

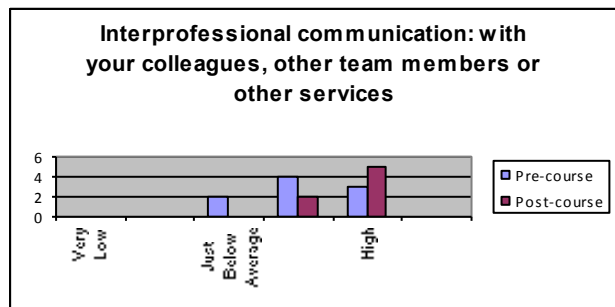
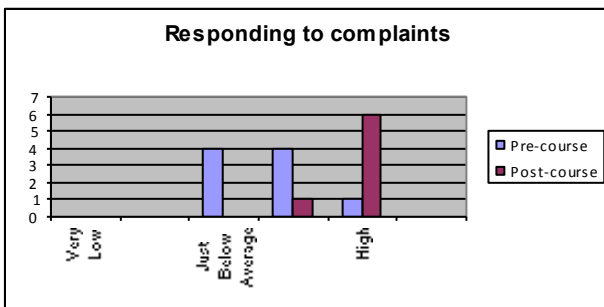
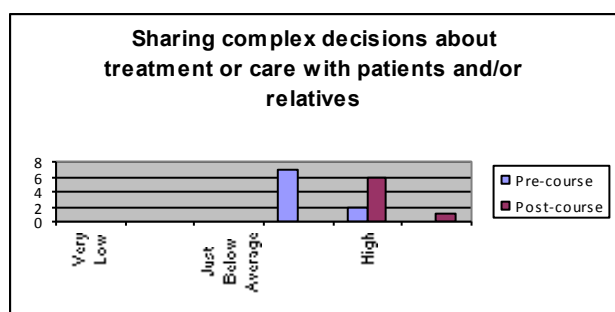
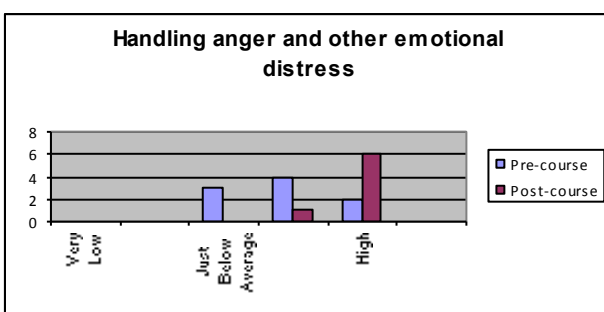
**Communication Challenges in Clinical Practice  
Workshop for Consultants & Senior NHS Clinicians  
3<sup>rd</sup> & 4<sup>th</sup> March 2015  
WGH, Edinburgh**

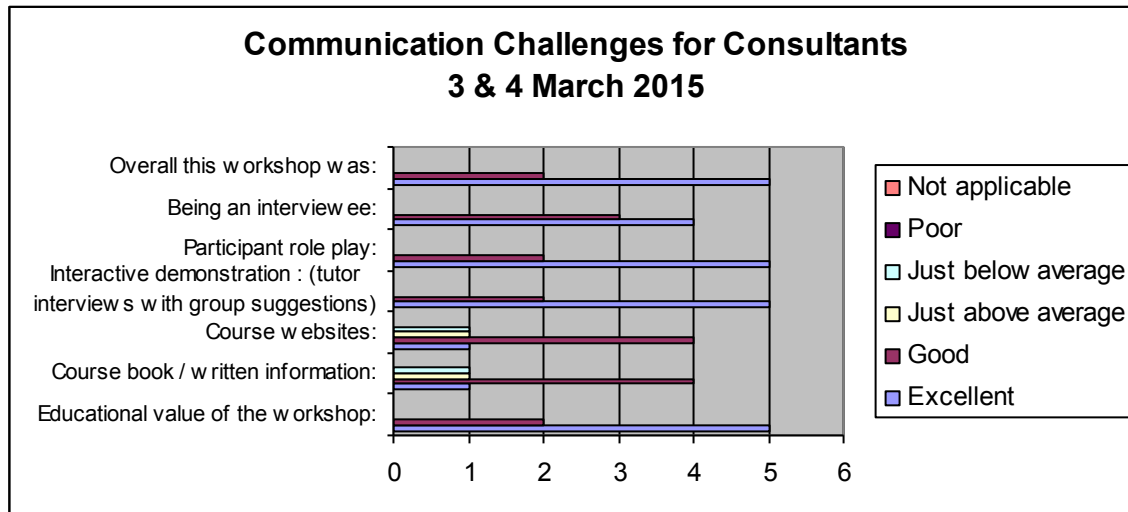
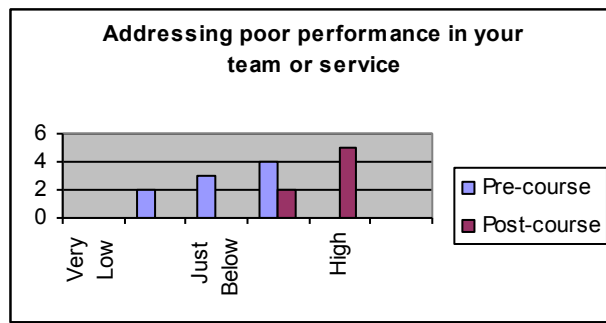
Nine participants from diverse specialties took part in a 2-day workshop. Participants worked in a peer, learning group and used interactive demonstrations and participant role play simulations to enhance their ability to address communication challenges chosen from their clinical practice, and their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

The scenarios chosen included:

- Dealing with underperforming staff including underperforming colleagues of equal professional status
- Dealing with difficult emotions among distressed relatives
- Communicating with a colleague about time management issues
- Responding effectively to complaints from patients
- Handling conflict between staff members
- Handling difficult end of life discussions with patients
- How to say 'no' to staff requests without causing offence

Participants' ratings of their confidence in before and after the workshop





### Participant Comments

- *Tutors did a great job putting us at our ease and ensuring that we were all engaged.*
- *Excellent course, very useful. I've taken a lot away. Lovely group dynamic too.*
- *Would have appreciated time spent going through written material during the course. Overall though, insightful and helpful course. Would be interested in training as a tutor.*
- *This helped me greatly. I wish that I had been offered a place just before I became a consultant.*
- *An introductory session covering some theoretical aspects would have been good. Also, I would have been interested to find out more about non-verbal communication such as body language, tone of voice etc.*
- *Excellent course, very useful. I've taken a lot away. Lovely group dynamic too.*