



Essential Communication Skills

Essential Communication Skills -
Online Training Courses -
CPDUK Accredited



Corporate
Member

The CPD Certification Service



OVERVIEW

Welcome to The Mandatory Training Group's online Essential Communication Skills training course for front-line healthcare and social care support workers. All our online training courses, programmes and qualifications are accredited by the CPD Certification Service (CPDUK).

Communication skills are required to engage appropriately with a wide range of people. The capacity to interact effectively with your co-workers and patients is essential in working in a successful and professional dental team. These days, with a real focus on digital media, good face-to-face communication is still the best way to engage people.

In this online Essential Communication Skills training course, we aim to make the learner realise the importance of communication in one's organisation's effort to deliver person-centred care and assist the learner in knowing the different communication methods and styles and their impact on successful dental practice.

Essential Communication Skills - E-Learning Course - CPDUK Accredited

- Study method – Online, self-paced
- Estimated duration (Indicative CPD hours) – 2 hours
- Course format – Online (24/7 access)
- Entry requirements – no prerequisites required
- Assessment type – Complete end of course assessment (80% needed to pass and gain CPD certificate)
- Certification/Qualification – Downloadable CPD certificate
- Cost(s) of assessment and certification – Assessment and certification costs included in the course price
- Course accreditation – CPD Certification Service (CPDUK)
- Course access – Part-time (1-year access)
- Course delivery – via desktop PC/MAC, laptops, tablets or smartphones.

Who is the course for?

This online Essential Communication Skills course is suitable for the following:

- Receptionist
- Treatment coordinator
- Practice manager
- Decontamination lead
- Infection control lead
- Trainee dental nurse
- Dental nurse
- Dental therapist
- Dental hygienist
- Dentist
- Clinical dental technician
- Dental technician
- Orthodontic therapist
- Regulator.

Course aims

The aims of this Essential Communication Skills online course are to:

- Help the learner appreciate the role and significance of the patient in the dental service.
- Make the learner realise the importance of communication in one's organisation's effort to deliver person-centred care.
- Assist the learner in knowing the different communication methods and styles and their impact on successful dental practice.

Learning outcomes

On completion of this Essential Communication Skills online course, the learner will be able to:

- State how the GDC guidelines institute person-centred care.
- Justify the inculcation of effective communication skills in an organisation as a tool for reaching the goal of serving the customer's interest.
- List the different types of communication, linking them to their merits in one's organisation.
- Discuss the benefits of team meetings to bring out how they enhance patient-centred care.

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Course content

This online Essential Communication Skills training course covers the following:

- **Chapter 1 - Legislation and regulations**
 - GDC development outcomes
 - Guidance for compliance
 - Key definitions
 - Key abbreviations
- **Chapter 2 - Introduction to good communication**
 - Effective communication
 - Communication skills
- **Chapter 3 - Communication styles and indicators**
 - Communication style indicators
- **Chapter 4 - Types of communication**
 - Active listening
 - Verbal communication
 - Non-verbal communication
- **Chapter 5 - Connecting with patients**
 - Negative terminology and dental jargon
- **Chapter 6 - Methods of communication**
 - Email communication
 - Practice information
 - Communicating negative feedback
 - The daily huddle
 - Team communication
- **Summary.**

Why is this online Essential Communication Skills training course essential?

Communication is the grease that makes any business run smoothly. The ability to communicate effectively with your colleagues and patients is an essential part of working in a successful and professional dental team. Moreover, being able to communicate effectively is a vital life skill that can build long-standing relationships in any environment.

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★ ← →
Learn. Develop. Comply

HOW IT WORKS?

Instant Access

- Gain instant access to your course(s) upon purchasing through our website
- Login credentials are sent immediately to the customer to the email address provided during the checkout process
- We also advise all customers to check their spam and junk mail folders in case your mail server has diverted the email there

Online Support 24/7

- Customer service teams interact with clients through email and live chat support.

Refund policy

- To request a refund, you should email our support team with your receipt stating why you would like to be reimbursed.
- You, or your learners, must not complete the training to make a valid refund claim.
- Any courses that have been completed and those with certificates achieved will not be valid for a refund.

Learn Anytime, Anywhere, On Any Device

- Learn at your own pace, at a time and place convenient to your circumstances
- Individual learners can access their course material(s) 24/7 for 365 days from the date of purchase
- In the case of organisations that order multiple licences for future use, the countdown will start when learners are allocated to the training course(s)

Assessment and Certification

- Unlimited attempts to complete end of course assessments
- On successful completion, download, print/save quality-assured CPD certificate

100% Money Back Guarantee

- We want you to be completely satisfied with your training. We offer a 14-day money-back guarantee if you are not 100% satisfied.

ASSESSMENT AND CERTIFICATION

End of course assessment

At the end of this course, learners are required to complete an online end of course assessment. On successful completion of the assessment (80% pass mark), learners may download a FREE CPD certificate from their profile page.

Certification

On successful completion of this e-learning course and end of course assessment, the learner may download, save and/or print a quality assured CPD certificate (recognised internationally). Our CPD certificate can be used to provide evidence for compliance and audit or Continuing Professional Development (CPD).

Course accreditation

The CPD Certification Service accredits all our online training courses and programmes as conforming to universally accepted Continuous Professional Development (CPD) guidelines. Our online training courses meet the latest guidance and best practice recommendations.



