

COMMUNICATION CHALLENGES IN CLINICAL PRACTICE: A WORKSHOP FOR SENIOR CONSULTANTS

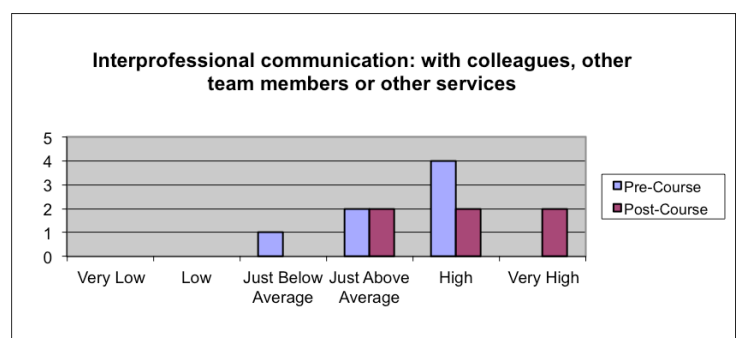
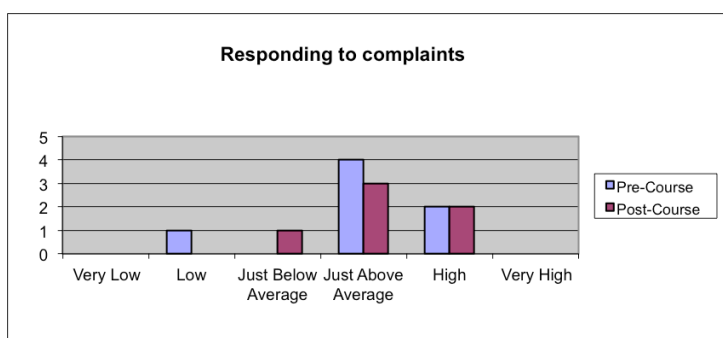
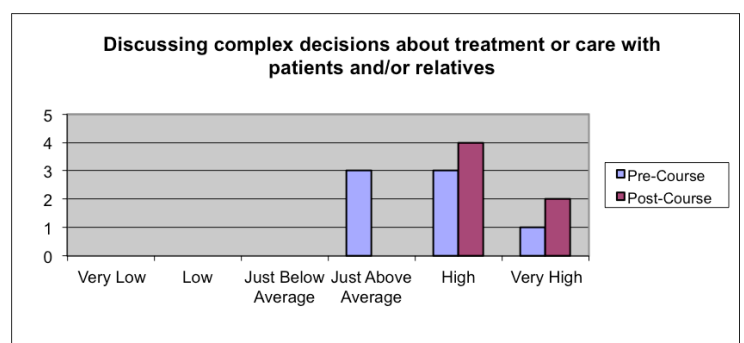
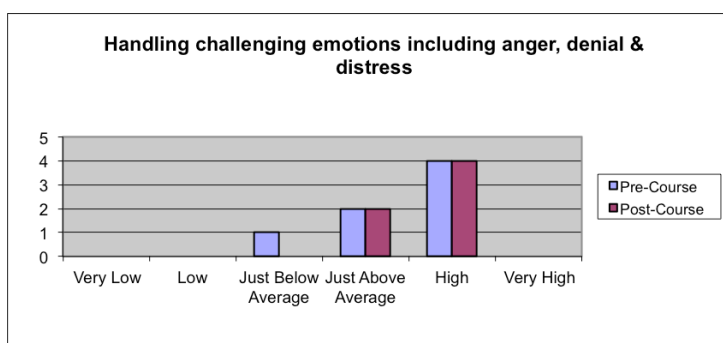
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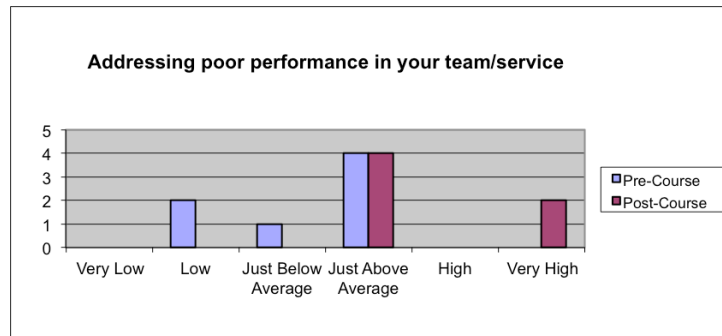
Seven Consultants took part in a 1-day workshop. Participants worked in a peer, learning group and used interactive demonstrations and participant role play simulations to enhance their ability to address communication challenges chosen from their clinical practice, and their teaching and management roles. All participants found the workshop to be excellent and said that they would recommend the workshop to a colleague.

