

**2-DAY WORKSHOP EVALUATION
COMMUNICATION CHALLENGES IN CLINICAL PRACTICE
1 & 2 FEBRUARY 2011**

What challenging communication situations from your own practice, teaching or management roles have you brought to discuss?

- Keeping the importance of effective communication at the heart of service delivery
- Communication with manager/ clinical lead- trust & relationship issues, unreasonable expectations, extended remit with no preparation or time to reflect, challenging the decisions made by a manager, persuading managers, agreeing development priorities
- Effective and positive communication with colleagues in an education service
- Building and sustaining relationships with management in other services
- Language and pace of interviews problematic; cultural issues in communicating
- Balancing limited resources with demand – discharging patients
- Dealing with angry or demanding patients and relatives dissatisfied with care or waiting time or with unrealistic expectations
- Dealing with denial, collusion and anger; emotional reactions to bad news
- Communicating where there is uncertainty
- Changing health related behaviours and self management, reviewing both written and verbal communication processes
- Effectively using communication skills and approaches cover everything in limited time – understanding, clinical task, patient goals
- Communicating effectively with staff or peers who have poor attitude, aggressive manner - who are not aware that they have a communication difficulty
- Patients complaining about staff who have poor communication skills/attitude
- Giving feedback on (negative) performance
- Poor performance of a colleague if concerns highlighted by junior staff; poorly performing staff members

What do you hope to be able do after attending this workshop? – be specific

- Detach from the emotions like anger more and take things less personally
- Understand more about the background knowledge base on communication; define and identify 'good/effective communication'
- Analyse what's really going on and act accordingly. Be free to select response rather than be locked into habits. Reflect on my own approaches.
- Have some useful techniques or frameworks to handle particularly challenging situations so I feel more confident; ability to cope when tricky scenarios occur unexpectedly
- Develop skills and strategies in communicating more confidently and assertively particularly with senior colleagues
- To be able to demonstrate that communication within our service is as good as it can be, that evidence based interventions and approaches on communication underpin all interactions
- To have a basket of tools that can be modified to different contexts to support reflection and improved communication within the service
- Undertake training of staff and peers in effective communication; be able to give feedback effectively; become a more confident facilitator

Which areas do you think you may need to approach in a different way?

- Staff may lose respect because my style is too friendly
- My strategies deteriorate when I am stressed or in an unfamiliar situation in which case I often come across badly I think
- To develop my listening skills, strike a better balance with advice and support!
- Skills to work in concordance with patients
- Prioritising information – the amount and detail – being specific
- When I disagree with what someone is saying – responding effectively to this – not blocking – over-defensive
- Conflict – telling people what they don't want to hear; confronting colleagues

Please list three specific things you have learned from this workshop that you will take back to your own work situation

- Slow down and think (don't jump in); use pauses
- Be empathetic when breaking bad news
- Keep to shorter sentences
- My own need to adopt/consider a more structured approach at times – but to be a bit more varied in my responses too
- Complexities of clinical communication need individual approach
- Power of setting agenda/framework early on
- How to integrate 'strategies' into different interviews
- Be aware of own self and what you bring with you to an interview
- The importance of adapting your communication to the situation/person
- Be ready to change the goals/ strategy within an interview
- Giving specific examples/providing evidence to support what you are communicating in management and performance interviews
- To prepare well before formal interview/ meeting
- Being aware of your body language/tone of voice – keep clear and calm
- Don't use woolly phrases like "I guess" or "I feel"
- If the person moves away or disengages from the interview, try to quickly bring them back in by addressing their concerns
- Be precise and specific when giving information - keep succinct and not too complex
- To review/acknowledge/summarise/ check more frequently
- Become more familiar with the theoretical background and then really reflect on my habitual communication
- Much more self aware of communication; will consciously try to use new skills

What aspects of the workshop were the most effective in improving your ability to communicate effectively?

- Reinforced huge benefits of experiential learning – role play – feedback
- Analysis and reflecting on scenarios – fantastic
- Huge learning from role play: both as interviewer and interviewee
- Reflection with audio recording to help
- Very safe, friendly, non-threatening environment – excellent facilitators
- Working through each scenario, discussing how it was going so far and then implementing suggested strategies
- The regular stops with immediate reflection on what is working well and what is less effective.
- Good to have group members with different background/issues

What aspects of the workshop were less effective in improving your ability to communicate effectively?

- None
- Interactive demonstrations – need to keep pace up (although I see the point!) especially with frequent play back
- Perhaps a verbal summary by facilitators of key points of theory or maybe the book would suffice
- At the end of day 1, I wanted to have seen the course booklet ahead of time but now I think it worked better this way
- Spectrum of ability within group so some interviews more helpful than others

What additional support/training would you like to have in future?

- It would be helpful to revise techniques with maybe scenarios on a web link or other interactive link
- To consider another advanced course in communication to consolidate this course and allow myself to get involved in teaching communication to medical students/junior doctors
- Specialty specific training
- Would like to practice and consolidate these new skills learned in the first instance; further opportunities to have feedback
- Would like to be involved in teaching as I feel I would gain from this in my own practice
- I am looking forward to the second half of the course (tutor training) and am pleased that my colleagues were here to share the learning

Please state at least one way in which the clinical communication workshop could be improved for next time:

- Would have liked whole group to meet up at the end
- A few bit-sized chunks of theory, interspersed. Perhaps if a specific issue is not raised by the group to do a role play of it anyway e.g. complaint handling
- Include some of the language and theory on the first day – this would help understanding of some of the terms such as ‘warning shots’ and ‘safety net’ etc.
- If possible two role plays per person or optional for those interested
- It would have been helpful to have been given some of the theory at the beginning of the course so that we could try putting this into practice in our role plays. One or two simple slides.
- I found the group discussion (when in a large group) less helpful than when in small groups

Any additional comments

- Really improved my confidence – thank you
- Very new experience for me. Really challenging, out of my comfort zone but a very worthwhile experience. Felt the group was helped to be supportive and safe
- Thank you I really enjoyed the workshops and have learned new skills for both work and life in general
- Card payment of fees is easier and online payment is great if that can be arranged
- A very enjoyable and useful course, which has really made me reflect on ways to improve my communication skills. Nice to meet people from other professional backgrounds
- The multi-professional group was very interesting and brought challenging topics that are transferable to every aspect of healthcare. Still don't like hearing myself on tape but appreciate the usefulness of it as a learning tool
- Extremely beneficial to have time to reflect on my skills and communication and to receive and give constructive feedback. Appreciated all the other group participants who engaged in role play – a thoughtful learning experience

Would you recommend this workshop to a colleague?

Yes = 100%

Would you like to receive information about future tutor training opportunities?

Yes = 100%

HOW WOULD YOU RATE THE FOLLOWING? (n =)	EX	GOOD	JUST ABOVE AVERAGE	JUST BELOW AVERAGE	POOR
How enjoyable was the workshop?	10	1	1		
The educational value of the workshop	9	3			
The course book	6	5	1		
The group discussions	8	4			
The interactive demonstration	7	4	1		
The participant role plays	9	3			
Being an interviewee	6	5	1		
The balance of theory with practice	1	10	1		
The use of audio recording/playback	4	8			
The teaching skills of the facilitators	10	1	1		
The venue/catering	7	4	1		
OVERALL THE COURSE WAS	10	2			

Confidence Ratings Pre & Post Course







