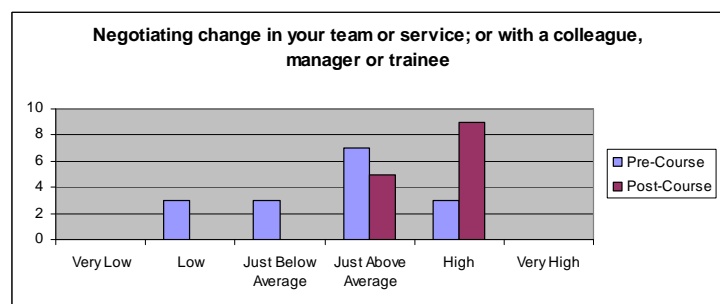
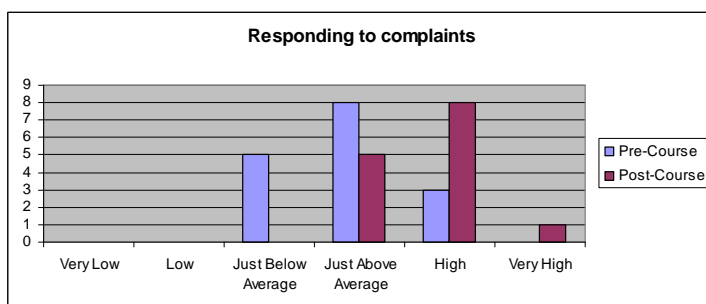
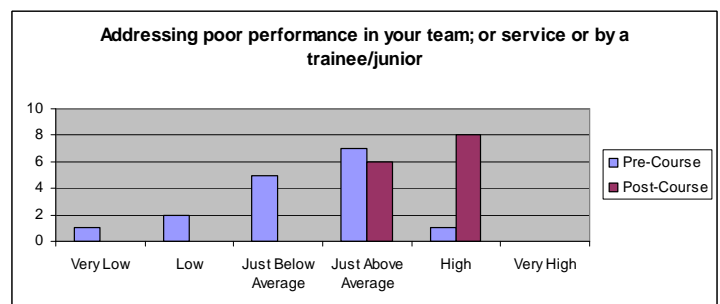
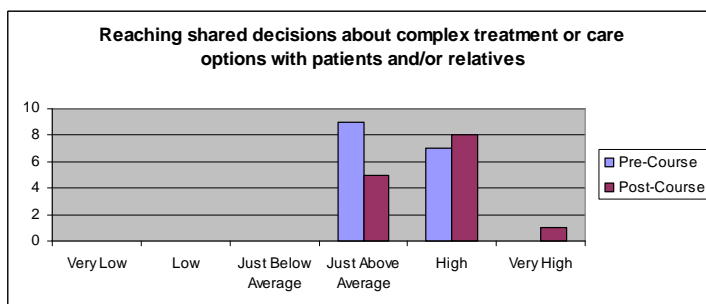
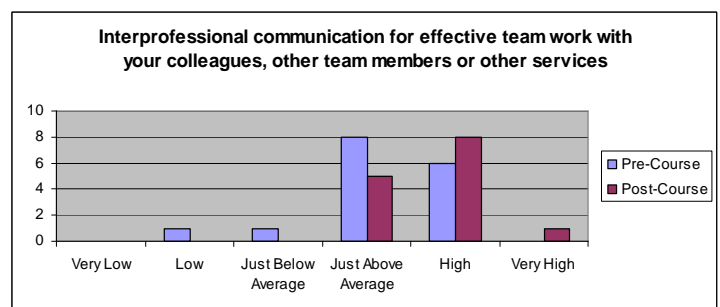
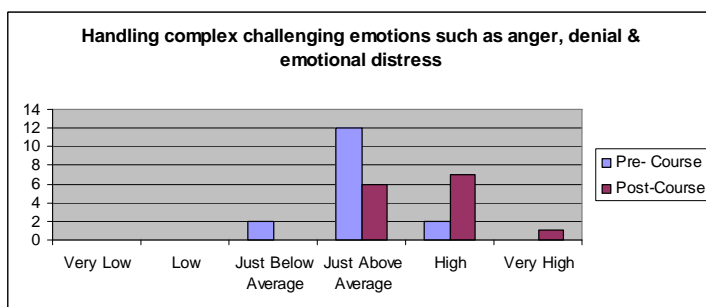


