

# Communication Skills Training Ladder

Building Knowledge and Skills from Foundation to Expert



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## Foundation

Sage & Thyme  
Deaf awareness  
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

Conversation skills for ACP  
Intermediate Communication Skills Training (ICST)  
Enhanced Communication Skills Training (ECST) for cancer navigators  
Telecommunications

**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

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

Beyond Advanced Communications  
Level 2 Psychological Support Skills  
Psych Support for Long Term Conditions

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:**  
Specific to particular areas of communication – deeper interpersonal skills, tele skills, awareness and skills relating to psychological distress

**Skills:**  
As for Advanced level but adapted to a variety of formats. Ability to be authentic in practice. Identification of causes of distress and appropriate responses.

**Attendees:** Anyone working at Advanced level