

COMMUNICATION CHALLENGES FOR CONSULTANTS

26TH FEBRUARY 2018 | ROYAL INFIRMARY OF EDINBURGH

11 Consultants and other health professional took part in a one day interactive workshop focusing on clinical scenarios, teaching and management challenges such as job planning, poor performance and teamwork based on situations brought from their own practice. Participants agreed an agenda at the start of the workshop based on situations from their own practice.

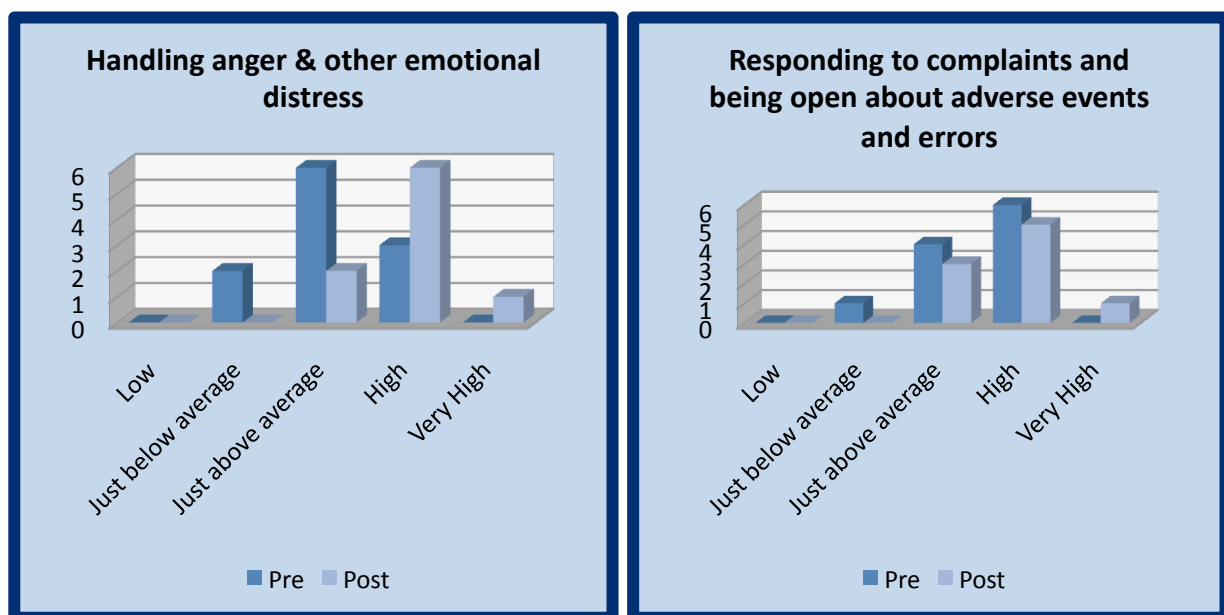
Topics at the workshops included:

