NEPSEC North of England Pathology and Screening Education Centre

Breaking Bad News

One-Day Communication Skills Course

Course Ref: C-BBN-0726

Date: 17th July 2026

Wakefield

Further information and application forms for any of our courses are available from our Administration Team:

Administration: Wakefield 0113 246 6330

Manchester 0161 276 5114

Email sht-tr.nepsec@nhs.net

NEPSEC North of England Pathology and Screening Education Centre

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A One Day Communications Skills Course

Course Overview:

This day is designed to give delegates the opportunity to explore some of the communication challenges they face, the use of appropriate facilitative skills and the associated theory. There is a blend of presentation and group work in the morning and in the afternoon, delegates are supported to participate in rolling role play in small groups, with an experienced trained actor and facilitator to practice skills and identify the impact of using them appropriately.

Learning Outcomes:

At the end of the day participants will be able to:

- Identify their strengths and areas for development in relation to communication with patients and their families.
- Accurately name key facilitative skills and when it may be appropriate to use them within a person led interaction
- Discuss some of the strategies that may be used when dealing with a particular communication issue and the reactions that may be experienced - for example anger, distress and disbelief
- Discuss the impact that the effective use of communication skills may have on the patient, family and staff in a challenging situation
- Acknowledge the need for support and state where they might access support when required.

Course Tutor:

Jane Irani ***RGN, Diploma in Palliative Care, BA(Hons) Health Care Practice, MSc Palliative Care, NMC Registered Tutor, Licensed facilitator for the National Advanced Communication Skills Two Day Training programme.***

Jane has worked in health care for the last thirty years, starting as a career in a nursing home at the weekends and in the holidays when she was fourteen. She completed her nurse training at Queens Medical Centre in Nottingham and since then has worked in hospital, hospice, nursing home and community settings. She specialised in palliative and end of life care where she has worked in specialist nursing and managerial roles. Throughout her career she has always had an interest in teaching and learning and for the last twenty years has planned training sessions, facilitated groups, presented at events and mentored and supervised colleagues. As well as clinical work she also currently works as an Associate Lecturer for the Open University.

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Venue:

This event will be held in Wakefield and details of the venue are included below.

NEPSEC: Unit 3 Wakefield Office Village, Fryers Way, Silkwood Park, Wakefield, WF 59TJ

The centre is situated in a commercial site in Silkwood Park close to Junction 40 of the M1. We are 20 miles from Leeds Bradford airport, 13 miles from Leeds City railway station and just 2 miles from both Wakefield railway stations. Leeds Bradford Airport is approximately 60 minutes by taxi.

Car parking:

Free car parking is available both at the training centre and at nearby hotels if staying overnight.

Cost:

This event is £210

NHS non-medic participants attending from Northwest, Northeast, Yorkshire & Humber, East Midlands and West Midlands will incur a £15 administration fee only.

Lunch and refreshments will be provided.

Early registration is recommended. Places will be allocated on a first come first served basis.

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COURSE PROGRAMME

09:00	**Registration & coffee**
09:15	Introductions and setting the Scene
09:30	Ground Rules
09:45	What are the challenges we face?
10:15	The theory – Barriers to Effective Communication
11:00	*Coffee*
11:15	The Theory-Facilitative Skills including Breaking Bad News Framework
11:45	Strategies for managing reactions-Distress, Anger and the Withdrawn person
12:30	*Lunch*
13:15	Introduction to the afternoon and the actors
13:30	Rolling Role Play with set scenario to be discussed
15:45	*Coffee*
16:00	Review of Learning – How this could be taken back into practice
16:30	**Evaluation and Close**