



dovehouse
hospice

caring for people with a life limiting illness

Communication Skills for Non-Clinical Staff

“I hope I said the right thing...”

Dates: Monday 20th September 2010

Time: 9:00am - 12:30pm

Fee: £10.00 (*includes refreshments*)

Facilitators: Nic MacManus
Head of Practice Development
Dove House Hospice

Judith Hodgson

9.00am	Refreshments / Registration
9.30am	Event Start
12.30pm	Event Finish



Have you experienced an awkward moment where you didn't know how to respond - a meeting in the corridor, an unexpected telephone call? It's often hard to know what to say and these sorts of encounters can leave us feeling helpless.

This event will explore ways of responding to patients and their relatives who may show a variety of emotions such as anger and anguish.

This is aimed at non-clinical support staff including administrative, clerical and secretarial, catering and domestic staff, porters, maintenance staff and caretakers from a variety of different health and social care settings.

Target audience: *Non-clinical support staff (including Receptionists, PA's, secretaries, domestics, catering staff, volunteers)*

EoLC Core Competences: 1,5

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or BOOK ONLINE!