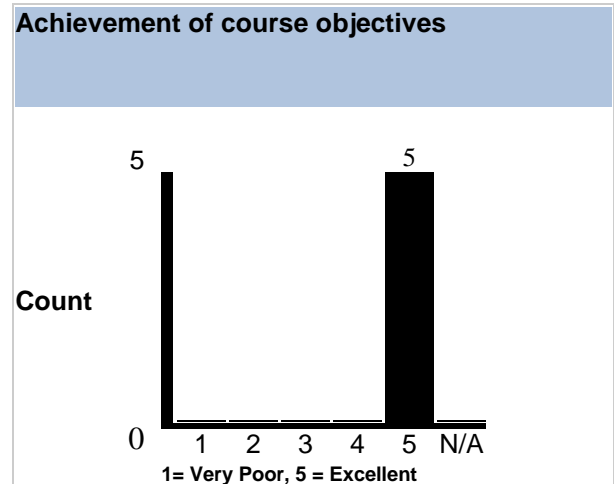
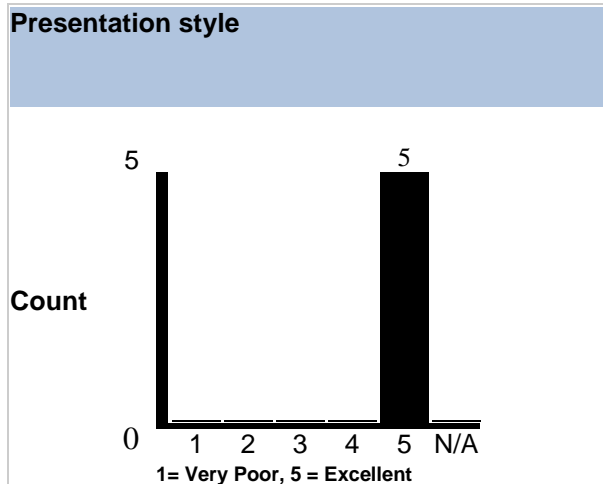
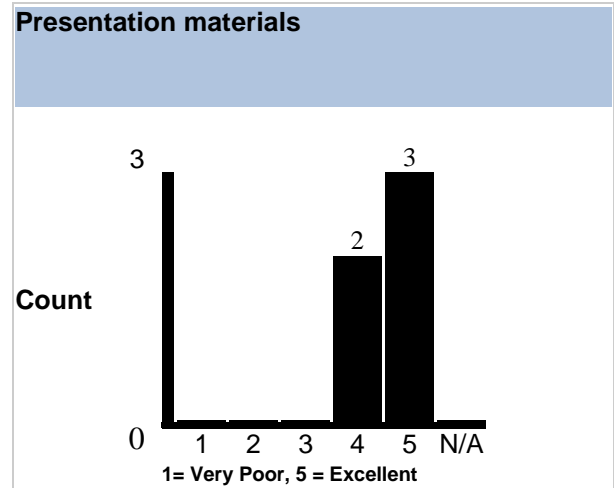
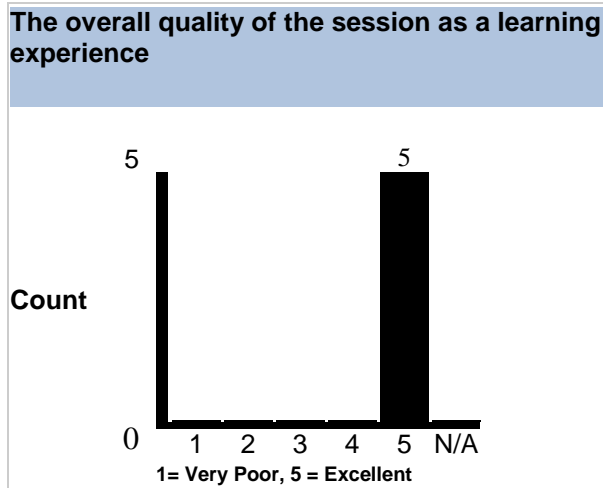


CPD - General Feedback

Number of actual attendees = 6

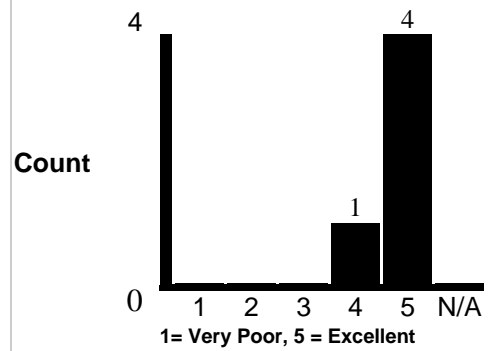
Number of attendees who have completed feedback = 5



