

Telephone Skills in the Nursing Context

Telephone Skills for Nurses Workshop:

This CARE Centre workshop focuses on building skills for successful telephone communication in various interactions and healthcare settings. Participants will build awareness of professional conventions for telephone communication, apply skills and information to practice assignments, and receive feedback.

Learning Objectives:

- Review strategies for effective telephone communication
- Engage with resources to improve pronunciation, tone and clarity
- Practice telephone communication, including recording voicemails
- Build vocabulary and grammar skills for professional messaging

Contact your Case Manager to find out more!