

COMMUNICATION CHALLENGES IN CLINICAL PRACTICE, TEACHING & MANAGEMENT- A WORKSHOP FOR SENIOR NHS CLINICIANS

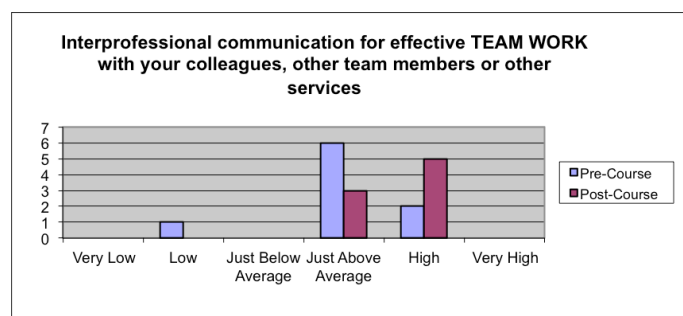
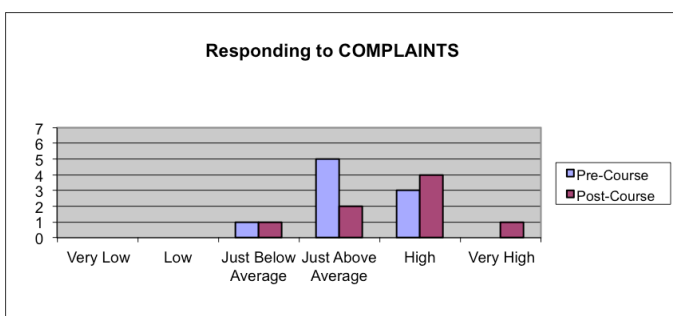
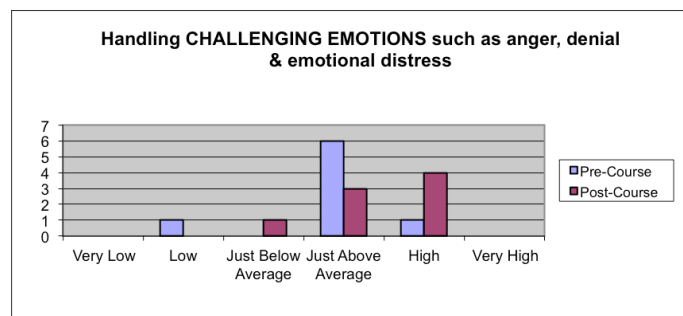
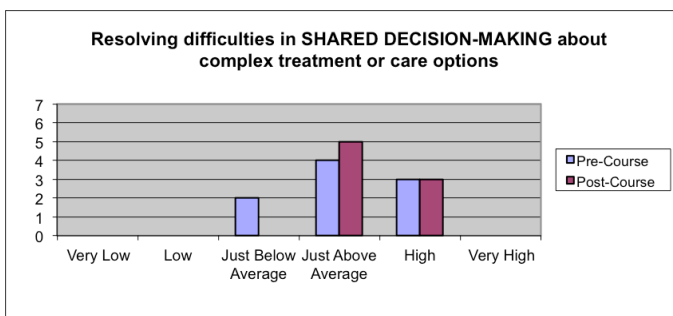
23-24 APRIL 2015 | ROYAL INFIRMARY OF EDINBURGH

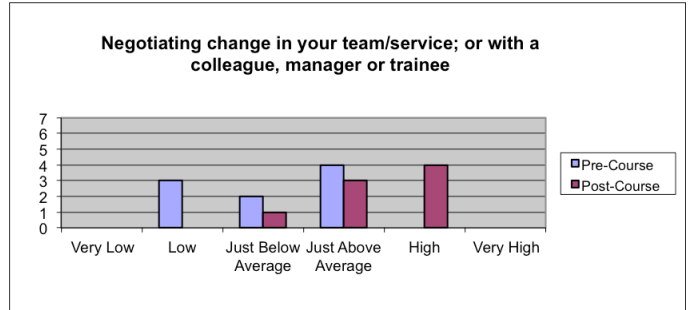
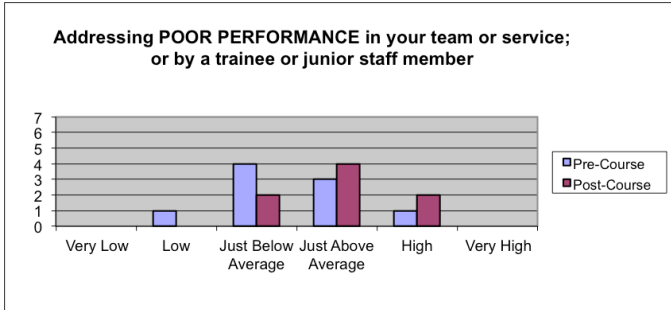
Nine senior NHS clinicians took part in a 2-day workshop. Participants worked in a peer, learning group and used interactive demonstrations and participant role play simulations to enhance their ability to address communication challenges chosen from their clinical practice, and their teaching and management roles. All participants said that they would recommend the workshop to a colleague.

