

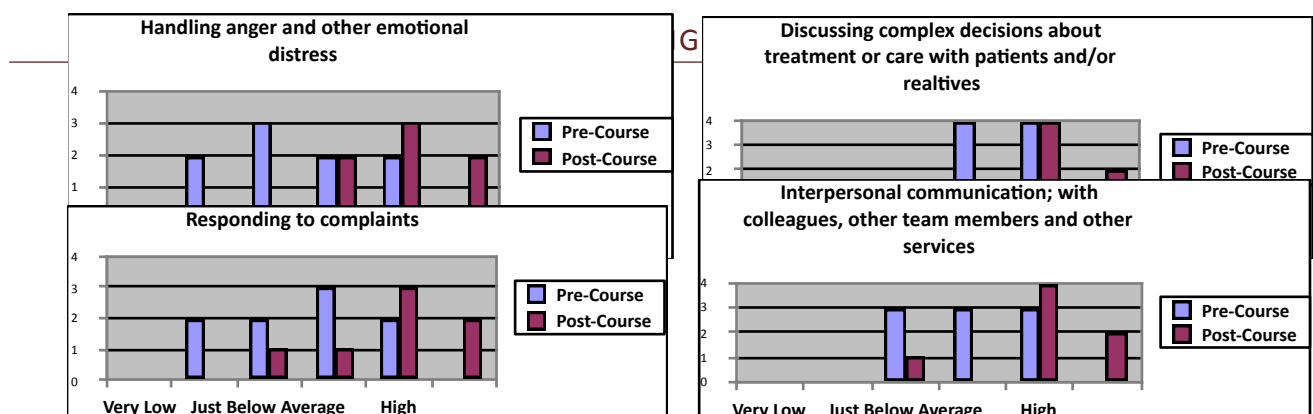
## COMMUNICATION CHALLENGES WORKSHOP FOR SPECIALIST REGISTRARS AND SPECIALTY DOCTORS: 2-DAY WORKSHOP

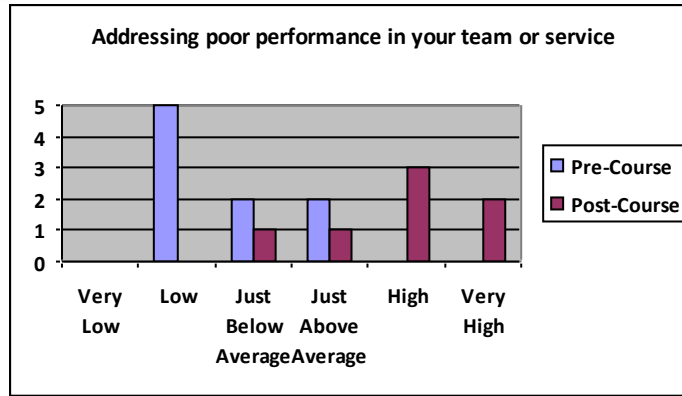
2<sup>ND</sup> & 3<sup>RD</sup> SEPTEMBER 2015 | ROYAL INFIRMARY OF EDINBURGH

Nine specialist registrars and specialty doctors took part in the 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. All participants said that they would recommend the workshop to a colleague.

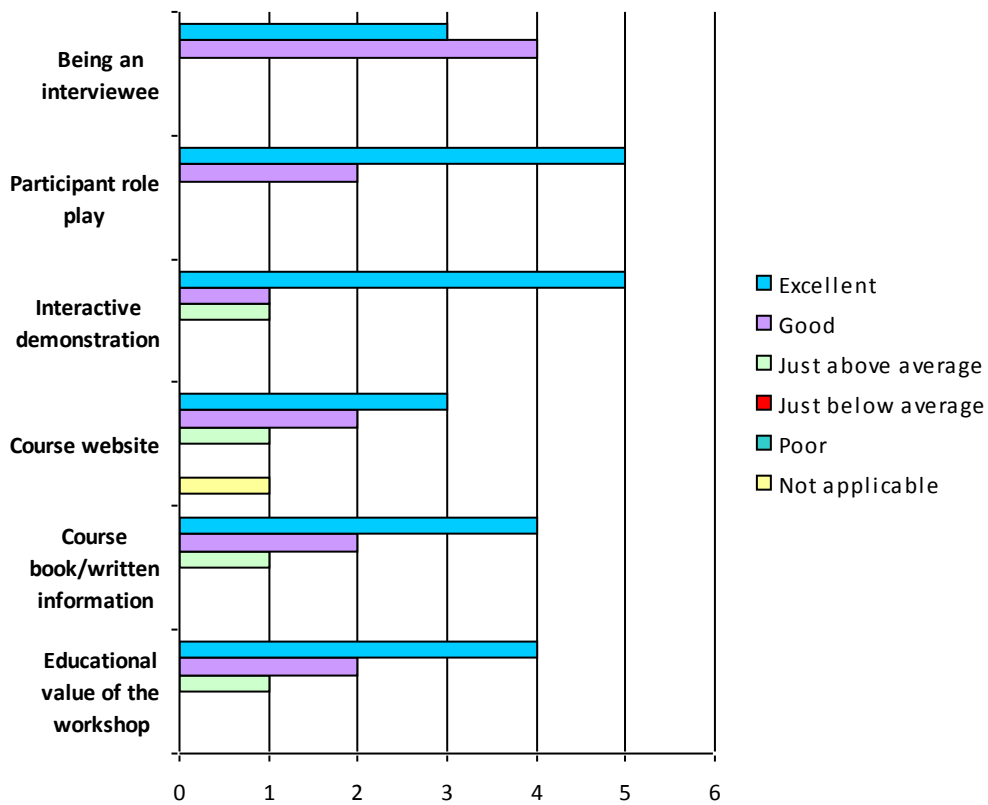
The scenarios chosen included:

- Delivering bad news to patients and families
- Managing difficult conversations with angry relatives
- Increasing confidence in addressing difficult situations with members of the team
- Handling sensitive conversations with patients who have unrealistic expectations about their future and helping them to adjust to the news
- Addressing poor performance/engagement with another member of the team
- Communicating effectively with other members of the healthcare team in an emergency situation
- Confidence in communicating with senior colleagues





**GENERAL COURSE FEEDBACK**



“Using real life scenarios from other specialties within the role plays was very effective”

“Well organized, small group discussion where everybody was given the chance to experiment with a different scenario”

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

“All three tutors were excellent!”

“Well-structured and fun!”