The scenarios chosen included:

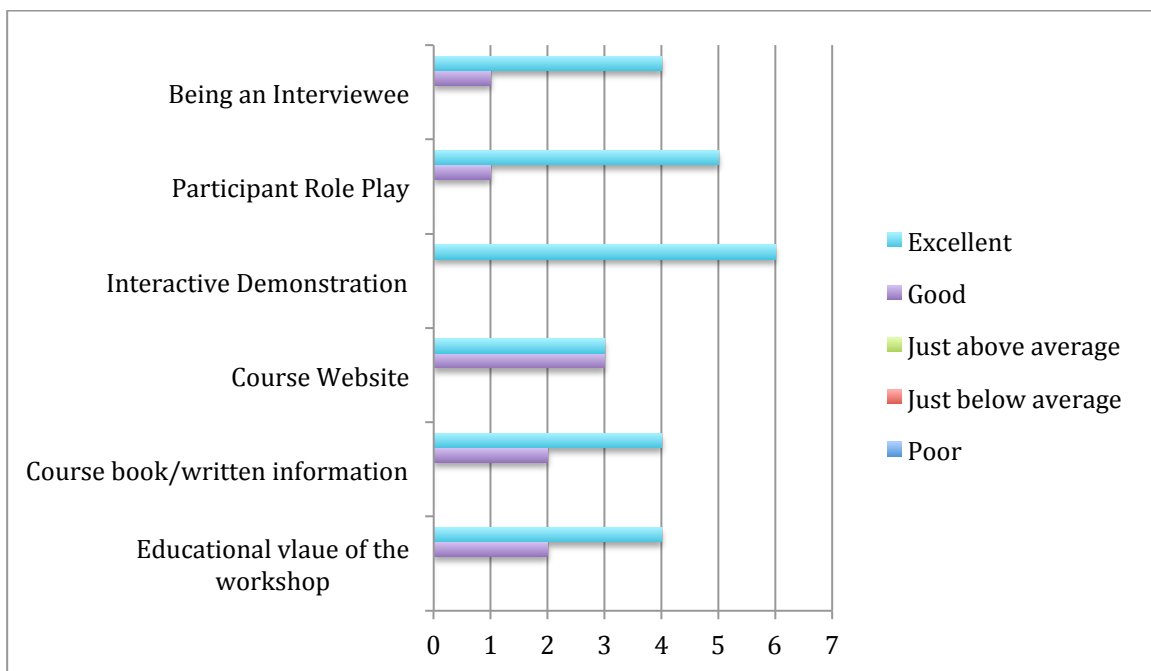
- Dealing with differences in opinion between colleagues about patient management
- Managing difficult conversations with relatives in denial of a diagnosis
- Communicating assertively and effectively with service managers
- Increasing confidence in addressing difficult situations with members of the team
- Encouraging and supporting clinical staff to acknowledge and plan for uncertainty in a deteriorating patient
- Handling sensitive conversations with patients who have unrealistic expectations about their future and helping them to adjust to the news

PARTICIPANTS' CONFIDENCE RATINGS PRE & POST WORKSHOP





GENERAL COURSE FEEDBACK



PARTICIPANT COMMENTS

“It was useful to have colleague from same specialty as it made simulation exercise more realistic and hence greater learning”

“I hadn't expected the mix of managerial and clinical scenarios to be helpful, but in fact it helped to demonstrate how widely applicable good communication skills are”

“Very good scenarios, and the peer-led format was great”

“Good group size and participants were all willing to contribute and experiment!”

“All working together in a positive atmosphere to improve all of our communication skills was very helpful. Being able to change the direction of an interview and see what it felt like was very effective”

“I can now see how improving communication can help enormously at avoiding complaints - patients' expectations of a treatment for example. Or understanding a colleague's viewpoint while still being able to put forward your own view with a collaborative attitude”