

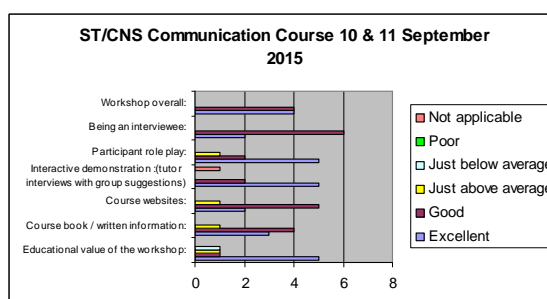
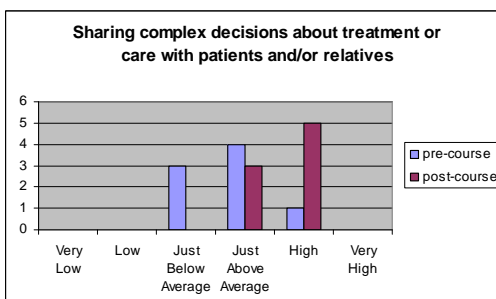
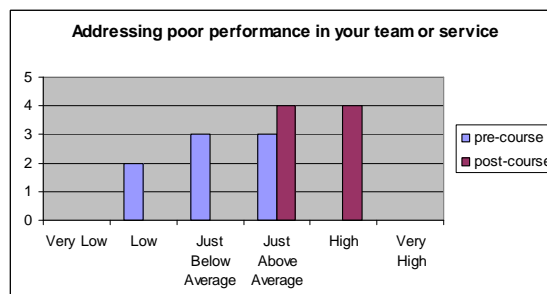
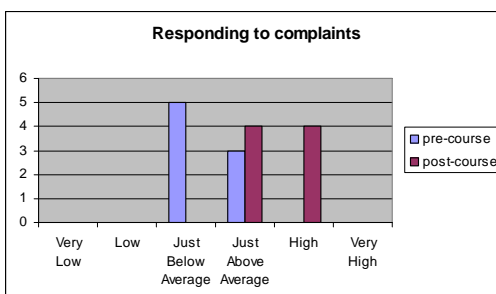
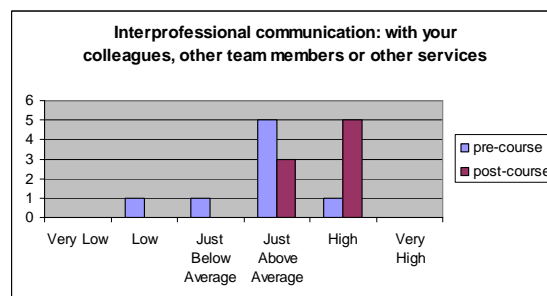
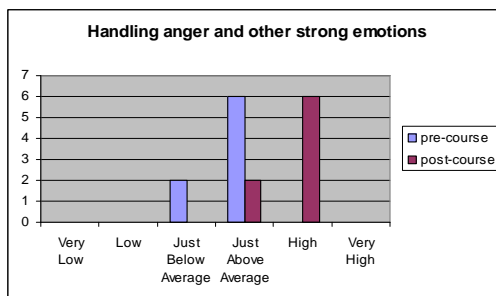
## Communication challenges workshop for specialist registrars, specialty doctors and senior nurses: 2-day workshop Edinburgh September 2014

Seven senior trainees and a nurse specialist all rated the workshop as excellent and would recommend it to colleagues

Participants worked in a peer, learning group and used 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:

- The failing junior doctor and how to manage them in a supervisory role.
- Team members reluctant to take on new ideas and accept changes in practice.
- Addressing 'unreasonable' behaviour from a senior doctor on the ward.
- Breaking bad news about deterioration to a relative who thinks further treatment is indicated.
- Decision-making with parents wanting to take child home against medical advice
- Case conference with differing views causing divisions within the multi-disciplinary team.

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



### Comments from the Participants

- Excellent tutors, relevant scenarios, good discussion and really effective learning.
- Very helpful sharing communication challenges with colleagues from different backgrounds.
- I felt totally out of my comfort zone with the role play, however I learnt so much from it and found the two days very, very helpful.
- There were lots of communication techniques, used consciously or not; good to have a summary.