Modules & chapters

Module 1  TALC SKILLS FOR BEGINNING CONSULTATIONS EFFECTIVELY
Chapter 1  Is your preparation positively promoting good performance?
Chapter 2  How can you go home with energy to spare?
Chapter 3  Why is rapport like money?
Chapter 4  What do you say after you say hello?
Chapter 5  How is a consultation like a business meeting?
Chapter 6  Can you learn to love a patient who brings a list?

Module 2  TALC SKILLS FOR BUILDING EFFECTIVE RELATIONSHIPS
Chapter 1  Can we all get on the same page? How to deepen rapport
Chapter 2  How does a small dose of empathy produce much better clinical outcomes?
Chapter 3  Can you go beyond flat pack empathy? Transforming transactions into healing relationships
Chapter 4  How can you defuse an angry situation?
Chapter 5  It’s not what you say, it’s the way that you say it: Advanced non-verbal skills  (in development)
Chapter 6  Kindness, consent and communication: How to make physical examinations comfortable, useful and time efficient (in development)

Module 3  TALC SKILLS FOR EFFECTIVE INFORMATION GATHERING
Chapter 1  Introduction to listening skills
Chapter 2  How can avoiding questions yield more information?
Chapter 3  Simple steps to powerful listening 1 – How can story telling improve your attention and memory?
Chapter 4  Simple steps to powerful listening 2 – How can video stop start help you hear in three dimensions?
Chapter 5  Simple steps to powerful listening: Can you spot the skills?
Chapter 6  Can reading between the lines make for more accurate diagnosis?
Chapter 7  What difference does it really make to know a patient’s thoughts, concerns and hopes?

Module 4  TALC ESSENTIAL SKILLS FOR EFFECTIVE EXPLANATIONS AND PLANNING OF PERSONALISED CARE
Chapter 1  Why are effective summarising skills the engine of the consultation?
Chapter 2  Whose news is it anyway?
Chapter 3  Is chunking and checking a good way to eat an elephant (one bite at a time)?
Chapter 4  How can your words really be healing in their own right?
Chapter 5  How to change everything by using the small words skillfully and but if when what
Chapter 6  How are bad news conversations opportunities to show you really care about your patient?
Chapter 7  How do shared management plans actually become more effective?
Chapter 8  Do non clinical problems take up your clinic time?
Module 5  TALC ADVANCED SKILLS FOR EFFECTIVE EXPLANATIONS AND PLANNING OF PERSONALISED CARE

Chapter 1  What do you do when you don’t know what to do? Skills for discussing uncertainty
Chapter 2  How to enjoy those patients with really long-term problems: The positive bathe method
Chapter 3  To be or not to be? How can clinicians share decision making in complex situations?
Chapter 4  Empowering explanations for persistent or functional symptoms
Chapter 5  Never say never: How to say no while still saying yes
Chapter 6  Therapeutic conversation: Skills for long-term care and mental health problems (in development)

Module 6  TALC SKILLS FOR EFFECTIVE ENDINGS TO THE CONSULTATION

Chapter 1  How does an effective ending improve patient safety and help to prevent complaints/litigation?

Module 7  TALC SKILLS FOR MANAGING TIME EFFECTIVELY

Chapter 1  Can you learn to save time in consultations?
Chapter 2  Simple ways to help your consultations run to time
Chapter 3  Computer says yes: Top tips for using IT effectively during consultations (in development)

Module 8  TALC INSPIRATIONS: LEARNING NUGGETS FOR WHEN YOU ONLY HAVE A FEW MINUTES

Chapter 1  Inspirations: Podcasts for a pause in a busy day
Chapter 2  Inspirations: A thought for the day
Chapter 3  Inspirations to make learning more effective and more enjoyable

Module 9  TALC EFFECTIVE METHODS FOR TEACHING CONSULTATION SKILLS

Chapter 1  Helping participants get on board with consultation skills education: Building basic concepts
Chapter 2  How can educators unleash the awesome power of generalist skills?
Chapter 3  Should we jump in at the deep end? Experiential learning for listening skills
Chapter 4  Am I nearly there? Skills for receiving and giving effective feedback
Chapter 5  Practice makes permanent, only feedback makes perfect: Making skills rehearsals effective
Chapter 6  Can we learn to love role play?
Chapter 7  Is it cheating to look things up? Open book technique for speeding up learning
Chapter 8  Can we solve problems without seeing a video? Using video reconstruction
Chapter 9  Removing barriers to achievement: Ensuring success for every participant in training (in development)

Modules currently in development:

Module 10  TALC SKILLS FOR DIVERSITY AND CULTURAL COMPETENCE

Module 11  TALC SKILLS FOR USING INFORMATION TECHNOLOGY TO ENHANCE CLINICIAN-PATIENT COMMUNICATIONS

Module 12  TALC ADVANCED SKILLS FOR COMPLEX SITUATIONS

Module 13  TALC ENERGISE AND ENRICH YOUR CONSULTATIONS FOR CAREER-LONG ENJOYMENT