

COMMUNICATION CHALLENGES FOR CONSULTANTS

24TH OCTOBER 2017 | WESTERN GENERAL HOSPITAL

Nine Consultants took part in a one day interactive workshop.

Participants worked in a small peer group and addressed communication challenges drawn from their clinical practice, teaching and management roles.

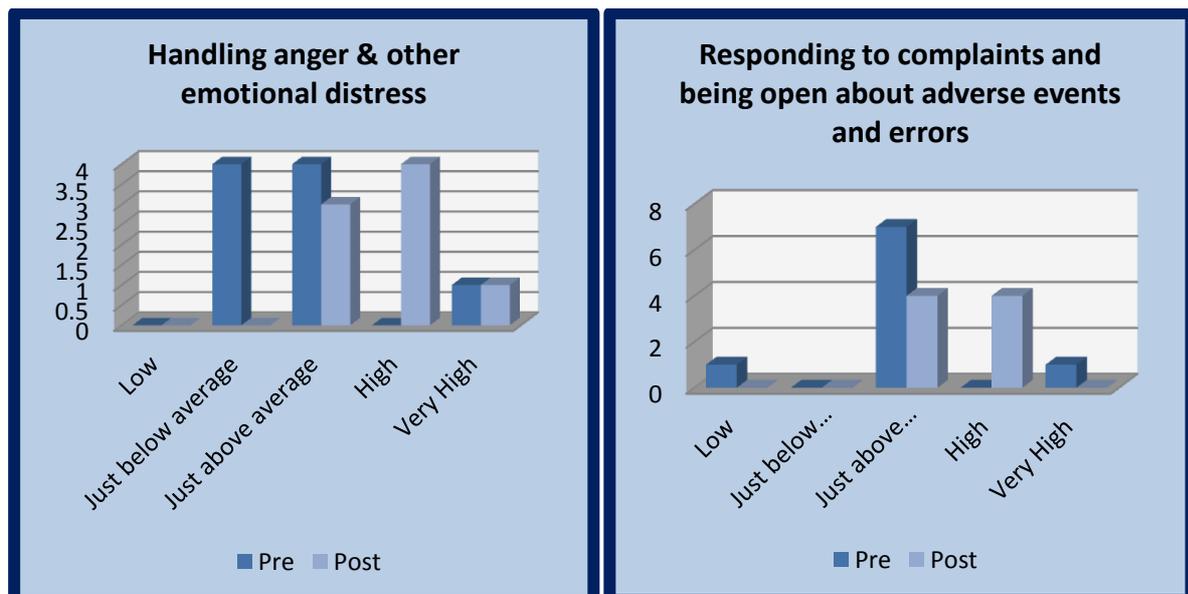
Topics at the workshops included:

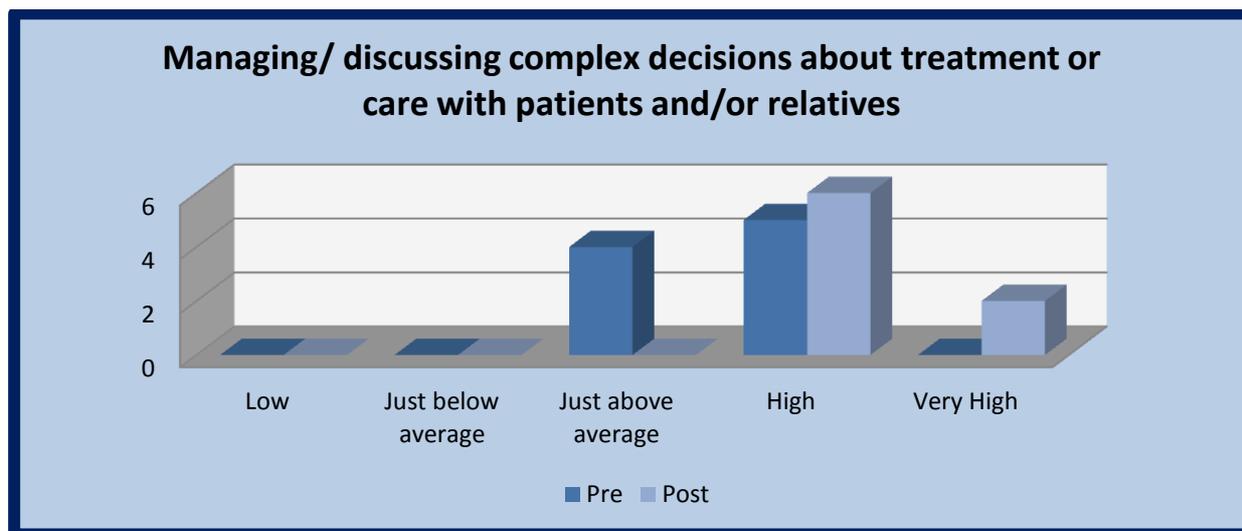
- Complex shared decision making
- Handling strong emotions – anger, emotional distress, denial and collusion
- Discussing future care planning, CPR and other treatment options
- Addressing and preventing complaints: managing adverse events
- Addressing poor performance by trainees, colleagues or other members of the clinical team
- Negotiating and job planning
- Effective teamwork

PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

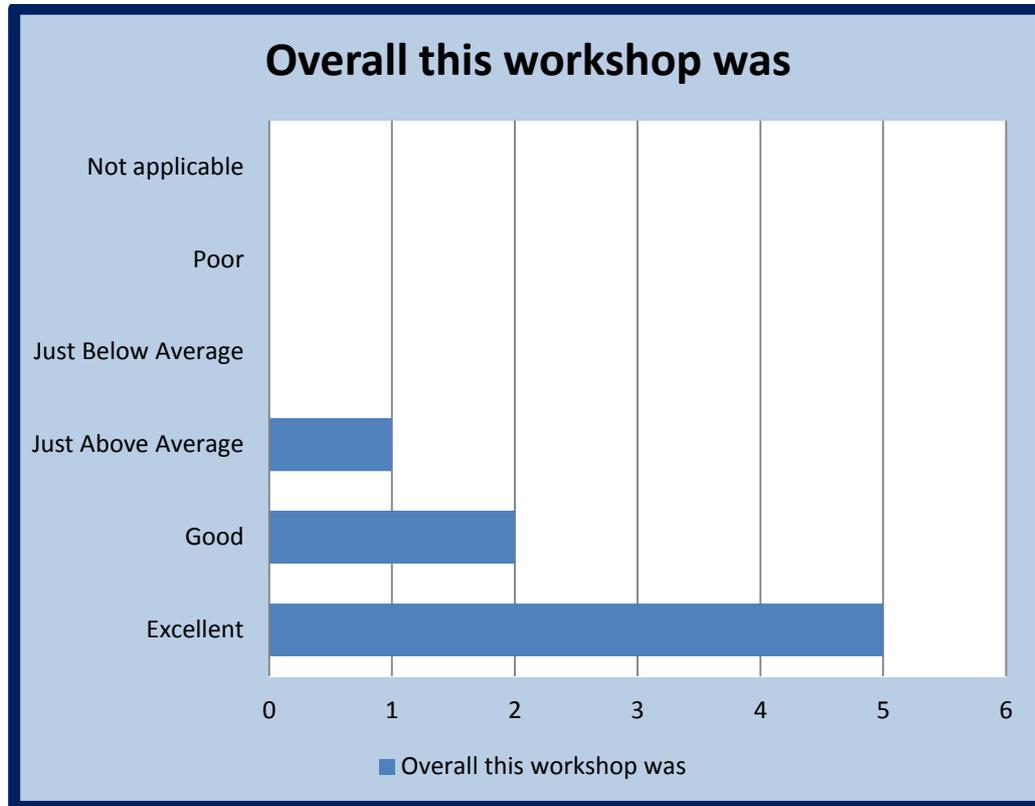
Participants completed online pre-workshop and post-workshop measures of their confidence in managing different communication challenges. All participants completed pre workshop evaluations and eight completed the post workshop evaluation.

Participants rated their confidence as higher after the workshop for each challenging scenario.





GENERAL COURSE FEEDBACK



SUMMARY OF EVALUATIONS

Most participants rated the workshop highly. All participants said they would recommend this workshop to a colleague.

All participants found the supported, informal group learning particularly effective. Some noted the value of having the different views, ideas and input from others. Others appreciated the open discussions. Most participants said they found being given the opportunity to “pause and rewind” conversations valuable

WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

"The opportunity to have open discussions was very effective-"
"Consultant"

"I particularly enjoyed the different views and ideas from others" -
Consultant

"I enjoyed this workshop" -
Psychologist

"It was really effective being encouraged to take the role of the opposite party in the scenario" -
Consultant

"Input and different views from the Psychologist were amazing" -
Consultant

"Comfortable, non judgemental setting where we could explore options" -
Consultant

"I particularly enjoyed how others gave different ideas on how to say things to patients/colleagues" -
Consultant