

ADVANCED 2 DAY COMMUNICATION SKILLS TRAINING COURSE

At Heart of Kent Hospice, Maidstone.

4th and 5th June 2026

This course has been developed from the CONNECTED evidence base which demonstrates lasting improvements in communication and well-being following this method of experiential learning.

A blended learning course, combining a pre-course workbook and a two-day face-to-face workshop with **clinical facilitators and actors – all specifically trained in the CONNECTED training methodology.**

Key information

Delivery type

Blended learning (pre-course e-learning + two-day face-to-face workshop with trained actors).

Delivery style

- Interactive role play
- Small-group experiential learning
- Feedback and reflection

Duration

2 days (excluding pre-course reading)

Experience level

Advanced

Cost

£550 – early bird price

What to expect

This blended learning programme helps senior healthcare professionals refine and enhance their communication practice for complex and emotionally charged situations.

You'll complete a pre-course workbook before attending an interactive, face-to-face workshop that uses role play with professional actors to explore real-world challenges.

The course focuses on evidence-based frameworks and strategies to support confidence, resilience and effectiveness when dealing with sensitive or high-stakes conversations.

Learning outcomes

By the end of this course, you will be able to:

- Demonstrate advanced communication strategies for challenging conversations
- Manage emotionally complex situations with confidence and empathy
- Structure discussions involving bad news, end-of-life care and conflict
- Reflect on your communication style and adapt to diverse contexts
- Support colleagues through modelling and shared learning

Who is it for?

Senior health care professionals including doctors, nurses, paramedics and other allied health professionals.

How to book

Simply email hokh.education@hokh.co.uk to express interest, reserve your place or place yourself on a waiting list for future courses.