

Communications & Conversations

Title	Suitable for	Length	Level
Managing difficult conversations	Macmillan Professionals & Wider Workforce (paid and unpaid)	3.5 hours online in virtual classroom	CPD
Listening and Responding	Macmillan Professionals & Wider Workforce (paid and unpaid)	3.5 hours online in virtual classroom	CPD
Communication and interpersonal skills at work	Everyone - Improve your communication skills at work and learn how to navigate positive collaboration in the modern workplace	2 hours for 2 weeks	CPD
Psychosocial Concerns NURS 11036	To take this module students should have had experience of working with people with cancer or with palliative care needs and have a background knowledge of the psychosocial challenges that face these people	12 weeks (part of MSc Nursing programme)	11
Effective Communication for Health (EC4H)	Suitable for all doctors, senior nurses and allied health professionals who are involved in decision-making and communication with patients	1 Day	CPD 6
Decisions about DNACPR: Integrated	All professionals wanting to know more about DNACPR	Download	CPD

policy for Scotland	decision making and communication.		
DNACPR the facts in 5 minutes	Everyone	Short video	CPD
Foundations for practice: Communication and relationships	Carers: The Communication and relationships ebook helps you to understand and explore why communication and relationships are a key aspect that underpins the work you do caring for and supporting people	Online	Open badge
Discussing Dying	Healthcare professionals to help them discuss dying openly and honestly with their patients.	6 mins	CPD
Delivering the news of death by phone	Aims to help professionals prepare for, and undertake these conversations	5 mins	CPD
Withdrawal of Active treatment in an Intensive Care setting	Healthcare professionals to help communicate with families in this situation	7 mins	CPD
Supporting families around the resuscitation of a baby or child	Preparing healthcare professionals to support and communicate with parents, which is an essential part of caring for a whole family at this difficult time	6 mins	CPD
Supporting Families	Preparing healthcare professionals to support and	8 mins	CPD

<u>around the Resuscitation of an Adult Family Member</u>	communicate with families at this difficult time		
<u>Talking and being with people who are bereaved</u>	Health and social care professionals to help them communicate with families in this situation	8 mins	CPD
<u>Talking to children who are bereaved</u>	Professionals, to facilitate such discussions through an enhanced understanding from the perspective of children who have been bereaved	6 mins	CPD
<u>Stories for Education: Living with Death</u>	Helping individuals consider the emotional impact of caring for people at the end of their life, especially if there are treatment options which may not be appropriate. It will be particularly useful for doctors in training but may also have relevance to other health and social care professionals	6 mins	CPD

<u>Breaking the news of intrauterine death</u>	Supporting healthcare professionals who work in maternity services and those who are involved in caring for patients who have experienced an intrauterine death	7 mins	CPD
<u>Dealing with unsuccessful neonatal resuscitation</u>	This video offers a communication guide for all healthcare staff who may deal with this situation or care for families after a neonatal death.	5 mins	CPD
<u>Discussing Authorised (Hospital) Post Mortem Examination After Stillbirth or Neonatal Death</u>	Healthcare professionals to help them sensitively discuss post mortem examinations with families	7 mins	CPD
<u>Discussing Adult Authorised (Hospital) Post Mortem Examination</u>	All professionals who are involved in situations where a post mortem examination is being considered, discussed or undertaken	5 mins	CPD
<u>Understanding the processes following a sudden or unexplained death</u>	Professionals' understanding of these processes, including the role of Police Scotland, Police Family Liaison, medical practitioners and the Crown Office and Procurator Fiscal Service	6 mins	CPD
<u>Coronavirus: Communication and difficult conversations</u>	Macmillan professionals and other professionals	Online	

Talking Mats	Offer a range of training courses to help you use Talking Mats effectively with people who have a communication disability	Online	
Promote Effective Communication (SVQ H5RY04) Check SQA for availability in Ayrshire and Glasgow colleges.	Housing Support & care At home workers		Level 7
Support Effective Communication (SVQ H5NA04) Check SQA for availability in Ayrshire and Glasgow colleges.	Housing Support & Care At Home workers		SCQF 6
Communication Skills Level 1 Call 01292 294408 to book	All health & social care staff	Half day 1.30 - 4.30pm	CPD
Graduate Certificate in Palliative Care	All health & social care practitioners	Blended learning	Level 9 (20 credits)

MSc/PG Dip Person - Centred Practice (Palliative Care)	Graduates and practitioners who wish to develop their careers in palliative care	Part time 2.5 - 7 years	Level 11
Information and example Conversations on DNACPR	All health professionals	Short online video	CPD

[To access further training click here to return to the Palliative Care page](#)