

# Communication

## Experiential, Facilitated Learning Experience

### Communication Workshop

Cancer Clinicians Communication Program (CCCP)

“Eliciting and Responding to Emotional Cues”



#### 2019 Date

Tues 19 November

#### Time

Registration 8.15am  
8.30am - 1pm

#### Venue

*Seminar Room*  
Cancer Council WA  
15 Bedbrook Place  
SHENTON PARK

#### Catering

Morning tea provided

#### Cost

\$100 (inc. GST)

#### Online Registration

<https://communication-19-nov-2019.eventbrite.com.au>  
For enquiries call the Palliative and Supportive Care Education team on (08) 9382 9300 or email [pasce@cancerwa.asn.au](mailto:pasce@cancerwa.asn.au).

#### Designed For

Doctors, Registered Nurses, Enrolled Nurses, Allied Health Professionals working in oncology and palliative care specialist teams

#### Overview

Doctors, Registered Nurses, Enrolled Nurses, Allied Health Professionals working in oncology and palliative care

Undertaking CCCP Communication skills training can:

- Enhance your communication skills and improve your resilience
- Allows you to discuss difficult issues more effectively with patients, their families and friends
- Improve patient understanding and satisfaction, facilitating shorter consultation times

This training involves experiential scenarios with a simulated patient (actor) so you can practise and receive feedback on your skills in a safe learning environment.

This experiential, interactive workshop is facilitated by trained CCCP Facilitators and Simulated Patients.

#### Maximum class size

Eight participants per session

For more course information see over

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### Communication Workshop

#### Cancer Clinicians Communication Program (CCCP) “Eliciting and Responding to Emotional Cues”

Cancer Council WA have partnered with Cancer Council Victoria (CCVic) to deliver the Victoria Cancer Clinicians Communication Program (VCCCP) in WA (CCCP).

Cancer health professionals acknowledge that insufficient training in communication and management skills is a major factor contributing to their stress, lack of job satisfaction and emotional burnout.

Unfortunately, few have received adequate formal education in communication skills using methods likely to promote change, confidence and competence (WA Health State Cancer Plan 2012-2017, p35).

This course aims to meet the identified communication training needs of health care professionals.

#### **The literature tells us that:**

- Patients’ psychological distress impedes their understanding, health behaviours and possibly survival
- Good Communication can reduce patients’ distress and lead to better adjustment and satisfaction
- Developing communication skills is in line with good clinical practice
- Effective communication can reduce clinicians’ stress/burnout and may lead to fewer complaints and litigation
- Clinicians express a need for training
- Communication skills don’t necessarily get better with time

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