

PROFESSIONAL COMMUNICATION SKILLS IN THE HEALTHCARE SECTOR



GENTEX[®]
TRAINING CENTER

Step 1 Classification

English: Engineering, Construction & Industrial Operations Courses Healthcare Management Training Courses
Next-best alternative: Business & Management Excellence Courses
Interpersonal Skills & Self-Development Training Courses (because communication technique is transferable, though the clinical context decides the fit here).

Arabic: البريد الإلكتروني هو وسيلة اتصال إلكترونية تستخدم البريد الإلكتروني لإرسال واستقبال الرسائل الإلكترونية. البريد الإلكتروني هو وسيلة اتصال إلكترونية تستخدم البريد الإلكتروني لإرسال واستقبال الرسائل الإلكترونية.

Professional Communication Skills in the Healthcare Sector Training Course

Introduction

In healthcare, communication failures are not administrative inconveniences. They cause medication errors, missed diagnoses, delayed treatment, and complaints that reach regulators. Clinical staff also carry news that changes lives, and how they deliver it shapes how patients cope. This Professional Communication Skills in the Healthcare Sector Training Course builds the communication discipline that clinical settings demand. Learners study patient-centred communication, structured clinical handover, and difficult conversation techniques. Furthermore, the course covers team communication, documentation, and cross-cultural sensitivity. As a result, participants communicate with clarity, empathy, and safety at every point of care.

Professional Communication Skills in the Healthcare Sector Course Objectives

- Apply patient-centred communication principles in consultations and care planning.
- Conduct structured clinical handovers using the SBAR framework.
- Use teach-back and health literacy techniques to confirm patient understanding.
- Deliver difficult news using the SPIKES protocol.
- Practise shared decision-making and informed consent conversations.

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- Communicate effectively within multidisciplinary teams.
- Use the ISBAR method for escalation and urgent clinical communication.
- Document clinical communication accurately and defensibly.
- Adapt communication across cultures, languages, and health literacy levels.
- Manage complaints, conflict, and distressed families with composure.

Course Methodology

This course combines short lectures with extensive role-play. Participants rehearse consultations, handovers, breaking-news conversations, and complaints handling with trained feedback. Trainers use recorded practice, clinical case studies, and structured debriefs. Group discussion examines what changed the outcome. In addition, participants build a personal communication toolkit mapped to their own clinical setting.

Who Should Take This Course

- Physicians, residents, and clinical fellows
- Nurses, midwives, and nursing managers
- Allied health professionals and therapists
- Hospital administrators and patient relations staff
- Patient safety and clinical governance officers
- Front-desk, admissions, and call-centre staff
- Public health and community care professionals

Professional Communication Skills in the Healthcare Sector Course Outlines





Day 1: Patient-Centred Communication Foundations

- What patient-centred communication means in practice
- Active listening, empathy, and validation techniques
- Questioning styles: open, closed, and focused
- Health literacy and plain-language explanation
- Teach-back technique for confirming understanding
- Managing time pressure without losing rapport
- Communication baseline self-assessment

Day 2: Clinical Handover and Team Communication

- The SBAR framework: situation, background, assessment, recommendation
- ISBAR for escalation and urgent calls
- Structured handover at shift change and transfer
- Closed-loop communication in clinical teams
- Speaking up: raising safety concerns respectfully
- Multidisciplinary team meeting communication
- Handover simulation with feedback

Day 3: Difficult Conversations and Breaking Bad News

- The SPIKES protocol for delivering difficult news
- Reading emotional responses and responding appropriately
- Silence, tears, anger, and denial in clinical settings
- Shared decision-making and informed consent conversations
- Discussing prognosis, risk, and uncertainty honestly

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- Supporting families and caregivers
- Recorded role-play with structured debrief

Day 4: Cross-Cultural, Ethical, and Written Communication

- Cultural differences in health beliefs and communication
- Working with interpreters effectively
- Religious, gender, and family-decision considerations
- Confidentiality and consent documentation
- Writing clinical notes, referrals, and discharge summaries
- Telephone and telehealth communication standards
- Documentation review and improvement exercise

Day 5: Complaints, Conflict, and Service Quality

- Handling patient complaints and adverse event conversations
- Apology, disclosure, and duty of candour principles
- De-escalating conflict with patients and colleagues
- Communicating during incidents and emergencies
- Patient experience feedback and service improvement
- Building a personal communication toolkit
- Final assessed communication scenario and action plan





Conclusion

By successfully completing Professional Communication Skills in the Healthcare Sector, participants will gain a practical understanding of how communication shapes patient safety, clinical outcomes, and trust. They will be able to hand over information accurately, explain complex care in plain language, deliver difficult news with humanity, and handle complaints and conflict without escalation. In addition, they will know how to adapt their communication across cultures and literacy levels. Gentex Training Center designed this course so that learners return to practice with communication skills that protect both patients and colleagues.

FAQs

Q1 What is the "Professional Communication Skills in the Healthcare Sector" course about?

It develops communication skill for clinical and patient-facing settings. Participants cover patient-centred consultation, structured clinical handover, breaking difficult news, cross-cultural communication, documentation, and complaint handling through intensive role-play.

Q2 What are the key benefits of the "Professional Communication Skills in the Healthcare Sector" course?

Participants reduce communication-related errors, hand over information more safely, and handle difficult conversations with greater composure. They also improve patient experience scores, lower complaint escalation, and work more effectively within multidisciplinary teams.



Q3 What skills will I gain from the "Professional Communication Skills in the Healthcare Sector" course?

You will gain patient-centred consultation and listening, structured clinical handover and team communication, difficult conversation and breaking-news technique, and complaint handling and cross-cultural communication. These four skills combine to improve both safety and patient experience.

Q4 What tools, methods, or standards are covered in the "Professional Communication Skills in the Healthcare Sector" course?

The course covers the SBAR framework, ISBAR escalation method, the SPIKES protocol for breaking bad news, teach-back technique, health literacy principles, closed-loop communication, shared decision-making and informed consent standards, and duty of candour disclosure principles.

Q5 How is the "Professional Communication Skills in the Healthcare Sector" course applied in real-world practice?

Professionals apply it in ward rounds, shift handovers, outpatient consultations, family meetings, consent discussions, and complaint investigations. The methods transfer to any healthcare setting where clarity, empathy, and accurate information exchange affect patient outcomes.