

## Supporting the Difficult Communications our Non-Clinicians Have

**Course Duration** Half a day

**Course Cost** £40 per person to include:  
All course materials, refreshments and a light lunch

**Target Audience** The course is suitable for non-clinicians specifically within Palliative Care that have regular conversations with people that could involve distress, anger, or risk issues

**Course Aims** to provide a set of skills to enable you to respond to difficult conversations effectively and with empathy

### Course Information

The course is designed to explore different communication skills and techniques that would fit the individual's role, to consider the puzzles or questions staff may have around managing tricky conversations. Staff will be encouraged to share difficult experiences to reflect on ways to manage them.

### Course Benefits

You will be given some Top tips, some Tools to take away and look at ways to care for yourself within this area of work.

**For course dates and to book visit:**  
[www.rowanshospice.co.uk/training](http://www.rowanshospice.co.uk/training)

### Venue

Rowans Hospice Seminar Room  
Purbrook Heath Road  
Purbrook, Waterlooville  
Hampshire, PO7 5RU