The scenarios chosen included:

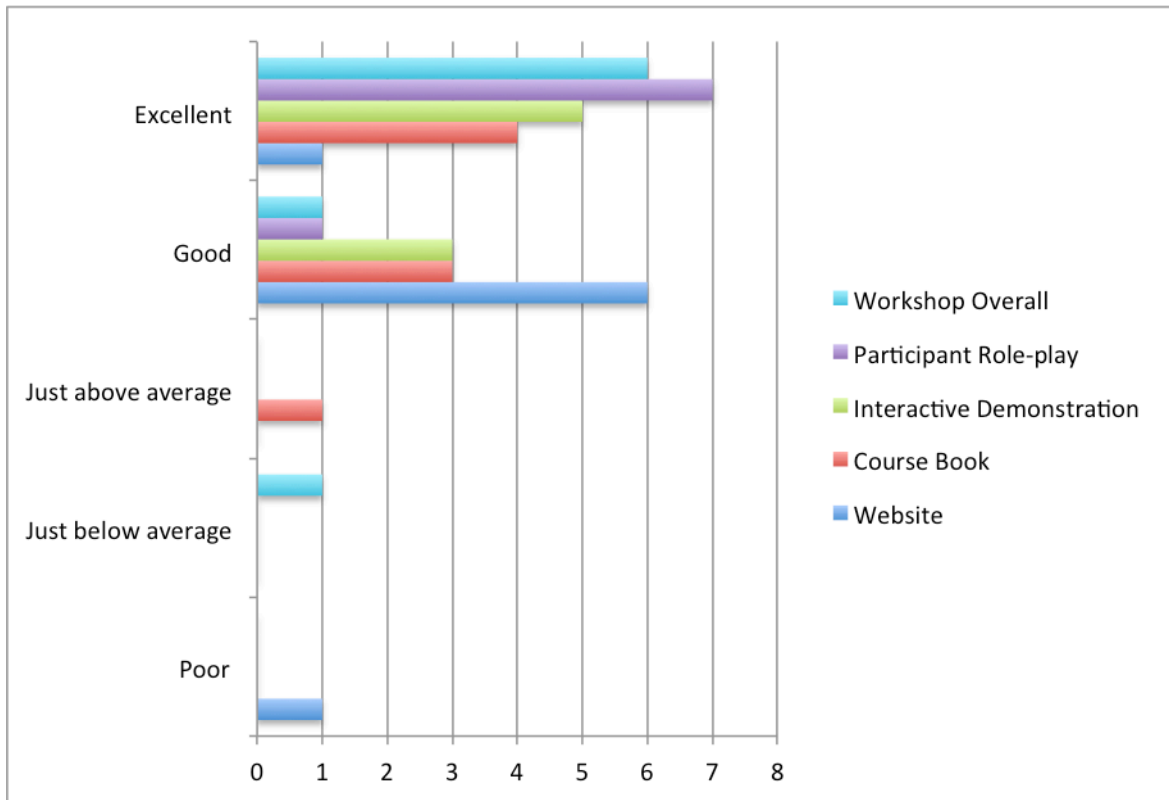
- Dealing with defensive behaviour (including anger) in communication with colleagues during performance appraisals
- Managing staff upset at essential and enforced service-level changes
- Handling job-planning discussions with consultants effectively
- Managing difficult post-investigation feed-back sessions with distressed/angry relatives
- Interacting with arrogant colleagues who are managerially responsible to you but persistently try to undermine your position

PARTICIPANTS' CONFIDENCE RATINGS PRE & POST WORKSHOP





GENERAL COURSE FEEDBACK



PARTICIPANT COMMENTS

“It's hard work, but the interactive role play is a great way to learn!”

“The interactive nature of the course was very good, being put in the spot, to negotiate difficult interactions with colleagues. Seeing and commenting on others doing the same thing, in different scenarios also made it very real”.

“Excellent course. Really helpful working with other senior clinicians”.

“Role play, recording and listening back, and feedback from colleagues. The prospect of this was terrifying but the supportive environment made it good for learning”

“I really cannot think of any suggested improvements. It is the most useful thing I have done in years!”

“The mix of participants and the skill of our facilitators / tutors was just great”.

“All comments received about my own communication skills in chairing a meeting were very helpful. Evidence that "less is more" regarding number of words used and the importance of pauses and silence within dialogue”.