
Improving Communication Skills in Cancer

an ABC Global Alliance workshop

12 June 2019 | Prague, Czech Republic

13:30-17:00 | Meeting room TBC

AIMS AND OBJECTIVES

The ABC Guidelines highlighted the need for sensitive and honest communication with patients and families, and the need for oncology professionals to undergo training in this area.

This is an interactive and highly practical workshop designed to explore the key principles supporting effective communication.

As advocates and oncology professionals you will face a variety of different and challenging communication situations all requiring great care and skill. From preparing your message, to choosing appropriate language and considering your tonal and nonverbal communication, there are many factors that need to be considered to ensure the communication experience is a positive and productive one.

Certain conversations will be particularly challenging such as breaking bad news or appealing for access to new therapies and they will need to be navigated with high levels of emotional intelligence and resilience. Breaking bad news is perhaps one of the more challenging conversations, and clinicians may have to deal with a variety of different emotional responses. Handling emotions such as distress, anxiety, anger and disbelief whilst at the same time attempting to explore treatment options can prove particularly challenging.

When exploring therapeutic and treatment options you may well face resistance and differences of opinion. In your attempts to influence others you will need to develop flexible strategies that take into account different situations and different approaches. Working with real life case studies and guided by an experienced facilitator, delegates will explore and practice a variety of different communication tools and techniques, all designed to help them become constructive, empathic, collaborative and outcome focused communicators.

Aims of the workshop are:

- Understanding the different elements that contribute to effective communication
 - Preparing your message - what is it that needs to be communicated?
 - Setting an appropriate emotional temperature for the conversation
 - The role for language, body language and vocal tonality
 - Building rapport and influencing others
 - Breaking bad news - how do I prepare my message? Balancing transparency with empathy
 - Handling the impact of the bad news
 - Managing the responses and the emotions of others, balancing rapport but maintaining an outcome focus
 - Collaborating around decision making, presenting options, helping others to evaluate options
 - Gaining agreement - next steps and agreement
 - Building your influencing skills
 - When influencing becomes persuasion - exploring resistance, remaining assertive, steering preferred outcomes
 - Adapting your approach to different situations and different personalities
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PROGRAMME

- 13:30 **Optimal management of advanced breast cancer (ABC)**
M. Caleffi, BR
- 14:00 **The ABC Global Alliance**
R. Kaur, MY
- 14:15 **Improving communication skills in cancer (Part I)**
A. Dawkins, UK
- 15:00 *Coffee break*
- 15:15 **Improving communication skills in cancer (Part II)**
A. Dawkins, UK
- 17:00 **Meeting close**

FACULTY

M. Caleffi, Hospital Moinhos de Vento Porto Alegre, Porto Alegre, BR

A. Dawkins, 360° Communication, UK

R. Kaur, Breast Cancer Welfare Association, Selangor, MY and ABC Global Alliance Executive Committee Member

For further information and registration visit www.abcgloballiance.org or contact:

Roberta Ventura

Email: abcgloballiance@eso.net

Tel +41 91 820 09 57

The event will be held during

**REACH TO
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12. 6. – 15. 6. 2019

