

# Communication Skills Training event by “Talking Allowed” 2025

## Course Details

This course is for Supported Return to Training trainees in London & KSS, run by external facilitators.

Price: FREE

Date: Thursday 6th March 2025

Venue: Headquarters of East London Foundation Trust at 9 Alie street, E1 8DE.

Deadline for expression of interest

**Friday 10th January 2025.**

## A Brief Overview of the training event

The event will be divided into two 3.5 hour sessions, Part 1 and Part 2. Both sessions are participatory and interactive, embedding reflective practice in a safe and inspiring learning environment. Participants will be encouraged to learn from each other and share best practice. The day is devoted to reminding trainees of key communication skills and addressing specific communication challenges following a career break: professional self-confidence; ‘impostor syndrome’; assertiveness with patients, relatives and colleagues; maintaining boundaries. Times for discussion are built in to the day.



## Learning Objectives

### Part 1 – Focus on trainees’ relational skills in engaging effectively with patients, relatives and colleagues

- Forming collaborative, empathic, responsive relationships with patients
- Active listening and non-verbal communication
- Effective use of the voice
- Adapting to the needs of individual patients and setting boundaries.
- De-escalating emotionally fraught situations
- Developing appropriate professional rapport and relationships with colleagues
- Building effectiveness, resilience and confidence through increasing conscious awareness of their communication styles and skills

### Part 2 – Scenario-based training

Working with a facilitator and an actor, participants rehearse different approaches, drawing upon and applying learning from the morning’s training. We focus on:

- Bespoke scenarios where the actor plays a patient/relative/colleague
- ‘Rehearsing’ different approaches with the same patient/relative/colleague
- Feedback from 3 perspectives: fellow participants, facilitator and the patient/relative/colleague in-role
- Drawing upon the collective experience in the room to reach conclusions



## Feedback of past participants

*"Talking Allowed use very different approach which works really well. Not formulaic or prescriptive. These excellent sessions would be beneficial to all clinicians."*

*"Moving, interesting, engaging, surprising, invigorating. Both Lisa and Patrick are very passionate and enthusiastic. I feel privileged to have taken part in this workshop."*

*"For my online consultations, learning how changes in my voice make a huge difference was revelatory. Plus being more conscious of my surroundings, posture, tone – all really useful."*

*"I feel so much more equipped now to take the skills and insights into myself gained today into my future practice."*

## Register now

Information about the facilitators can be found on their website:  
<https://www.talkingallowed.org.uk/about>

For expression of interest please use this [LINK](#)

Please note, by expressing interest you are confirming that you will be able to provide feedback after the session.

You will receive confirmation on whether you have been allocated a place soon after the deadline of expressing interest.

The event is run by East London Foundation Trust.

For any queries please contact:

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