

## COMMUNICATION CHALLENGES FOR CONSULTANTS AND SENIOR NHS MANAGERS

29<sup>TH</sup> AUGUST 2017 | ROYAL INFIRMARY OF EDINBURGH

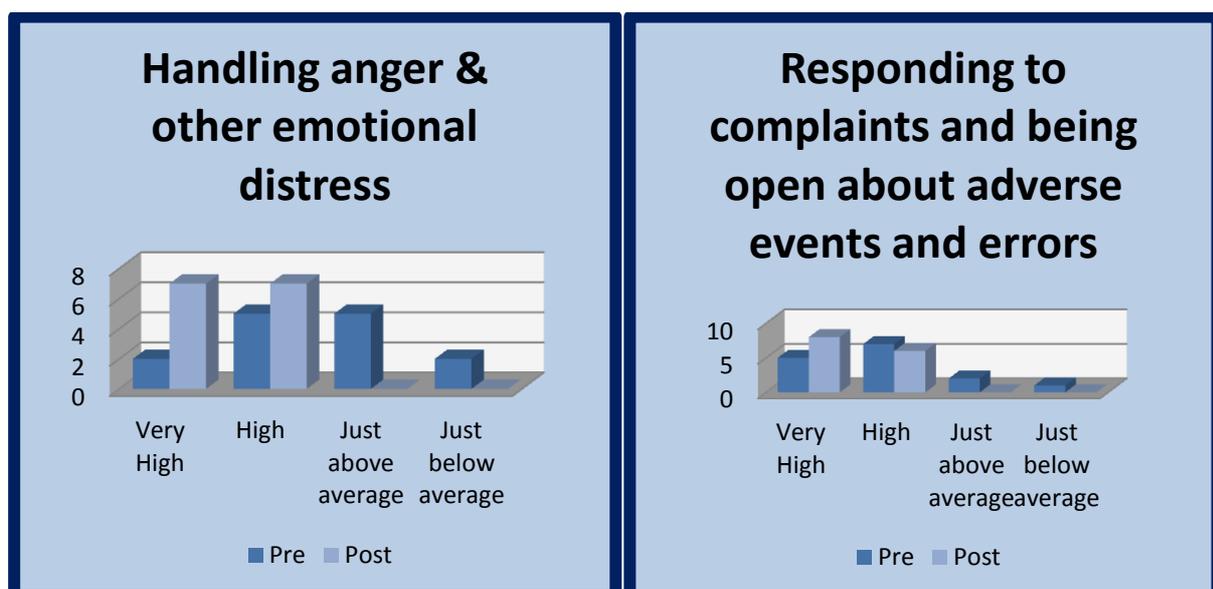
Fifteen senior consultants and senior managers took part in a one day interactive workshops on 29<sup>th</sup> August 2017. Participants worked in a peer, learning group and used participant role play simulations to enhance their ability to use a range of evidence informed strategies for effective communication in clinical management. The workshop addressed challenging situations brought by participants' from their own work settings

Topics at the workshops included:

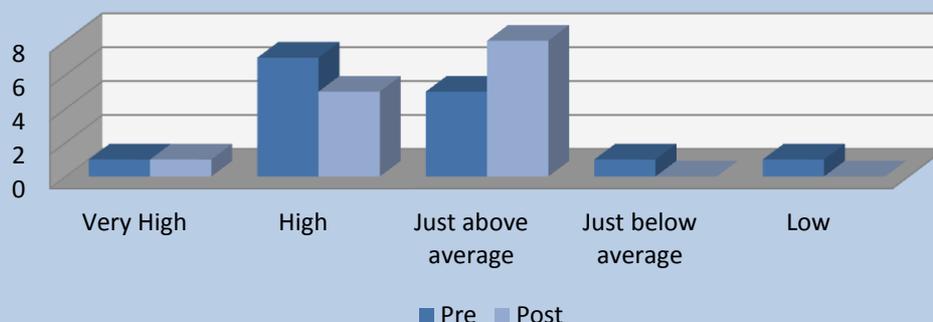
- Complex shared decision-making
- Realistic medicine/ healthcare
- Addressing and preventing complaints
- Negotiation and effective leadership
- Appraisal /Job planning
- Chairing meetings
- Communication with management/ effective communication for managers
- Addressing poor performance by trainees, colleagues or other members of the clinical team

### PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

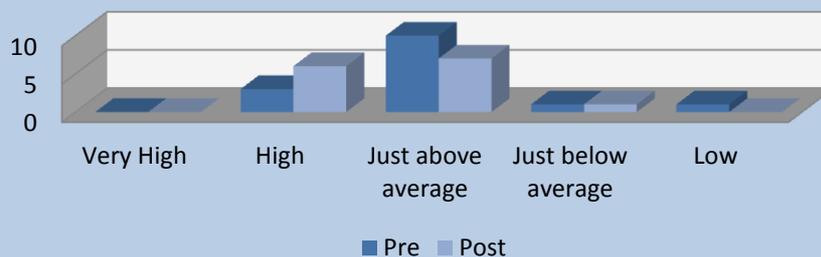
Fifteen participants completed online pre-workshop and fourteen completed post-workshop measures of their confidence in managing different communication challenges. For each challenging scenario confidence ratings were higher after the workshop than before the workshop



