

COMMUNICATION CHALLENGES IN CLINICAL PRACTICE: 2-DAY WORKSHOP

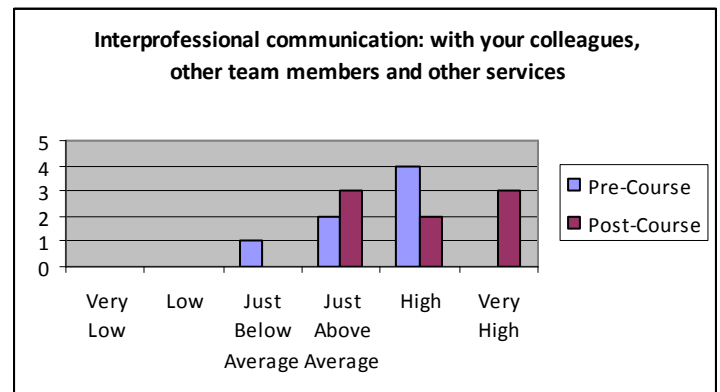
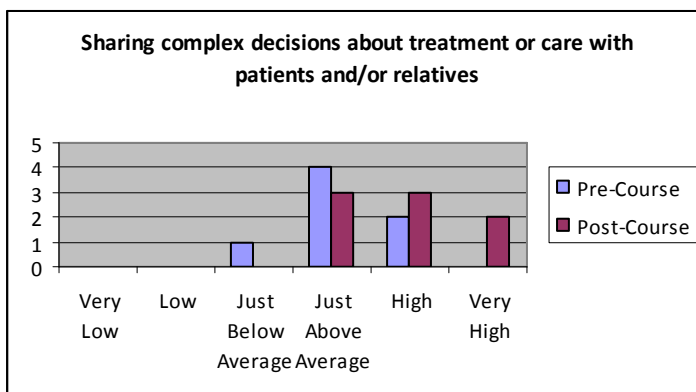
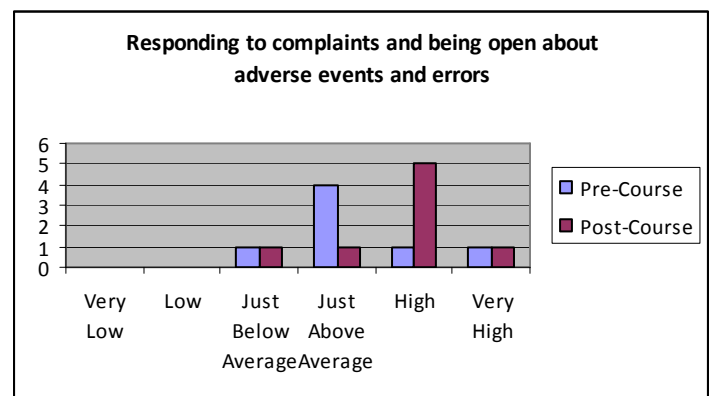
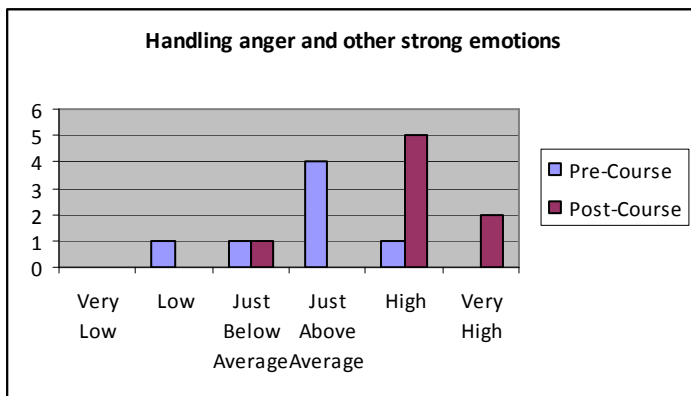
6TH & 7TH JANUARY 2016 | EDINBURGH ROYAL INFIRMARY

