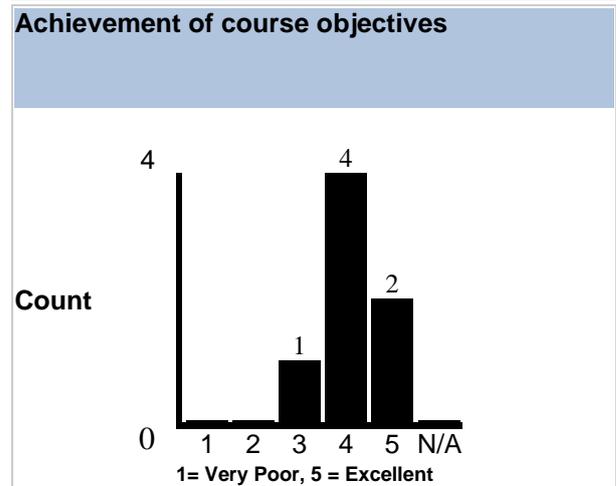
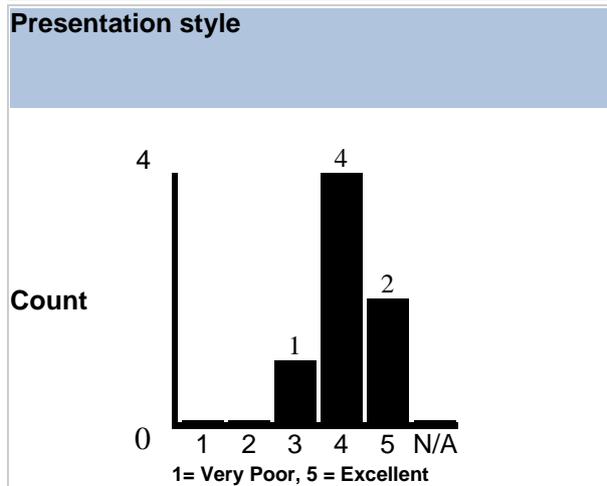
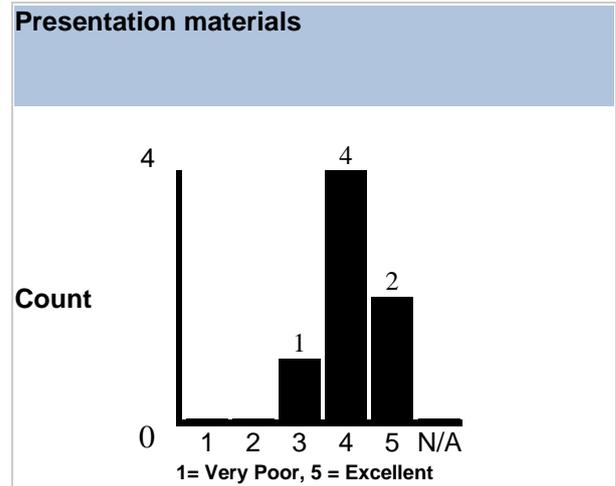
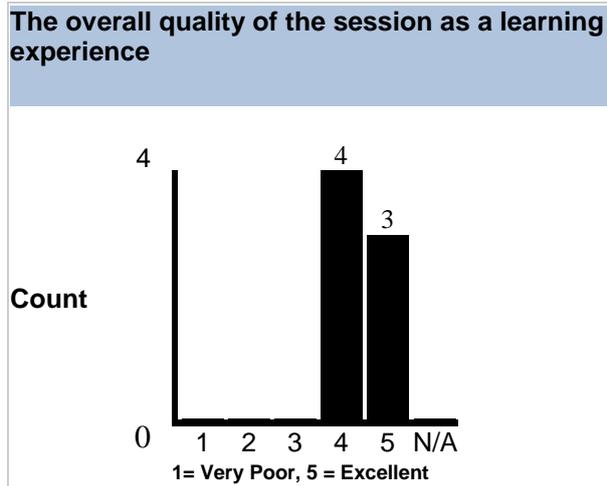


