



# Communication Skills Training Ladder

Building Knowledge and Skills from Foundation to Expert

## Foundation

Online  
2.75 hr training

### Sage & Thyme Hard of Hearing e-ECLA

**Content:** Identifying, containing, and supporting distress.

**Skills:** Listening skills, recognizing psychological distress, communicating honestly and compassionately, knowing when reached the boundary of your competence.

**Attendees:** All staff and volunteers in Health & Social Care.

## Intermediate

Online  
4.5 hr training

### Intermediate Communication Skills Training (ICST)

#### Enhanced Communication Skills Training (ECST) for cancer navigators

**Content:** Identifying, containing, and supporting distress.

Responding to questions about dying.

**Skills:** As introductory Level, plus eliciting patient concerns and actively supporting patient.

**Attendees:** Qualified/ registered staff in Health and Social Care, Pastoral care volunteers, those working in EoLC with Long Term Conditions.

## Advanced

Online  
2 day training

### Advanced Communication Skills Training (ACST) ACST for Critical Care ACST for Midwifery & Obstetrics

**Content:** Identifying, containing, and supporting distress.

**Skills:** As intermediate level, plus eliciting patient concerns and initiating difficult conversations.

Course includes delegate role play and rehearsal of skills.

**Attendees:** Qualified/ registered staff Band 6 and above, GPs, Consultants, Speciality Registrars, Social Workers, Paramedics, those working with EoLC or long-term conditions.

## Beyond Advanced

Online  
Over 6 weeks

### Beyond Advanced Communications

It is important that skills are refreshed regularly, particularly by those Social and healthcare staff who need to communicate complex information in challenging situations.

#### Content:

Part 1 – Half day taught session updating advanced level skills.

Part 2 – Self-directed learning of modules focused on areas of challenging communication e.g. intimacy, bereavement, organ donation.

Part 3 – 2 hr reflective session

**Attendees:** Anyone who completed an ACST course previously that took place more than 12 months previously.