

Communication challenges workshop for consultants Edinburgh September 2014

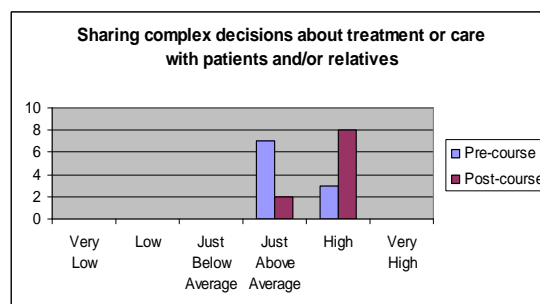
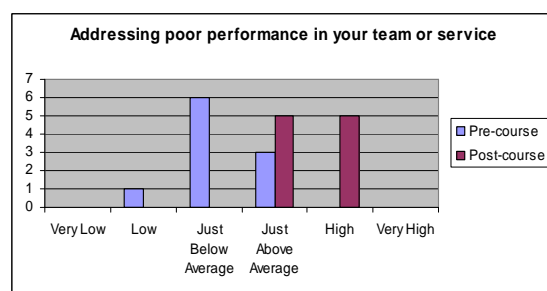
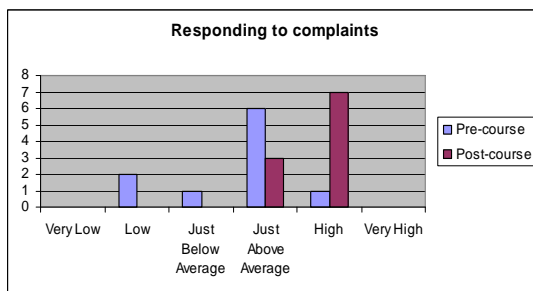
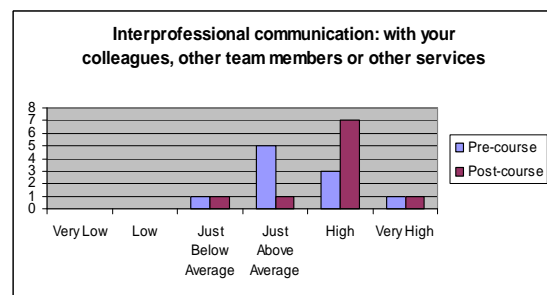
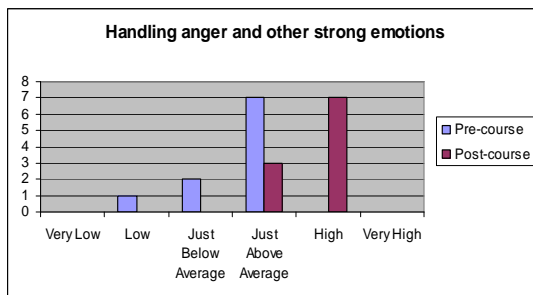
Nine consultants from diverse specialties and one nurse consultant took part in a 2-day workshop. All rated the workshop as excellent and would recommend it to colleagues.

Participants worked in a peer, learning group and used interactive demonstrations and participant role play simulations to enhance their ability to use a range of evidence informed strategies for effective communication in clinical management.

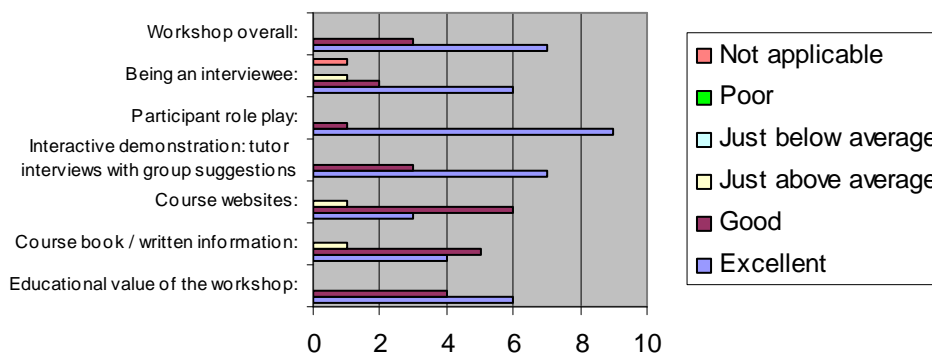
The scenarios chosen included:

- Agreeing a care plan for a patient who is deteriorating on maximal therapy with a family who still want all treatment.
- Handling expectations and maintaining trust with patient and family - previously treated overseas but now deteriorating
- Explaining to a trainee that they are under-performing and dealing with their anger/ lack of insight and one's own frustration
- Feedback after a complaint to distressed junior staff; addressing learning needs.
- Negotiations about service/ clinical need for resources faced with budget restrictions.
- Handling conflicts in multi-disciplinary team about how to handle external pressures or accept change.

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



Consultants Communication Course 10 & 11 September 2014



Comments from the Participants

- *Immensely valuable course - particularly liked being encouraged to choose a topic that would "stretch" my comfort zone - much more valuable learning.*
- *This was an excellent course. While I was the only nurse in the group this was in no way a disadvantage. It was very helpful to work with medical colleagues who often experience similar challenges. This was a very supportive group and a group with a breath of skill - really impressive which made this an excellent learning forum.*
- *Supportive environment. All scenarios (even those I initially felt less relevant) were useful to learn from. Good to hear what I do well as well as able to improve on those aspects I find harder. Useful to understand why things go well/badly so I can help others reflect on their communication in my role as an educator.*
- *Though I was somewhat reticent about the role play format - it was a powerful method in which to address communication challenges and felt very real!*
- *Being able at times to go back and rewind the interview and then go forward in a different way to see what would have happened if things had been done differently.*
- *Very interesting to role play being the interviewee. I feel the learning from that will be very helpful in my clinical practice. I also found the role play work around chairing meetings, positioning ideas etc excellent and I know I will draw on this experience in future situations.*
- *Excellent course and I have already recommended to several colleagues.*