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How to Teach Clinical Communications Skills

(2023-2024)



Demand has never been greater for teachers of English for the healthcare sector. Indeed, most university faculties require their healthcare students to study English as part of their degree and some now teach degrees in the field through the medium of English.

Many healthcare professionals work overseas to extend their practice and need English to communicate either with native speakers or as a *lingua franca* with non-native speaker patients and colleagues. English language competence (IELTS 7.5 or OET Grade B) is required by many registration boards before licenses

to practice are granted, so ensuring safe practice as per Codes of Practice and Codes of Ethics. The rise in medical tourism further extends the need for English as a means for communication.

There is also an increasing number of courses offered in preparation for OET by private language schools, individual trainers and institutions of higher and further education, where a grasp of clinical communications skills and the impact for an effective patient encounter is key.

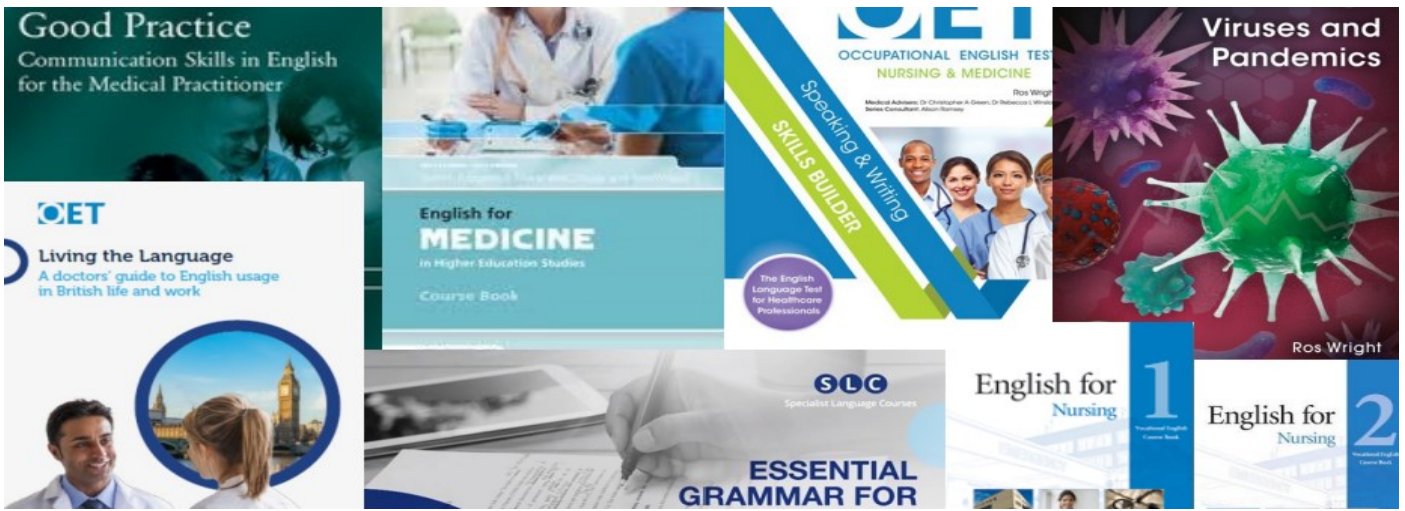
Course objectives

During the course, you will (learn how to):

- **build** confidence, knowledge and understanding of clinical communications skills,
- **understand and address** the communication needs of learners in the healthcare context,
- **gain** familiarity with the concepts, skills, lexis & discourse of clinical communications,
- **grasp** the fundamental elements of the Occupational English Test (OET),
- **acquire** an understanding of suitable methodologies and frameworks for the teaching of clinical communications skills,
- **develop and deliver** your programmes with effective and measurable outcomes.

NB: The course does not assume a knowledge of medicine or healthcare





Trainer: Ros Wright



Ros (MA Applied Linguistics and Materials Development) has worked with healthcare professionals since 1998 and has run courses for organisations such as the Nottingham NHS Trust (UK), the Paris healthcare authority, AHP, as well as Kaplan Paris, where she helped prepare overseas clinicians for the USMLE. Ros has been running NHS Induction courses for one of the UK's largest medical recruitment agencies since 2015 and is also an OET consultant.

Ros is the (co-)author of several titles in the field of clinical communications, including the award-winning *Good Practice: Communication Skills in English for the Medical Practitioner* (Cambridge University Press, 2008) and *OET Speaking & Writing Skills Builder* (Express Publishing, 2020). She has also written articles for various publications on the subject, including for *The Guardian*.

A former General Secretary of the Association for Language Teachers of Healthcare (EALTHY) and President of TESOL France, Ros served as a Trustee of IATEFL, the International Association of Teachers of English as a Foreign Language, between 2017 and 2023.





Weeks 1 & 2: Introduction to clinical communication skills

Welcome & Pre-course task

Session 1: Moving from general to medical English

Session 2: Understanding the patient-centred approach

Session 3: Gathering information

Session 4: Taking a social history

Session 5: Performing a physical examination

Session 6: Delivering bad news

Session 7: Discussing results & negotiating treatment

Week 3: Introduction to OET

Session 1: Overview

Session 2: OET Listening

Session 3: OET Reading

Session 4: OET Speaking

Session 5: OET Writing





Weeks 4 & 5: Developing materials to teach clinical communications skills

Session 1: Needs analysis

Session 2: Methodology

Session 3: Materials for accuracy

Session 4: Materials for fluency

Session 5: Clinical communications models

Session 6: Assessment tools

Session 7: A framework for materials development

Session 8: Tips for materials writers

Week 6: Assessment & CPD

Also

BONUS materials: Key concepts

The Clinical Communications Starter Kit



Client list

Ros has (co-)delivered specialized teacher training courses in clinical communications to the following clients:



MASARYK UNIVERSITY
Czech Republic



Delivery

How to Teach Clinical Communications Skills will be delivered in a flexible hybrid mode over a 6-week period.

It will begin with an introductory session and a chance to meet your fellow trainees. A series of 20-30 minute video tutorials will then provide the course content, together with reflection tasks.

Two more small-group sessions will provide opportunities to discuss any issues and/or questions related to the course content.

Individual feedback will be provided for the assessment task at the end of the course.

Pricing

How to Teach Clinical Communications Skills is currently being offered at a **special introductory price of £497**.

Payment in two installments is possible at no additional cost.

Interested?

Places for *How to Teach Clinical Communications Skills* are limited, so please [email me](#) to be sure of a place on the course.