CPD - General Feedback

Number of actual attendees = 8

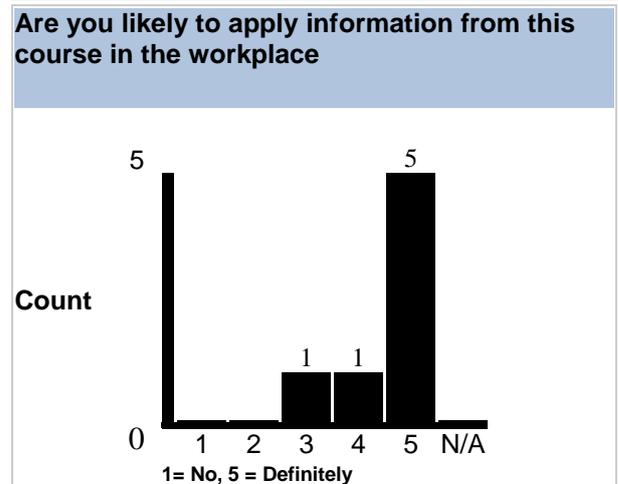
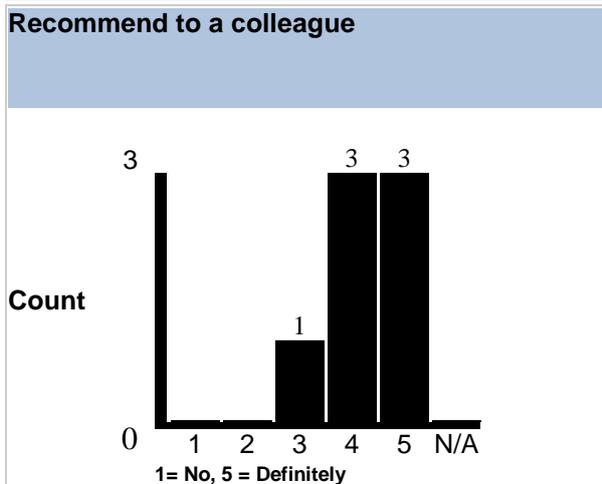
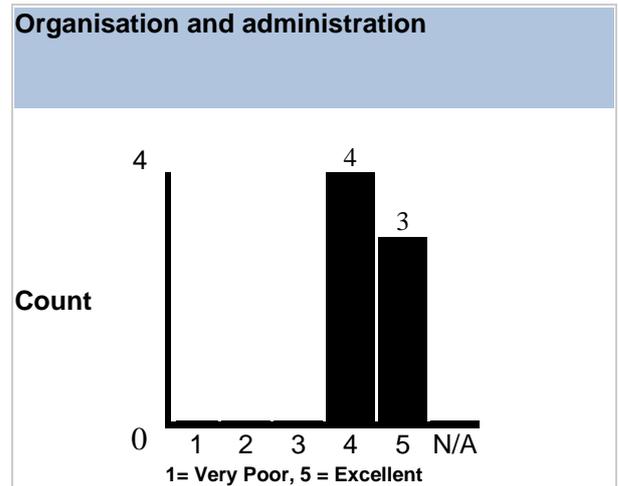
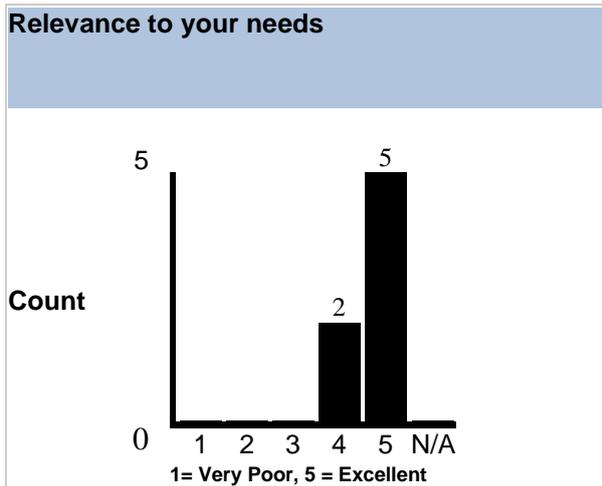
Number of attendees who have completed feedback = 7