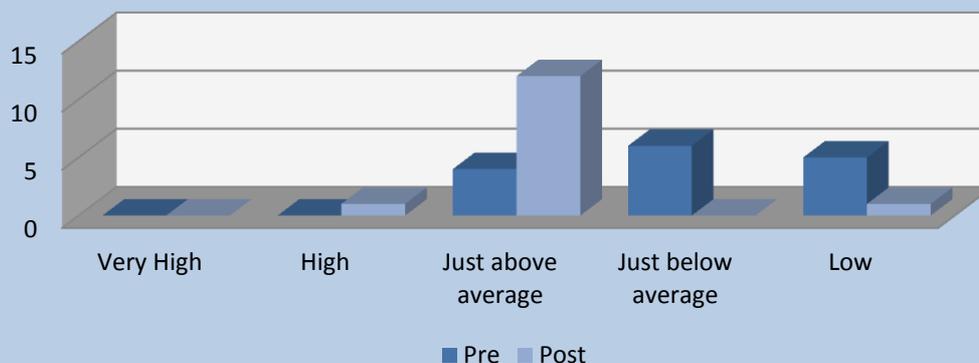
### Managing/ discussing complex decisions about treatment or care with patients and/or relatives



### Interprofessional communication: with your colleagues, other team members or other services

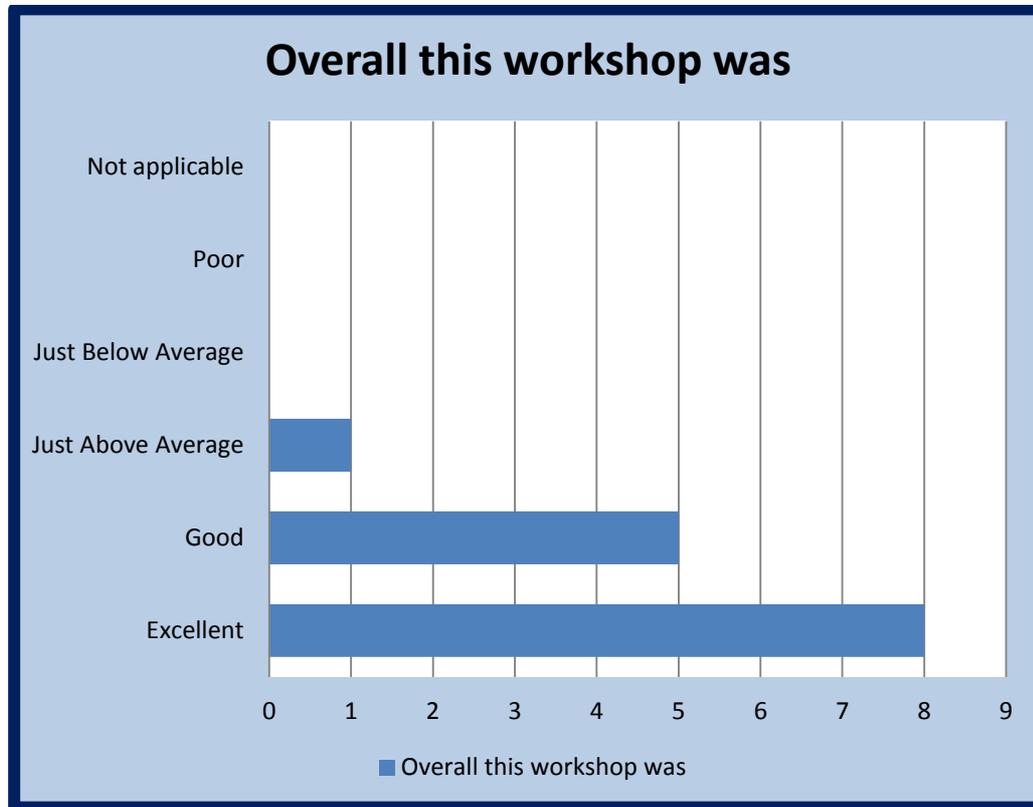


### Addressing poor performance in your team or service



## GENERAL COURSE FEEDBACK

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## SUMMARY OF EVALUATIONS

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The workshop was highly rated by all participants. Participants valued the experiential teaching methods and found them effective, particularly trying out and test different communication skills and strategies through role play simulations. Most participants said they found the supported informal peer group learning particularly effective. Some participants appreciated the value in being able to stop and rewind an interview. Others noted this was a positive learning experience with excellent feedback. Some participants appreciated having a diverse group with different backgrounds and issues. Some found it effective having time to reflect at the end of tasks.

Thirteen participants said they would recommend the workshop to a colleague.

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WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

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"Really valuable and interesting learning experience" - Consultant

"A very positive experience - everyone can learn from coming on this course" - Consultant

"Very thought provoking" - Service Manager

"I've already recommended this to a colleague!" - Consultant

"There was a good mix of disciplines within the group which balanced out the scenarios" - Consultant

"Interventions by the tutors were timely and effective" - Consultant

"Useful to learn that communication principles explored were common across clinical and non clinical services" - Service Manager

"Having time to dissect what works and doesn't work in different situations was really effective" - Consultant

"The two group leaders were both informative and reassuring" - Consultant

"Having a reflective space at end of tasks was very effective" - Consultant

"Ability to see things differently and watch trainers run a meeting was useful" - Service Manager