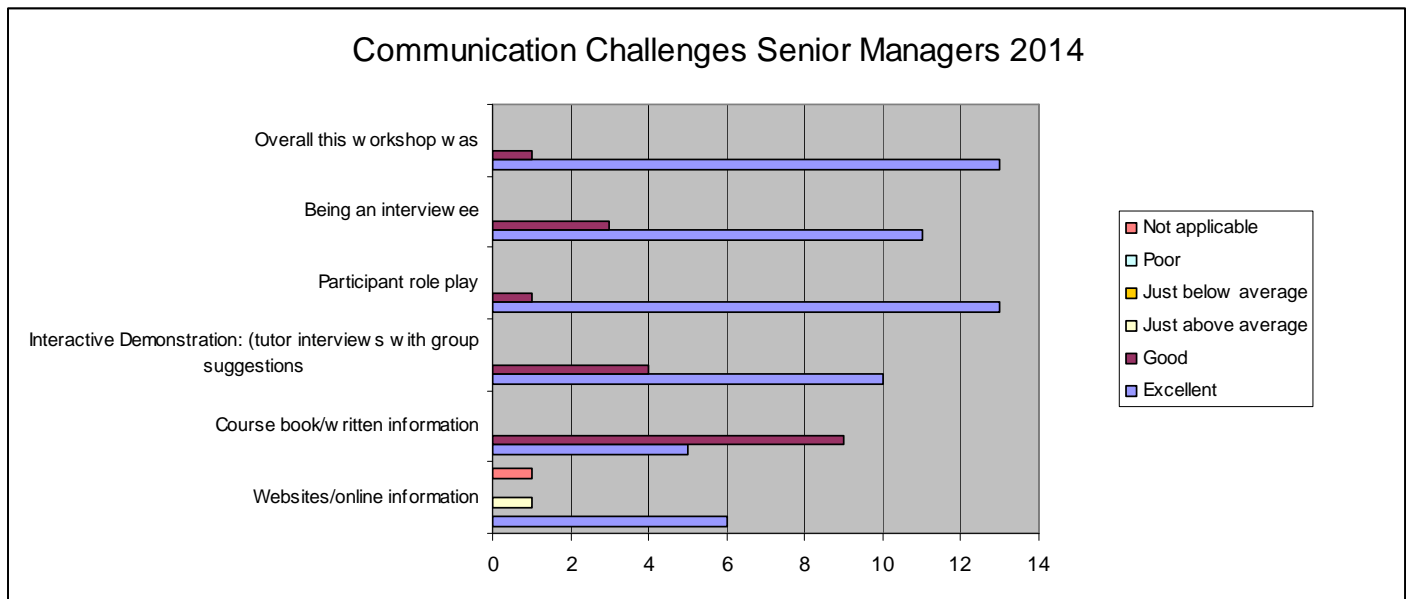
Advanced communication workshop for Senior Clinical Managers Edinburgh, May & September 2014

- 16 senior medical and nursing managers attended one of two workshops and completed evaluations before and after the workshop.
- 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 workshops addressed challenging situations brought by the participants' from their own work settings including: managing patient/family expectations of healthcare, handling complaints, poor performance in clinical teams, leadership, job planning, negotiating change, managing conflict/ conflicts of interest between teams, addressing bullying behaviour and complex shared decision-making about goals of treatment.

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



Participants' ratings of the workshop & key aspects of the educational approach



Overall 15/16 (94%) rated the workshop as excellent; all participants would recommend the workshop to colleagues

Comments from the Participants

"It was an excellent, well supported workshop that was incredibly useful."

"We looked at real life, difficult and challenging situations which illustrate the multifaceted aspects of our jobs - and how we have to adapt our own skills and approach to give the best to our patients and organisation. Communicating effectively and efficiently makes working life easier and less stressful and the workshop helped me gain confidence in some challenging situations."

"It's very helpful to be able to experience multiple different roles in the simulated scenarios in order to appreciate the consequences of different approaches to communication."

"I had some reservations about role playing but found this surprisingly helpful and powerful as a communication learning tool. Getting the opinions of other members of the group on situations/responses was very helpful."

"I came away surprised at how much I had learnt - I am not sure I would change any of it as any preconceptions I had were sent flying!"