

COMMUNICATION CHALLENGES WORKSHOP FOR CONSULTANTS: 1DAY WORKSHOP

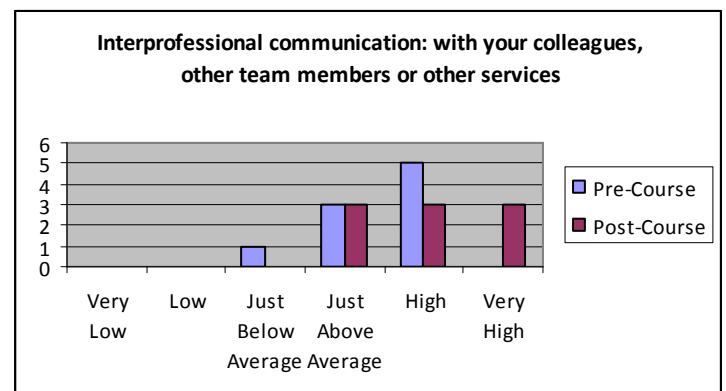
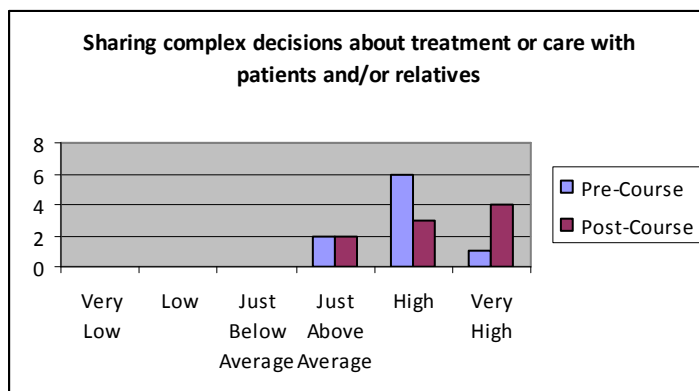
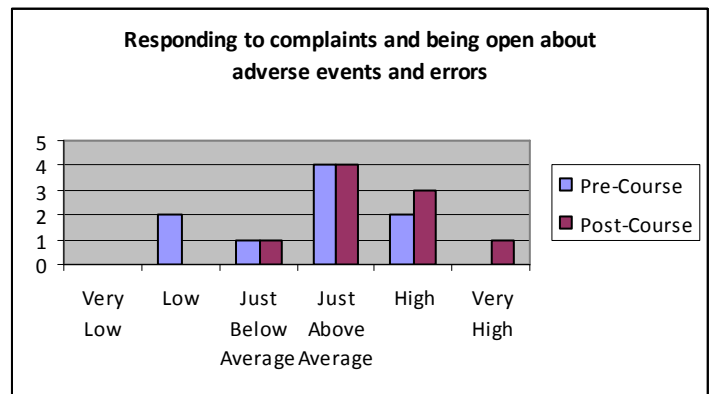
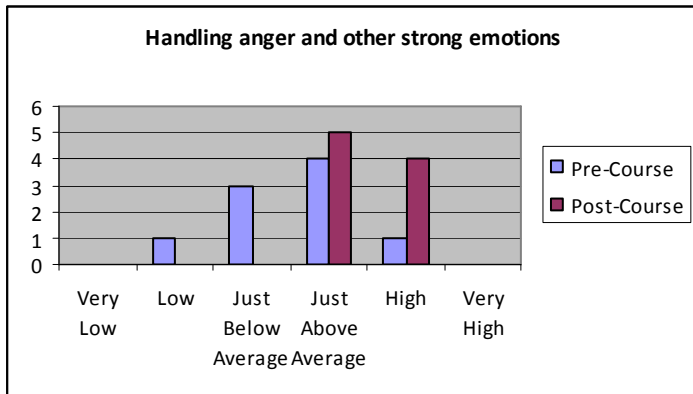
19TH JANUARY 2016 | EDINBURGH ROYAL INFIRMARY

