator: Dr Fiona McCullough & Dot Hopwood**

This one day course is aimed at dietetic support workers working in both acute and community settings. It will be suitable for those relatively new in post and as a useful update for those with some previous knowledge and experience. The day will cover the importance of good communication including communication and listening skills and the 'Process of Change'. It will provide an introduction to motivating behaviour change and an opportunity to improve skills and competencies in specific areas such as one to one patient consultations.

### Aim

The aim of this one day course is to explore different aspects of communication and its importance in achieving behaviour change and to provide an opportunity for skills practice as pertinent to the dietetic support worker.

### Learning outcomes

By the end of the one day course the DSW will be able to:

1. Demonstrate an understanding of effective communication, facilitation and listening skills.
2. Recognise aspects of both effective and poor communication and listening skills.
3. Demonstrate an understanding of "The process of change"
4. Recognise important stages in the cycle of change
5. Use at least one tool which can assist in increasing motivation
6. Demonstrate improved competency in one to one patient consultation skills

### Programme

|              |  |
|--------------|--|
| 09:15        | Introduction including learning outcomes and expectations  |
| 09:30        | Best Practice in Communication - an overview   |
| 10:30        | 'Selecting the Right Question'- open and closed questioning with role play   |
| <b>11:00</b> | <b>Coffee</b>  |
| 11:15        | The Key to Active Listening - including role play and tips for good listening  |
| <b>12:30</b> | <b>Lunch</b>   |
| 13:15        | Challenges to Changing Behaviour - understanding the barriers and building motivation  |
| <b>14:45</b> | <b>Coffee</b>  |
| 15:00        | Communication Skills Workshop – 1:1 consultations and group facilitation including demonstration and role play and including skills development with facilitator and peer feedback |
| 16:15        | Open discussion, key learning points from the day and evaluation   |
| <b>16:30</b> | <b>Close</b>   |