

Communication skills scenarios

This template is designed to help write short scenarios for practicing communication skills.

Setting the Scene

Who is involved? (e.g. GP, nurse, reception manager)

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When and where is this happening? (e.g. a practice meeting, a private chat over coffee)

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Detail of the scenario

What is the scenario? (Summarise in one sentence)

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Why has this become a problem? (Give two reasons)

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What would be a good outcome? What would be a bad outcome?
(Remember to consider this from each person's perspective)

How might you resolve the problems in this scenario?

(Are there any strategies that might help?)

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