The image shows a large, stylized badge for CPD Corporate Membership. On the left is the logo for Mandatory Training Group, featuring the letters 'CPD' in a blue, circular font with a checkmark, and the text 'Mandatory Training Group' below it. In the center, the text 'Corporate Member' is written in a large, blue, sans-serif font, with 'The CPD Certification Service' underneath it. At the bottom center, it says 'CPDUK Corporate Membership Number- 11177'. On the right, there is a logo for 'CPD CERTIFIED' in purple, with 'The CPD Certification Service' and 'Collective Mark' below it.

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WHY CHOOSE US?

The benefits of using our accredited e-learning courses in the workplace include:

- CPDUK accredited e-learning provider
- Ofqual approved training centre (UK qualifications)
- Internationally recognised CPD and Ofqual approved certificates
- Wide range of courses and qualifications that meet UK legislation and guidelines
- Over 500 online courses and programmes that cover multiple sectors
- Free blended learning environment for individuals and organisations
- Immediate access to online courses and programmes
- Highly interactive e-learning portal
- Substantial cost reductions (no travel fees and other expenses)
- Self-paced online learning
- Low carbon footprint through e-learning
- Repository of online learning materials and assessments
- Fully qualified and experienced trainers, instructors and assessors
- Experienced subject matter experts and content developers
- Conversion of existing classroom courses to e-learning courses
- All training courses meet the latest guidance and best practice recommendations.



Civility in the Workplace Training Course for Global Executives

"YPO is the premier global leadership organisation for more than 28,000 chief executives in over 130 countries and the global platform for them to engage, learn and grow. We approached The Mandatory Training Group to develop an online training programme focusing on improving workplace civility. Their team developed excellent learning materials tailored to our organisational needs. With their support, we rolled out the civility in the workplace training programme to over 300 executives around the world."

Nicolle Billmyre, YPO, Texas, USA



City and Hackney

Clinical Commissioning Group

Counter Fraud, Bribery and Corruption Training for NHS Providers

"NHS City and Hackney Clinical Commissioning Group (CCG) is an NHS organisation led by local GPs. The Mandatory Training Group provided us with tailored courses focussing on tackling fraud, corruption and bribery for all our staff across various sites. The e-learning courses helped us to meet statutory and regulatory requirements".

Harriet Griffiths, NHS City and Hackney CCG, London, UK



Accredited Training Courses, Programmes and Regulated Qualifications

"Reed is the largest platform for jobs, recruitment and courses in the UK. The Mandatory Training Group is one of our most trusted providers of continuing professional development (CPD) programmes and regulated qualifications. They have provided us with a wide range of learning materials ranging from soft skills, personal development, health and safety, among others. These courses help many job seekers to improve their skills and comply with the current UK and European laws".

Mansh Bhatti, Reed Courses, London, UK

“When we set up our business, we were looking for a reliable training provider for the healthcare multi-disciplinary team (MDT). We worked with The Mandatory Training Group to establish our training needs for each group of professionals. Their experience was invaluable, helping us to design new courses and assessments to meet the commissioners' and regulatory requirements”.

Anne Joy, OSD Healthcare, Hemel Hempstead, UK



Healthcare choice for **everyone** **Statutory and Mandatory Training for Healthcare Providers**

“All our senior clinicians were delighted with the delivery of the mandatory training courses. They found the course leaders to be very flexible with allocating more time to certain areas at request. The course contents that LearnPac had designed were tailored to our workforce, which helped them improve their understanding of the subjects. The application of legislative concepts to practice was excellent”.

Sophie Hartley-Jones, OneHealth Group, Sheffield, UK

Online Training and Development for the Public Sector



“We work with various public sector organisations. Statutory and mandatory training is essential for all our placements. We used LearnPac for the blended learning environment they provide for our staff. The online statutory and mandatory training courses adequately meet our regulatory requirements. LearnPac's learning management system enabled us to manage our learners and quickly sort out compliance for our workers. The flexibility of pricing and meeting our needs with the mandatory training was beneficial.”

David Sanchez, Eden Brown Synergy, London, UK



Blended Train the Trainer Courses for Healthcare Providers

“We were looking to provide resuscitation and first aid training for clinical and non-clinical staff internally. The Mandatory Training Group stood out because they provide comprehensive blended learning solutions. Our internal trainers and facilitators were able to complete the theory training and assessments in advance. The practical sessions were packed with meaningful activities throughout the day. The lead trainers also helped us to complete training needs assessments”.

Kate McLoughlin, Nuffield Health, Bournemouth, UK

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LEARN. DEVELOP. COMPLY.

The Mandatory Training Group is the leading UK provider of accredited statutory and mandatory training courses for all sectors, including health and social care, education, local government, private and charity sectors.

We have supported over one million learners to reach their potential through e-learning courses and qualifications using our interactive online learning portal.

ADDRESS

The Mandatory Training Group
HDTI Building, Puma Way
Coventry University Technology Park
Coventry, United Kingdom, CV1 2TT

PHONE

+44 24 7610 0090

EMAIL

[Click Here To Sent Email](#)

WEBSITE

www.mandatorytraining.co.uk

WORKING HOURS

Mon - Fri / 9:00AM - 5:00PM

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