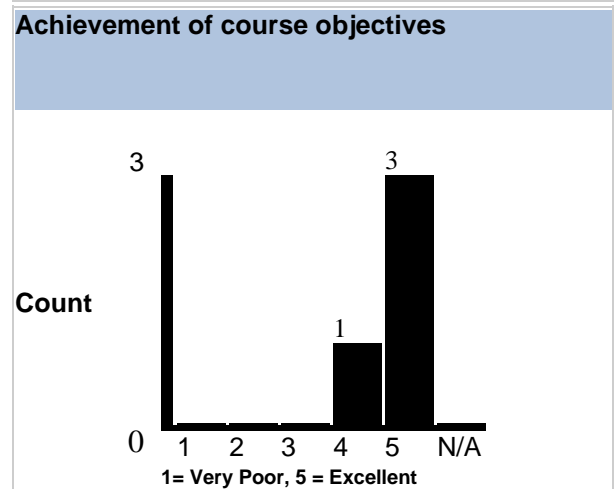
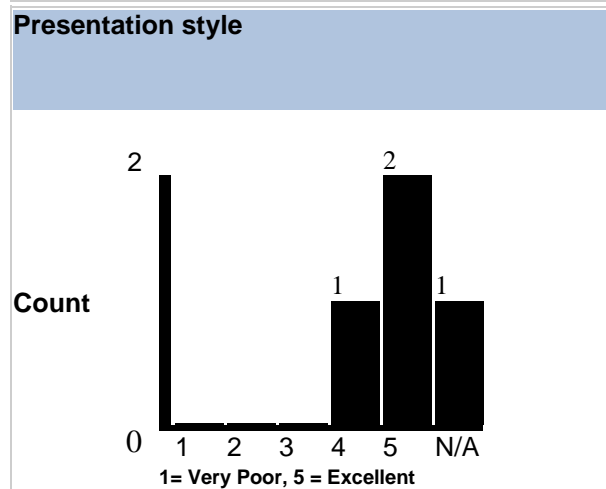
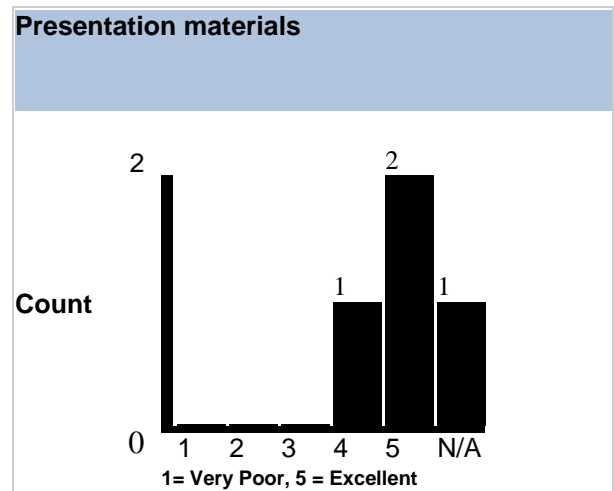
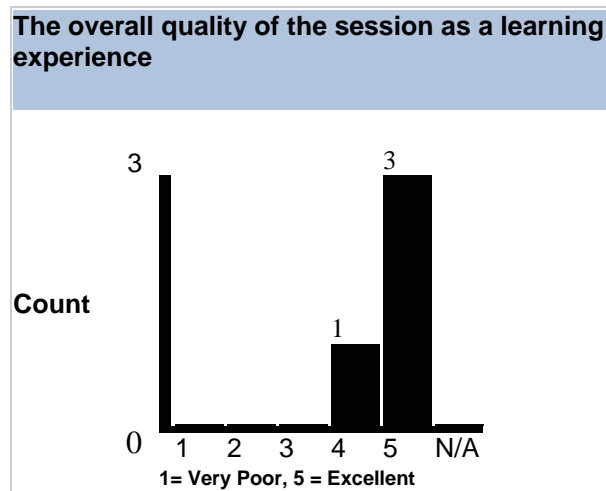