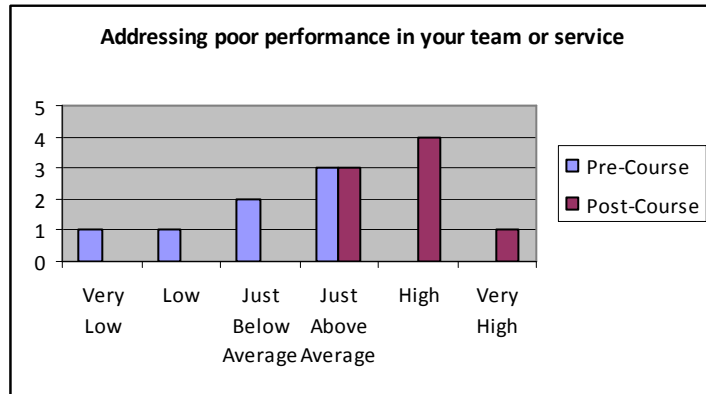
Eight doctors took part in the 2 day workshop. Participants worked in a small peer group and addressed communication challenges chosen from their clinical practice, and their teaching and management roles. All participants said they would recommend the workshop to colleagues.

Scenarios chosen included:

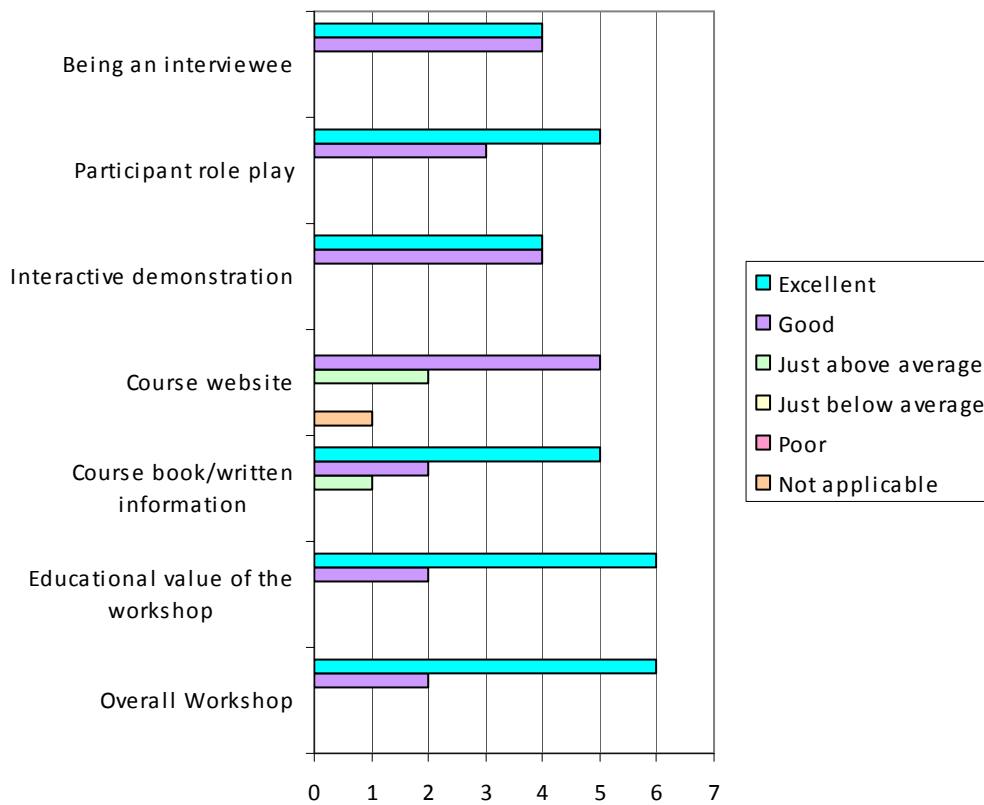
- Difficult conversations with colleagues over conflicting opinions
- Taking over care from colleagues – effective handovers
- Handling anger, emotional distress, collusion or denial
- Discussing deteriorating health, goals of care and future care planning including treatment decisions such as CPR status
- Addressing poor performance by colleagues or other members of the clinical team

PARTICIPANTS' CONFIDENCE RATINGS PRE & POST WORKSHOP





GENERAL COURSE FEEDBACK



PARTICIPANT COMMENTS

“Brilliant course”

“Really informative with supportive facilitators”

“Learnt a great deal”

“Relevant scenarios”

”Non - threatening style”

“Good formal and informal debriefing by tutors”

“Good interaction with other trainees assisted with learning process”