



King Hussein Cancer Center

Training Center

Effective communication skills

Knowledge is the mind, **A**ttitude is the heart and **P**ractice is the hand.

KAP is the human

Pre-course Letter

Dear Participant:

We are delighted to have you join us for the effective communication skills Course! As part of the Hospital Staff Programs, our goal is to develop the participant's communication knowledge and skills that will help in developing their career. We are going to explore topics such as: effective communication, common ways to communicate, listening and persuasion while dealing with conflict, communication behaviors and tips for success. As your facilitators, we trust that your questions and concerns will be addressed in our time together. Be sure to ask for clarification as we proceed to make sure that you do not leave with any unanswered questions. As your colleagues, we welcome you and hope that you will enjoy yourself during this course and beyond. One of the most important course objectives is to have fun! Forget about what's happening at home or work. This is your time. Get all you can out of it and have a great experience!!!

Sincerely,

Course Coordinator:

Mr. Alaa Eddin Yousef, RN, BSc, MPH

INTRODUCTION

Within an organization it will be important to establish the communication channels that have been set up (e.g. appraisals, management structures, meeting etc.) and whether decision making processes are shared throughout the organization and whether constructive feedback from the course would be useful.

COURSE DESCRIPTION

This course provides an overview of effective communication skills, including various topics that enrich the participant's knowledge and skills. The course will focus on providing comprehensive, practical information for developing the participant's communication knowledge and skills that will help in developing their career.

OBJECTIVE:

Objective:

- To enable participants to explore effective and ineffective communication and its effects.
- To enable participants to recognize how they currently communicate and to develop skills and strategies to improve their communication skills and their effectiveness.

COURSE OUTLINES

- Effective communication – what makes effective communication! Why does a communication fall down! What are the effects!
- Different modes of communication – analyzing communication channels- important differences when receiving and giving messages, between face to face verbal, face to face non-verbal, telephone and Written.
- Active listening and persuasion skills, learning how to listen and hear and checking that you have been heard.
- Other communication skills – understanding non-verbal communication, helping people to talk, asking simple open questions, paying attention, encouraging, reflecting, giving and receiving feedback, summarizing. Applying these to everyday lives.
- Dealing with conflict – examining our reactions to conflict, learning how to manage it.
- Tips for success.

TARGET AUDIENCE

All King Hussein Cancer Center employees.

DURATION

-One day

TEACHING STRATEGIES:

Teaching learning methods utilized to assist the participants in achieving course objectives include:

- Independent study (reading, thinking);
- Lectures
- Role play
- Class room presentation
- Discussion (seminar approach)
- Audiovisuals.

TEACHING MATERIALS

The materials used will include but not limited to the following

1. Handouts
2. Articles.
3. Power point presentations.

EVALUATION STRATGIES

- Reflective discussion
- Class work and activities

SUCCESSFUL PROGRAM COMPLETION

To successfully complete this course, the participants have to:

- Actively participate in the course activities.
- Share in the group work

EXPECTED LEARNING OUTCOMES

At the end of this course, the participant will be able to:

- Application of knowledge and skills to develop effective communication skills.
- Confidence and competence in leading others and managing organization units.
- Provide effective conflict resolution styles.

PREPARED BY

Course Coordinator:

Alaa Eddin Nadim Ahmad Yousef

REVIEWED BY

Director of Training Center

Mr. Mohammed Abu-Humaid

APPROVED BY

Director of training center

Mr. Mohammed Abu-Humaid