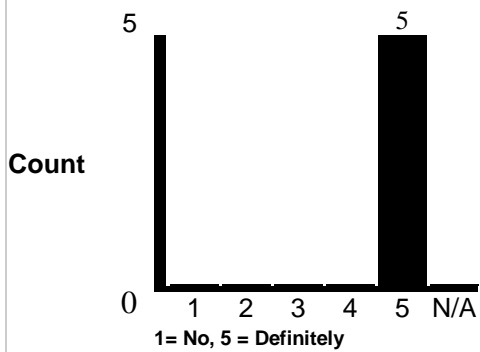
### Relevance to your needs



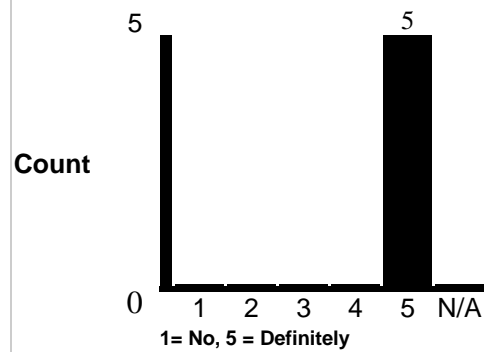
### Organisation and administration



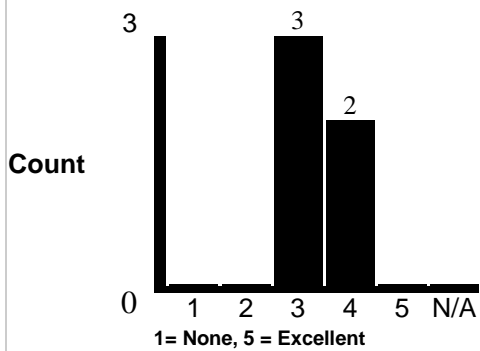
### Recommend to a colleague



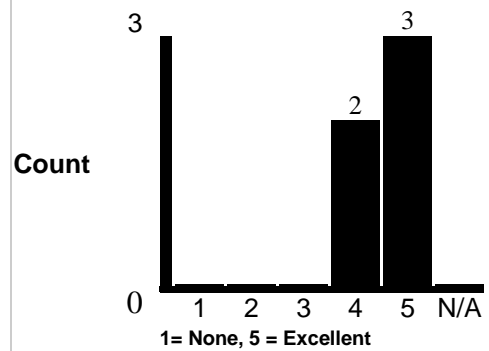
### Are you likely to apply information from this course in the workplace



### Your knowledge of the topic prior to the learning activity



### Your knowledge of the topic after the learning activity



## CPD - General Feedback

Number of actual attendees = 6

Number of attendees who have completed feedback = 5

### What topic(s) did you find particularly effective?

Dealing with difficult colleague.

Impact of pauses, how to phrase opinions, explore patient feelings, put oneself role play position in challenging communication scenarios

Role play.

Role play

I thought the scenario section was particularly effective. It was effective to go through scenarios which were difficult to the clinician and critique communication style.

### What topic(s) could have been more effective?

Resuscitation issue.

Need more time to practise

All good

None

I felt that a two day course would have been better to go into more depth about communication styles, but the handbook was useful for learning at home, despite the shorter course.

### Comments and other feedback

It is an excellent course.

Title and content of the course need to be made more explicit/less esoteric on MEDED website

Unfortunately, the course was slightly ruined for me by another participant on the course who should have been on a basic communications course, but this was not the fault of the course organisers.

None

Excellent course- thank you.

## General Reflection

### What was the most important thing you learned as a result of participating in this activity?

How to deal with difficult colleague and patient.

How to phrase statement without being presumptuous: it sounds like....

The Importance of baldy language.

Communication

To leave a pause and let patients' process information when delivering bad news. To explore ideas with patients before going into the 'information giving' section of a consultation.

### How will this course influence patient care - what will you do now?

I will have positive and humble attitude toward my patient and colleague.

Depersonalise confrontational situations - put oneself in a role play/observer situation

I think it is more likely to influence my interactions with. Colleagues.

Better communication

I definitely will be louder and project myself with greater confidence in terms of consultation style.

**What do you think you still need to learn in relation to this topic?**

I have to have open and flexible personality.

Cover other challenging communication scenarios

Continued experience

Practice

I have much to learn! I think this will come with experience, and being put in difficult situations, particularly in consultations involving breaking bad news.

**What resources will you require to enable you to achieve this?**

I have to read the feedback from my colleagues and also some subjects in the book of the course.

Read handout / opportunities to practise

Continued experience

None

I would definitely look at doing another course further in my career. Asking senior clinicians to review my consultation style will also be useful to refine my communication style.