

COMMUNICATION AND RECORD KEEPING AWARENESS



Overview

This training is aimed at staff working in a range of care settings and ensures that they come away with an enhanced awareness of the principles of good communication and record keeping within their own care environment. They will also benefit from improved communication skills which will prove invaluable in delivering good care and maintaining healthy working relationships.

Outline of Programme

- What is communication?
- Effective methods of communication.
- Models of communication.
- Communication techniques.
- The management of communication.
- Legislation and best practice.
- Effective record keeping.
- Keeping records in a care environment.
- Preventing errors.

Assessment

The communication and record keeping awareness training course takes around 3 hours and delegates may be expected to engage in several group activities. Our experienced trainers will be on hand to help guide participants through these sessions and a certificate will be awarded upon completion.

Cost

Our courses are competitively priced, and we aim to beat any equivalent training quote.

Important Information

- The training venue should be quiet and undisturbed.
- Staff should not be expected to be on duty.
- Staff attending should remain for the entire length of the session.
- Flexible dates available.
- Please call to book a day that suits you.