# Advanced Communication Skills for Doctors Training Course

Professional Development Training Course Outline

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|---|---|---|---|
| **Category** | Public Health | **Duration** | 5 Days |
| **Base Fee** | $1,500 USD | **Delivery Mode** | Online / On-site Hybrid |

## Course Introduction

Effective communication is a vital skill for modern medical professionals, influencing patient satisfaction, treatment outcomes, team collaboration, and professional development. Advanced Communication Skills for Doctors Training Course is designed to empower healthcare professionals with advanced verbal, non-verbal, interpersonal, and emotional intelligence skills to improve patient engagement, build trust, and navigate challenging conversations with confidence. In today's fast-paced clinical environment, doctors must master strategic communication techniques that are empathetic, clear, and culturally competent to ensure quality care and minimize misunderstandings.

This comprehensive course covers a wide range of communication strategies tailored specifically for healthcare settings—ranging from breaking bad news and managing difficult patients to collaborative decision-making and digital communication etiquette. With evidence-based frameworks and real-world medical scenarios, participants will enhance their ability to communicate with patients, families, peers, and multidisciplinary teams, fostering trust, clarity, and leadership in every interaction.

## Programme Curriculum

**Advanced Communication Skills for Doctors Training Course**

**Introduction**

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**Training Objectives**

1. Apply patient-centered communication techniques in diverse healthcare scenarios.
2. Use active listening to improve diagnostic accuracy and patient compliance.
3. Deliver bad news with empathy using SPIKES and similar protocols.
4. Manage challenging conversations with patients and families effectively.
5. Improve teamwork through assertive and respectful communication.
6. Employ cross-cultural communication skills in multi-ethnic healthcare settings.
7. Utilize emotional intelligence to navigate high-stress clinical environments.
8. Master digital and telemedicine communication best practices.
9. Practice non-verbal communication that fosters trust and empathy.
10. Reduce medical errors through clear, structured team communication.
11. Navigate interprofessional conflicts using collaborative dialogue.
12. Engage in shared decision-making to empower patients in their care.
13. Demonstrate leadership communication during medical emergencies.

**Target Audiences**

1. General Practitioners
2. Surgeons and Medical Specialists
3. Resident and Intern Doctors
4. Emergency Room Physicians
5. Hospital Administrators and Medical Directors
6. Medical Educators and Faculty
7. Pediatricians and Family Doctors
8. Psychiatrists and Mental Health Professionals

**Course Duration:** 5 days

**Course Modules**

**Module 1: Foundations of Advanced Medical Communication**

- Principles of effective doctor-patient communication
- Patient-centered vs. physician-centered approaches
- Active listening and paraphrasing techniques
- Understanding communication breakdowns in medicine
- Building trust through verbal and non-verbal cues
- **Case Study**: Improving rapport with non-compliant patients

**Module 2: Emotional Intelligence in Clinical Settings**

- Self-awareness and emotional regulation for doctors
- Empathy as a diagnostic and relational tool
- Recognizing patient emotions and responding appropriately
- Managing your emotional responses during high-stakes cases
- Building resilience through reflective practice
- **Case Study**: Handling emotional outbursts from patients

**Module 3: Breaking Bad News and Difficult Conversations**

- SPIKES protocol for delivering bad news
- Communicating prognosis and end-of-life discussions
- Dealing with denial, anger, and grief
- Balancing honesty with hope
- Cultural and ethical considerations
- **Case Study**: Disclosing terminal diagnosis with compassion

**Module 4: Conflict Resolution and Assertive Communication**

- Identifying root causes of communication conflict
- Techniques for assertive yet respectful dialogue
- Mediating team disagreements in clinical settings
- Avoiding passive-aggressive and aggressive responses
- De-escalation strategies in heated interactions
- **Case Study**: Resolving conflict between staff and physician

**Module 5: Interprofessional and Team Communication**

- Enhancing collaboration across medical teams
- Handover and SBAR (Situation, Background, Assessment, Recommendation)
- Giving and receiving feedback constructively
- Leading multidisciplinary team meetings
- Communicating in high-pressure environments
- **Case Study**: Coordinating a surgical team during emergencies

**Module 6: Cultural Competence and Inclusive Communication**

- Addressing language barriers and using interpreters
- Navigating cultural beliefs in healthcare decisions
- Reducing bias and assumptions in communication
- Respectful dialogue around gender, religion, and ethnicity
- Health literacy and accessible explanations
- **Case Study**: Explaining treatment to patients from diverse backgrounds

**Module 7: Communication in Telemedicine and Digital Platforms**

- Best practices for virtual consultations
- Managing patient concerns through video and text platforms
- Professional etiquette in digital correspondence
- Maintaining empathy in virtual environments
- Privacy, consent, and data protection issues
- **Case Study**: Managing a misdiagnosis issue in a telehealth session

**Module 8: Communicating Under Pressure and in Crises**

- Crisis communication strategies in healthcare
- Leading with clarity in emergency response situations
- Managing media and public during health crises
- Psychological safety and team communication under duress
- Supporting colleagues post-incident
- **Case Study**: Leadership communication during a mass casualty event

**Training Methodology**

- Interactive lectures with visual aids and practical examples

- Role-plays and scenario-based simulations
- Group discussions and peer feedback
- Personalized coaching and reflection exercises
- Use of standardized patient actors for realistic practice
- Multimedia resources including videos and e-learning tools

**Register as a group from 3 participants for a Discount**

**Send us an email: info@fineskilltrainingcenter.org or call** *+254769199797*

***Certification***

*Upon successful completion of this training, participants will be issued with a globally- recognized certificate.*

***Tailor-Made Course***

*We also offer tailor-made courses based on your needs.*

**Key Notes**

**a.** The participant must be conversant with English.

**b.** Upon completion of training the participant will be issued with an Authorized Training Certificate

**c.** Course duration is flexible and the contents can be modified to fit any number of days.

**d.** The course fee includes facilitation training materials, 2 coffee breaks, buffet lunch and A Certificate upon successful completion of Training.

**e.** One-year post-training support Consultation and Coaching provided after the course.

**f.** Payment should be done at least a week before commence of the training, to Fineskill Training Center account, as indicated in the invoice so as to enable us prepare better for you.

## Upcoming Scheduled Sessions

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Online | $1,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $1,500 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $3,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $4,500 |

| Start Date | End Date | Location | Price |
|---|---|---|---|
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |
| **23 Nov 2026** | 27 Nov 2026 | Physical | $6,000 |

Ready to enroll or request a customized program? Book online or contact us:

**Register Online Now**

Email: info@fineskilltrainingcenter.com | Website: www.fineskilltrainingcenter.com