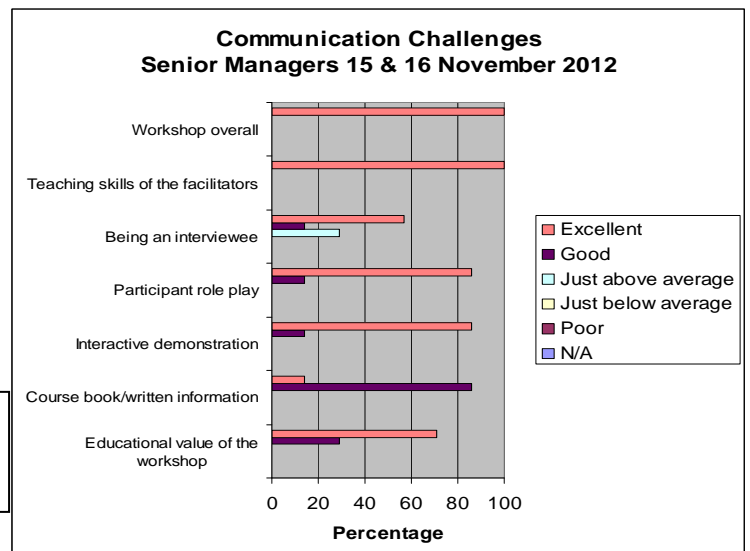
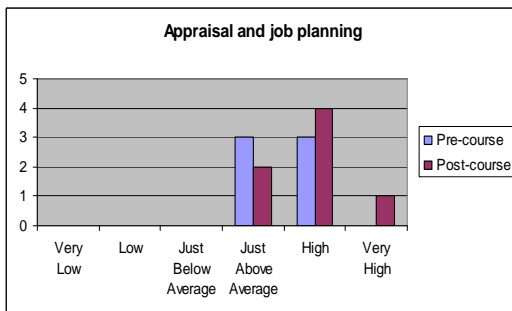
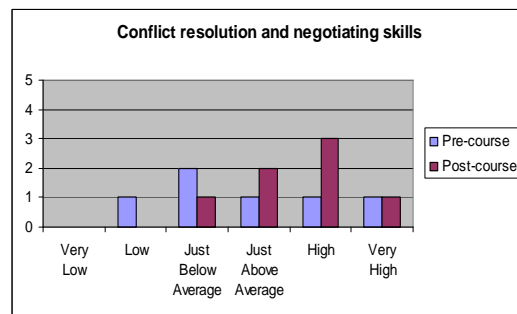
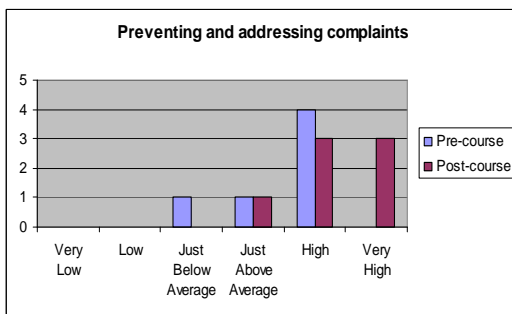
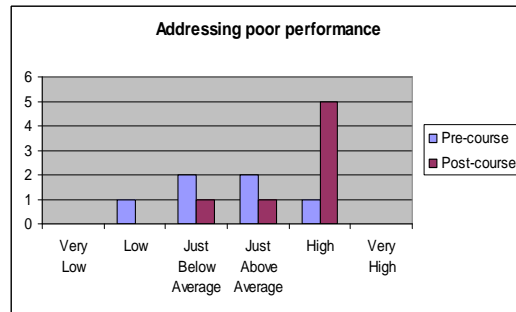
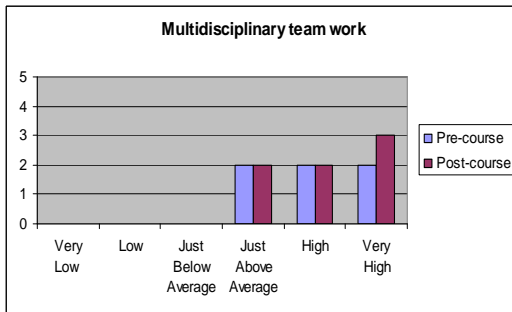


Communication Challenges: Senior NHS Managers 15 & 16 November, 2012

- Seven senior clinicians (3 clinical nurse managers and four clinical directors or lead clinicians) attended this two-day, advanced communication workshop.
- The participants agreed an agenda at the start of the workshop based on situations from their own NHS management roles. These included: poor performance by senior staff, managing disruptive committee members, handling a vexatious complainant by phone, change management, disciplinary meetings, handling complaints following a critical incident.
- All 7 participants completed pre-course and post course evaluations.



All the participants rated the workshop as excellent over all and would recommend it to colleagues.

- Excellent workshop run by professionals.
- Real scenarios from individual practice; extremely supportive learning environment; very beneficial in addressing real issues for managers...
- The role play really encouraged my thinking about the other person's perspective and how to structure the interview better; not my favourite way of learning but I did get a great deal from it...
- Small, multidisciplinary group and level of expertise of the workshop leaders was really helpful