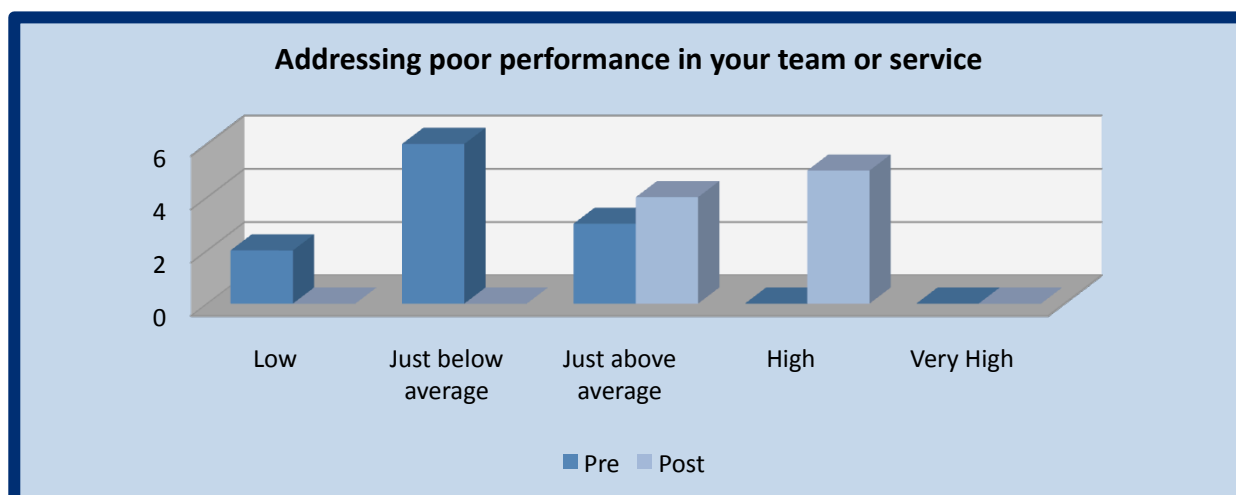
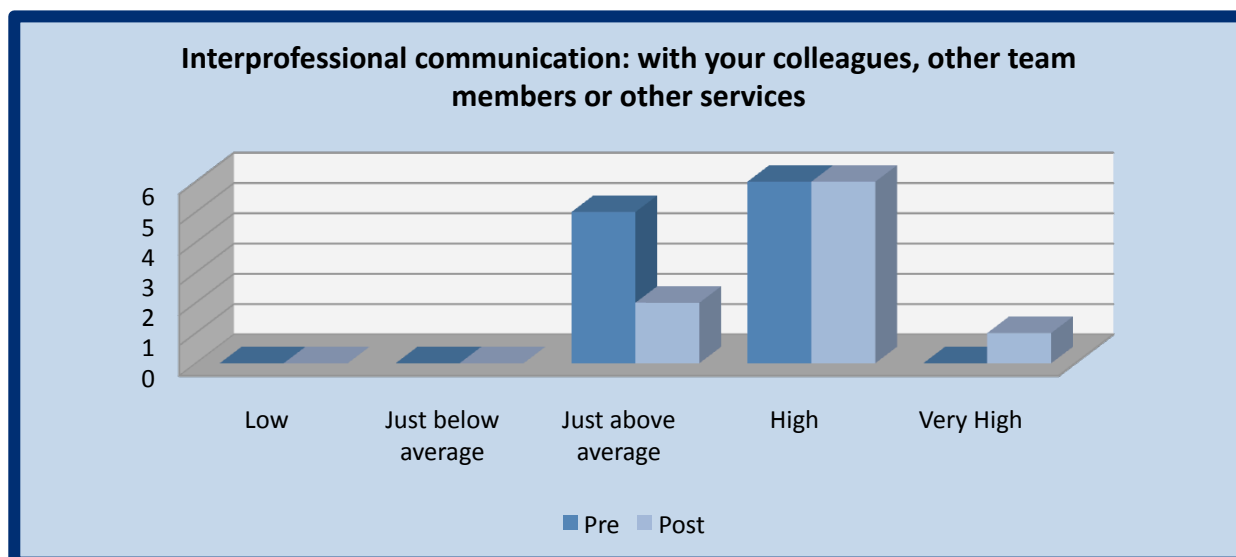
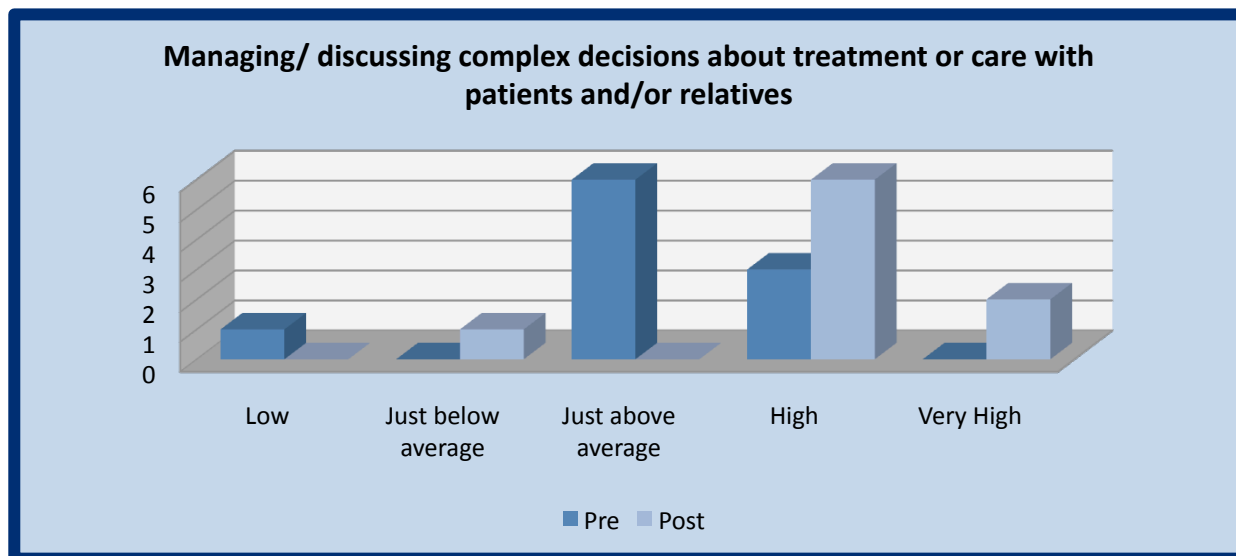
- Complex shared decision-making
- Handling strong emotions – anger, emotional distress, denial and collusion
- Discussing future care planning, CPR and other treatment options
- Addressing and preventing complaints; managing adverse events
- Addressing poor performance by trainees, colleagues or other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

PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

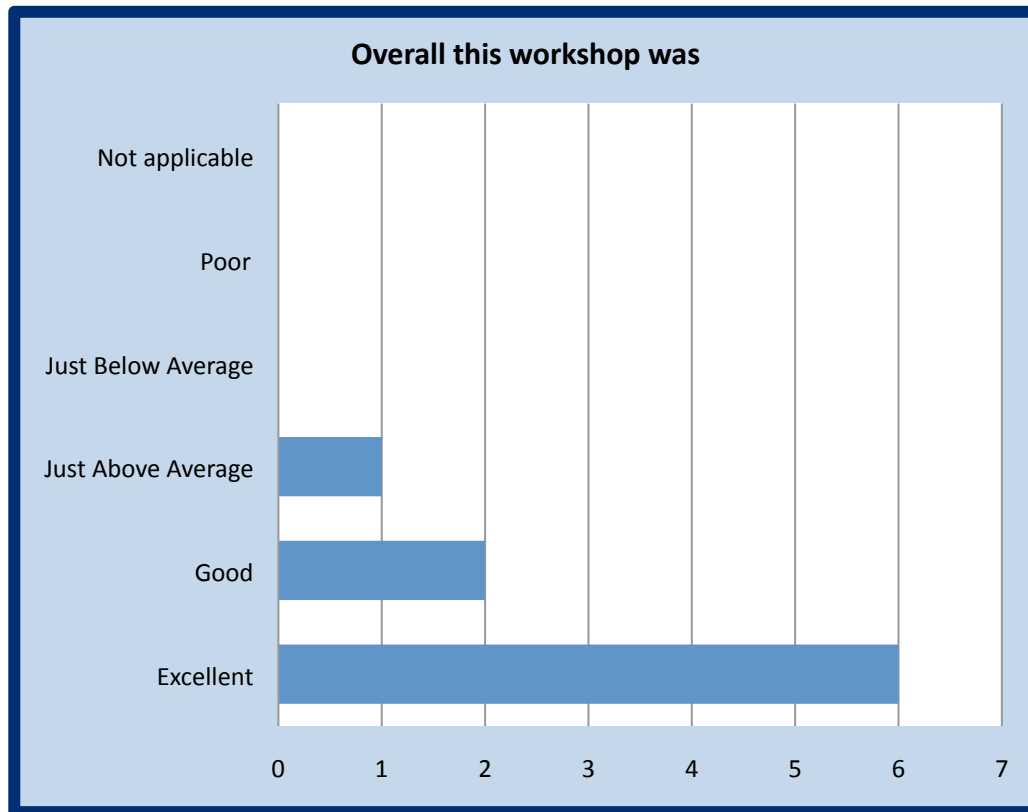
Participants completed pre-course (11) and post course evaluations (9)

For each challenging scenario confidence ratings were higher after the workshop than before the workshop





GENERAL COURSE FEEDBACK



SUMMARY OF EVALUATIONS

The workshop was highly rated by most participants. All participants said they found the supported, informal peer group learning particularly effective in improving their communications in challenging scenarios. The experiential teaching methods and structured feedback provided by the tutors was also valued by participants. Some participants noted the benefit of having group members with different backgrounds and issues whilst others appreciated the use of real life challenges and scenarios. Participants highly rated the skills of the tutors and particularly noted they felt supported and at ease on the day.

All participants said they would recommend this workshop to a colleague.

WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

"The use of real life challenges/scenarios was very effective-
"Consultant"

"Supportive and skilled faculty" - Consultant

"Analysis of roleplay was extremely insightful" -
Associate Specialist

"Being in the "hot seat" was very effective" -
Consultant

"Thank you to the tutors for putting us at ease " -
Associate Specialist

"The course has given me new confidence and maturity in my communication skills" -
Associate Specialist

"Excellent opportunity to problem-solve as a group and to see how communication tools can be transferred across situations and disciplines" - Consultant