CPD - General Feedback

Number of actual attendees = 4

Number of attendees who have completed feedback = 4



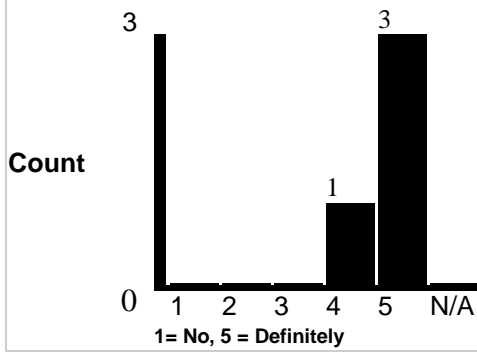
Relevance to your needs



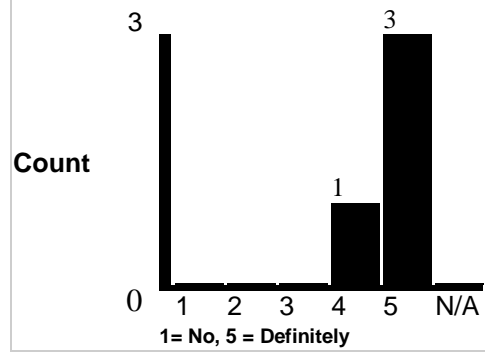
Organisation and administration



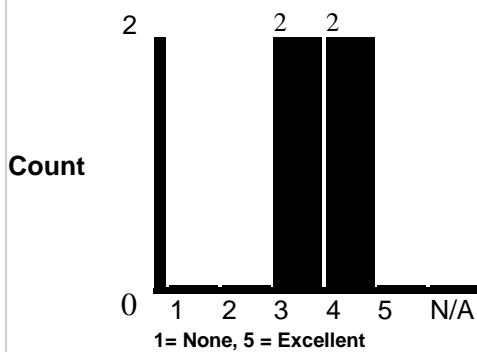
Recommend to a colleague



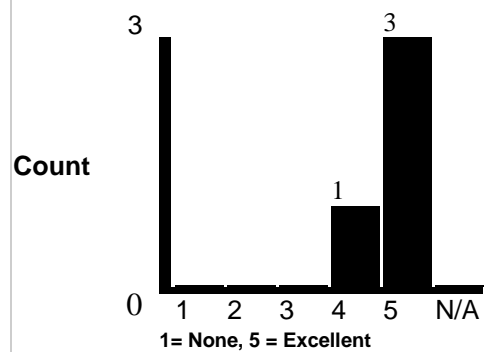
Are you likely to apply information from this course in the workplace



Your knowledge of the topic prior to the learning activity



Your knowledge of the topic after the learning activity



CPD - General Feedback

Number of actual attendees = 4

Number of attendees who have completed feedback = 4

What topic(s) did you find particularly effective?

Role play

Surprisingly I found the role play very helpful

Role play and discussion of difficult communication scenarios. Able to practice different approaches and discuss with the group. Learned a great deal from the different personalities and experiences in the group

How to discuss issues with 'difficult' colleagues.

What topic(s) could have been more effective?

N/A

Perhaps eg directly about handling conflicts.

Comments and other feedback

Enjoyable and helpful

Excellent course learned a great deal and can put this experience in to practice.

In the role playing situation I brought a particular issue, and since the course I managed to 'sort that issue out', Based on the communication skills I have learnt during the course.

Excellent course, I would suggest it to everybody!!

General Reflection

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

Importance of body language in communication

listening and hearing. Being more aware of what the other person's baggage is

I learned about different approaches to communicating with different people. I learned about being open to considering about what affects people and the way in which they behave and may come across. I also learned that listening is one of the most important aspects of communication and to allow the chance for pauses and reflection from both parties.

How to confront say whom I find intimidating, how to overcome my fears in communicating my views.

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

Yes

Use learned techniques

Listen. Be aware of the phrases you use and how these can impact on patients perception of the conversation.

I didn't bring a particular issue re: communication with my patients, I think I usually have very good communication with my patients.

My issue was communication with colleagues.

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

Practice more role play
practising what i learned and building on it. Making time to reflect on conversations that go well /badly
Putting this all in to practice and being mindful of above
To improve my listening skills

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

A willing colleague
Reflection
discussion with colleagues
Myself, and I plan to read through some of the literature referenced in the course booklet.
Read books, articles about listening