

A Joint HC-UK and Playout Masterclass

# Effective Communications Masterclass

10% card payments discount\*  
15% Group booking discount\*\*

Monday 4 July 2016 Hallam Conference Centre, London

## Key Learning Objectives:

- Improve communication skills with service users and colleagues.
- Observe pieces of theatre performed by professional actors to identify how communication can breakdown.
- Partake in script reading to explore communications in staff to staff encounters.
- Develop personal communications skills by practising on simulated patients played by actors.
- Rehearse communication skills with a diverse range of people, for instance the withdrawn, depressed, anxious, tearful, angry, confused and flirtatious.
- Look at what psychologically underpins communications.
- Consider the importance of non-verbal and para-verbal communication, active listening skills and the use of empathy.

The Masterclass will be facilitated by  
**Becky Simpson and David Schaal**  
*Professional Actors, Trainers and Presenters*  
**Playout**



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Difficult Encounters is a masterclass for health professionals who would like to understand more about the art and science of communication. It is an interactive and entertaining course that provides delegates with an opportunity to develop their communication skills with service users, their relatives and other members of staff both on the phone and face to face.

Live theatre demonstrations of interactions in health care settings are performed by professional actors as a foundation for analysing work related interactions. Delegates are encouraged to think about the psychological state and behavior of themselves and the service users and explore communication models. There is an opportunity to participate in script reading and role play to enhance personal style.

During the masterclass delegates consider a diverse range of encounters. They will also look at non-verbal and para-verbal communications, active listening skills and the use of empathy.

This masterclass will be led by Becky Simpson and David Schaal who are co directors of Playout a dynamic drama based communications and presentations training company. Playout were pioneers of drama based learning within the health service. They now produce training DVD's, create and present training days and provide presenters, scriptwriters, and role players for many organisations. They have a wide variety of clients in the public and corporate sector ranging from many Health Trusts and medical schools to Universities and football clubs. For more information about Playout visit [www.Playout.co.uk](http://www.Playout.co.uk)



## Programme

09.30 Coffee and registration

10.00 Introductions and listening exercise

10.15 Theatre sketches and analysis

11.30 Coffee Break

11.45 Script reading

12.45 Lunch Break

13.30 Role play

14.45 Coffee Break

15.00 Role play

16.00 Questions, summery and close

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Download

## How to book

Book with credit card and receive a 10% discount\*

[www.healthcareconferencesuk.co.uk](http://www.healthcareconferencesuk.co.uk)

Fax the booking form to  
0208 181 6491

Post this form to Healthcare Conferences UK  
8 Wilson Drive, Ottershaw, Surrey, KT16 0NT

## > Your Details (please complete a new form for each delegate. Photocopies are acceptable)

Dr Mr Mrs Ms (Please Circle)

First Name

Surname

Job Title

Department

Organisation

Address

Postcode

Telephone

Fax

Email

Please write your address clearly as confirmation will be sent by email, if you prefer confirmation by post please tick this box, ☐  
Please also ensure you complete your full postal address details for our records.

Please specify any special dietary or access requirements

**This form must be signed by the delegate or an authorised person before we can accept the booking**

*(By signing this form you are accepting the terms and conditions below)*

Name

Signature

Date

## > Payment

☐ **By Cheque** A cheque for  is enclosed

Please make Cheques Payable to: Healthcare Conferences UK Ltd.

☐ **By Invoice** Please send an invoice to

Name

Organisation

Address

Postcode

**PURCHASE ORDER NUMBER**  
(If Applicable)

Please note if you are requesting an invoice many NHS organisations now require a Purchase Order Number to be provided. If you do not provide this number this may slow down the processing of this delegate place.

☐ **By B A C S**

For Payments in £: Sort Code 40-46-22 Account No. 21553690

☐ Please send your BACS remittance form as confirmation of payment

☐ Your BACS Reference

☐ **By credit card** Please debit my Visa/Mastercard/Switch **All sections must be completed**

Cardholder's Name

Card No.

Valid From

Expiry Date

Issue No. (switch only)

You will be contacted during the processing of your booking to confirm the payment card security code. (this is the last three digits of the number printed on the back of your card)

Signature

Card billing address

**Promotional Code**

### Venue

Hallam Conference Centre, 44 Hallam Street, London, W1W 6JJ. A map of the venue will be sent with confirmation of your booking.

### Date

Monday 4 July 2016

### Conference Fee

- ☐ £395 + VAT (£474.00) for NHS, Social care, private healthcare organisations and universities.  
☐ £549.00 + VAT (£658.80) for Commercial organisations

The fee includes lunch, refreshments and a copy of the conference handbook. VAT at 20%.

### \*Card Discount

10% discount when you book via credit or debit card. This offer is exclusive to card bookings and cannot be used in conjunction with any other Healthcare Conferences UK offer.

### \*\*Group Rates

A discount of 15% is available to all but the first delegate from the same organisation, booked at the same time, for the same conference.

### Terms & Conditions

A refund, less a 20% administration fee, will be made if cancellations are received, in writing, at least 4 weeks before the conference. We regret that any cancellation after this cannot be refunded, and that refunds for failure to attend the conference cannot be made, but substitute delegates are welcome at any time.

### Accommodation

On confirmation of your booking you will receive information for booking accommodation should you require it.

### Confirmation of Booking

All bookings will be confirmed by email, unless stated otherwise. Please contact us if you have not received confirmation 7-10 days after submitting your booking.

### Credits

CPD Certified. This conference is recognised by the Good Governance Institute.

For more information contact Healthcare Conferences UK on **01932 429933** or email [jayne@hc-uk.org.uk](mailto:jayne@hc-uk.org.uk)

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