CPD - General Feedback

Number of actual attendees = 8

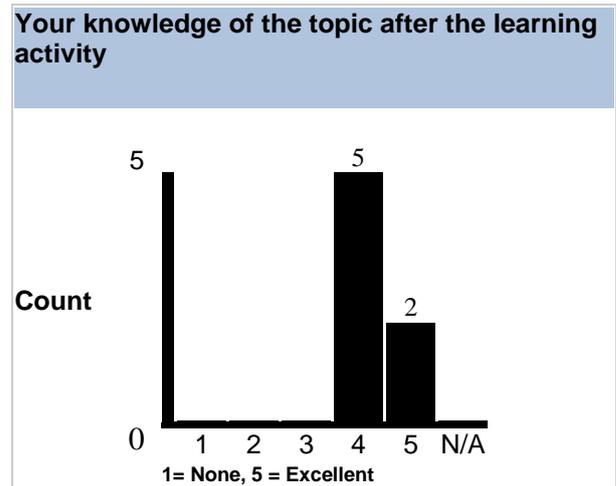
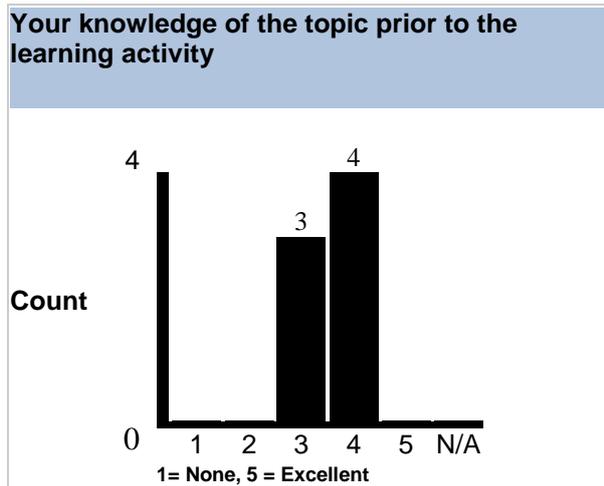
Number of attendees who have completed feedback = 7



CPD - General Feedback

Number of actual attendees = 8

Number of attendees who have completed feedback = 7



CPD - General Feedback

Number of actual attendees = 8

Number of attendees who have completed feedback = 7

What topic(s) did you find particularly effective?

how to handle difficult situations

Small group discussions and interactions as this allowed the opportunity to reflect on situations from the perspective of another individual, to allow better understanding of situation dynamics. The inclusion of members from various disciplines gave this more value.

Getting reflection, discussion from medical professionals from different areas of medicine.

The interactive nature of the course forced me out of my comfort zone and allowed me to try different things

I felt that watching different members of the team aim for/achieve the same outcome using varied methods was effective.

Role play

role play

What topic(s) could have been more effective?

observing how other people deal with these situations

Nil

Practical scenarios, group discussions of difficult points

None

As below.

None

not sure

Comments and other feedback

personally I felt quite uncomfortable taking part in the role play scenarios as it felt quite intimidating for myself. This was generally one of the reasons I attended the course was to learn how to handle these situations better. I did however learn a lot from other colleagues that took part as they were far more confident in these areas. I think for future purposes it may well be better to inform people prior to the day that they will be expected to take part and prepare them for it.

See previous detailed comment

Very useful course!

Very worthwhile course I have recommended this to colleagues

It was a good day. The role play aspect was good but I think all day was too much. I would have enjoyed more group discussion with regards to communication techniques.

Excellent course. Good group work and learned a great deal from tutors and other participants.

well done all round

General Reflection

Number of actual attendees = 8

Number of attendees who have completed feedback = 7

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

watching how other people handle difficult situations

The agenda of the other individual(s) and their background affects the dynamics of the interaction and understanding of this allows for more productive communication.

Assertiveness in communication

My communication skills are better than I originally thought. I was given some useful tips and phrases to use in the future

I learned that communication issues are experienced across all roles and there are very effective subtle changes can be implemented to achieve a positive outcome.

Some good phrases that I can use in the future.

you can go the long way round to solve a problem as being direct may not always help

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

try and be more confident in dealing with these kinds of scenarios

Application of knowledge in difficult situations with advance preparation as allowed by environment and situation.

Practical skills that gained will help me in communication with patients and their carers

I will put what I have learned into practice and use some of the useful phrases

I will try to apply what I have learned in my delivery of care in the hope of complimenting my existing communication skills.

More aware of the effect of certain words on people so can choose to use these more wisely.

consider the above

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

to be more confident

Front line learning in the working environment with feedback from colleagues and patients with whom I interact.

Get more practice in communication, avoid using some phrases

I need to gain in confidence

I feel my communication skills are quite good but there are always ways to improve how you communicate with patients/families/colleagues. An on-going awareness of how my body language, listening skills and tone of voice can contribute to a positive outcome.

I have applied for tutor training to further improve my communication skills.

being able to read people as everyone is different

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

to put myself in these situations

Daily working activities, appraisal process.

Further courses, group work

Access to practice and perhaps a further course in the future

Being responsible for my CPD and accessing material/courses that can benefit me.

Tutor training 2 day course

try to assess each situation individually