



## Improve your communication skills

University of Glasgow  
11/12 September 2008  
9.00 – 5.00pm  
Cost: £250 per 2 day workshop

### So you think you are a good communicator?

Glasgow University are pleased to offer this certified evidence-based Communications Skills course based on the renowned Lesley Fallowfield Communications Course

#### This two day course aims to:

- Increase personal awareness of how the individual communicates with patients and professional colleagues
- Appraise contemporary evidence in relation to communication issues in health care
- Highlight the use of body language in communication
- Further develop listening skills
- Work collaboratively to utilise personal experiences and explore different strategies to enhance effectiveness in communication

*“This is possibly the best course I have ever been on. I thought I was a good communicator before I attended the course but wow! What a lot I have learned. Thank you to everyone, I will recommend this course to my colleagues.” (GP)*

*“This course has made me evaluate how I communicate and I know I will improve my skills – very powerful, but also a lot of fun!” (Senior Nurse)*

**To derive maximum benefit from this course applicants should have a minimum of 2 years clinical experience**

**For further information please contact:**  
Karen Hegyi, CPD Secretary,  
Faculty of Medicine, Nursing & Health Care  
University of Glasgow,  
59 Oakfield Avenue, Glasgow, G12 8LW  
Email: [K.Hegyi@clinmed.gla.ac.uk](mailto:K.Hegyi@clinmed.gla.ac.uk)  
Tel: 0141 330 2072 Fax: 0141 330 3539

***The number of places are limited and demand will be high  
please book as soon as possible***



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**Cost: £250.00**

## **Application /Booking Form**

<b><i>Personal Information</i></b>
<b>Title:</b>
<b>Surname:</b>
<b>First Name:</b>
<b>Address:</b>
<b>Profession:</b>
<b><i>Payment method</i></b>
By cheque: Please make cheques payable to: <b>University of Glasgow</b> for <b>£250.00</b>
By invoice: Please give contact details below
<b>Name</b>
<b>Address</b>
<b><i>Additional Information</i></b>
Diet: please specify any special dietary requirements
Accommodation: If you require details of accommodation in Glasgow please tick box
Yes <input type="checkbox"/> No <input type="checkbox"/>
<b><i>Booking Conditions</i></b>
<ul style="list-style-type: none"><li>• Your place on the course will be confirmed following receipt of booking form and fee.</li><li>• In the event of cancellation less than 2 weeks before the course start date, 50% of the course fee will be charged</li></ul>

**Please return this form with payment to:**

**Post:** Karen Hegyi, CPD Secretary, Nursing & Health Care,  
University of Glasgow, 59 Oakfield Avenue, Glasgow, G12 8LW  
**Tel:** 0141 330 2072  
**Fax:** 0141 330 3539  
**Email:** k.hegyi@clinmed.gla.ac.uk