

## Empathetic communications over the telephone

### Overview

#### Description:

COVID 2020 seemed to have change much of what we know as good empathetic communications with patients, family and carers. We have swapped closeness and empathetic touch with distance and virtual. Communications through masks and PPE have certainly added an extra dimension to the way we use body language and listening skills in our communications but the core premise to good patient experience is combining great clinical outcomes with empathetic, personalised care and communications. As Maya Angelou once said ‘...people will forget what you said, people will forget what you did, but people will never forget how you made them **feel**’.

#### Content:

The workshop will cover:

- Reflecting on social trends, latest thinking and consumer behaviour on customer service in a pandemic and how these are displayed in healthcare
- Strategies for managing difficult conversations on the phone
- Developing skills in empathetic listening & oral communication, maximising the human component of customer interactions
- Become far more skilled in reading the nonverbal clues your customers are providing on the phone
- Learn how to respond in ways that create a far more satisfying customer experience.

The following will be used to aid learning: online quizzes, videos, Slido interaction, scenarios

#### Outcomes:

- Understand what a patient / customer focussed service feel and look like
- Identify objective measures by which improvements can be demonstrated
- Improve your emotional listening skills for clues to what patients and their family want
- Become more confident in your telephone communication skills and escalation procedures

#### Aim at staff working in:

This online workshop is for staff with day to day contact with patients on the telephone. Staff would need to participate using online tools such as Slido (using their smartphone) or type in the meeting chat box and go into online break out groups to make these sessions fun and interactive and has access to broadband and computer.

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