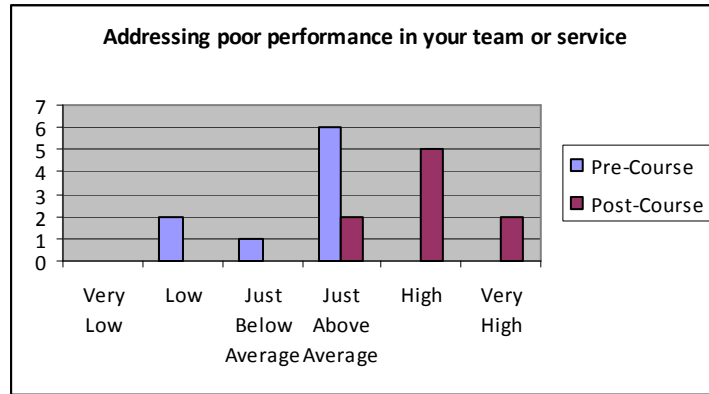
Nine consultants took part in the 1 day workshop. Participants worked in a small peer group and addressed communication challenges chosen from their clinical practice, and their teaching and management roles. All participants said they would recommend the workshop to colleagues.

Scenarios chosen included:

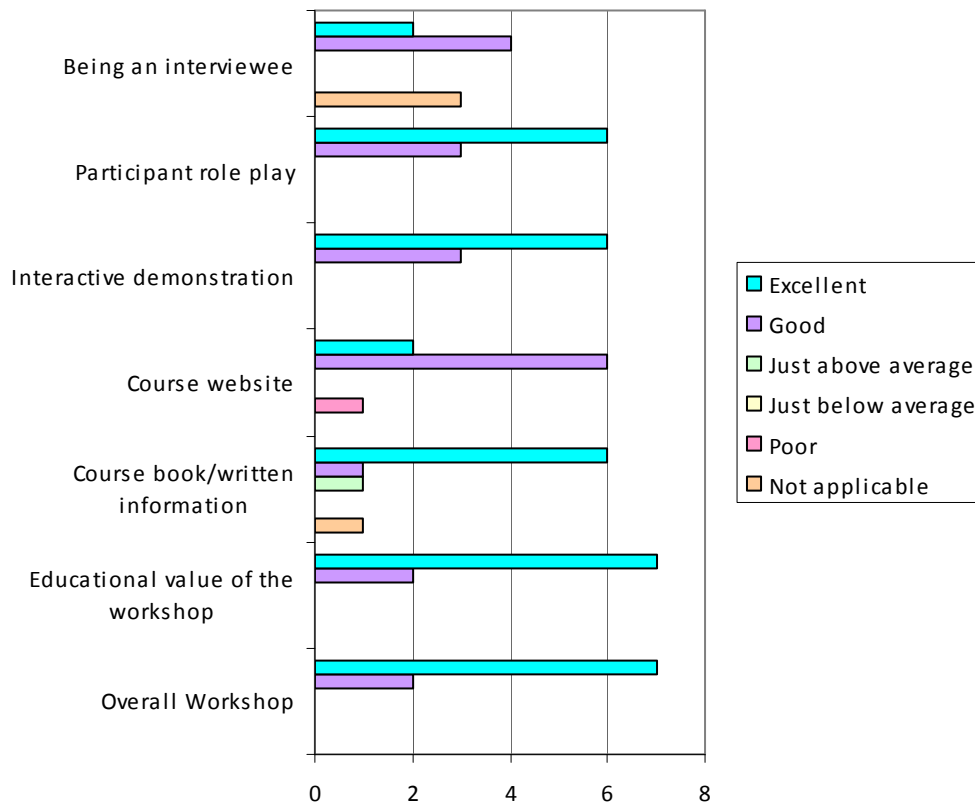
- Complex, shared decision-making & informed consent
- Handling anger, emotional distress, collusion or denial
- Addressing complaints
- Multi-disciplinary team work; managing teams
- Addressing poor performance
- Appraisal & job planning
- Challenging communication with colleagues regarding job plans, clinical commitments and equitable division of responsibilities

PARTICIPANTS' CONFIDENCE RATINGS PRE & POST WORKSHOP





GENERAL COURSE FEEDBACK



PARTICIPANT COMMENTS

“Really enjoyed the workshop. I feel that having one day is good preparation and it would be worth doing again to consolidate it”

“Excellent tutors with clinical credibility and clear expertise in leading these workshops”