



## Workshop

### Communication Skills Masterclass

The best of Cognitive Institute communication skills workshops together with skills development tailored to suit participant needs (with actors).

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## Target audience

Doctors

N.B. Specialty or needs-specific clinical cases are provided to match the audience, including cases specifically for the needs of Overseas Trained Doctors.

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## Number of participants

Up to 36, in groups of 6

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## Duration

8 hours

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## Presenter

All presenters of Cognitive Institute workshops are doctors who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.

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## Other recommended workshops

- Mastering Difficult Patient Interactions Workshop or Difficult Patient Interactions Masterclass
  - Mastering Adverse Outcomes
  - Mastering Professional Interactions
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## CME

Refer to College Accreditation and Points Document at [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org) or email [enquiries@cognitiveinstitute.org](mailto:enquiries@cognitiveinstitute.org)

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## Premise

International research has demonstrated that through individualised training in standardised techniques, doctors have the capacity to improve their communication skills performance, enhance patient satisfaction and improve health outcomes.

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## Format

1 Day Program

- Morning – lectures
- Afternoon – facilitated sessions with actor-simulated patients working on cases generated by individual participants

The masterclass is the Cognitive Institute's highest quality program and ranked by many participants as the most important and beneficial education they have undertaken since becoming a doctor.

It is a highly entertaining and powerful program that includes working with actors in simulated cases.

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## Objective

The objective is to provide a high level of knowledge and skills in improving communication with patients.

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## Content

**Session One** – The morning session is a four hour program, comprising a series of lectures, reflections and activities on the importance and benefits of good communication in developing a trusting relationship with patients.

Topics covered include:

- Undertaking good communication to build patient relationships
- An overview of the most important, simple and effective communication skills
- How patient expectations vary and the importance of eliciting and managing expectations
- Enhancing patient decision making
- Effectively responding to challenging communication situations

**Session Two** – The afternoon session is a three hour program where participants practice these concepts and skills with actors. Participants break up into groups of six and work through the skills outlined in the morning session with a highly trained Cognitive Institute facilitator.

Each doctor is given opportunities to practice skills, with close feedback and guidance from the Cognitive Institute facilitator on particular patient cases and scenarios specific to target audience. They are also encouraged to identify areas they know cause them difficulty or anxiety. The actors are then directed to focus on these areas so doctors can target important skills for improvement. The facilitator helps each doctor break down the flow of the conversation – analysing areas for improvement and keeping focused on patient needs during these difficult interactions.

These actor sessions are rated by doctors as the most valuable component of the day.

For information on the Cognitive Institute, presenters and workshops visit [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org)

To book a workshop call Head Office on 61 7 3876 5711  
or email [enquiries@cognitiveinstitute.org](mailto:enquiries@cognitiveinstitute.org)

