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## ADVANCED CLINICAL COMMUNICATION WORKSHOP

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12<sup>TH</sup> DECEMBER 2017 | STRATHCARRON HOSPITAL

Eleven Consultants, Speciality doctors and other health professionals 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:

- Giving complex information
- Handling strong emotions – anger, emotional distress, denial and collusion
- Managing difficult conversations at the end of life (Anticipatory Care Planning, DNA/CPR)
- Addressing and preventing complaints: managing adverse events
- Effective teamwork

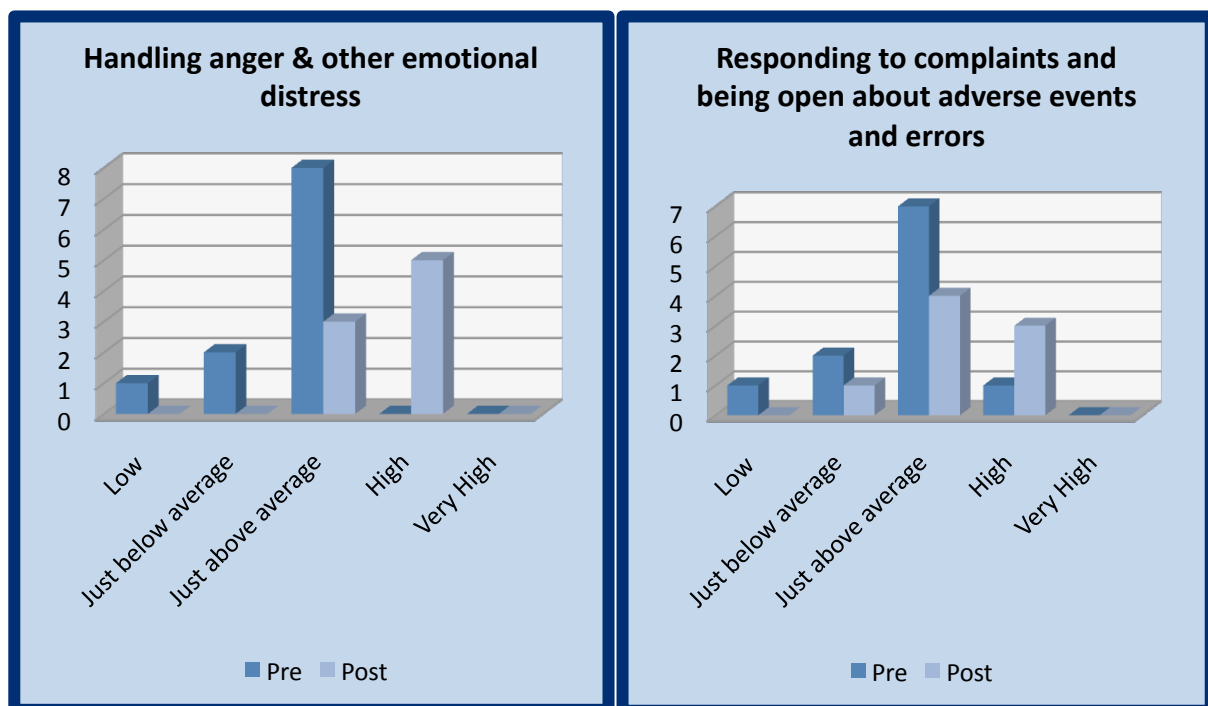
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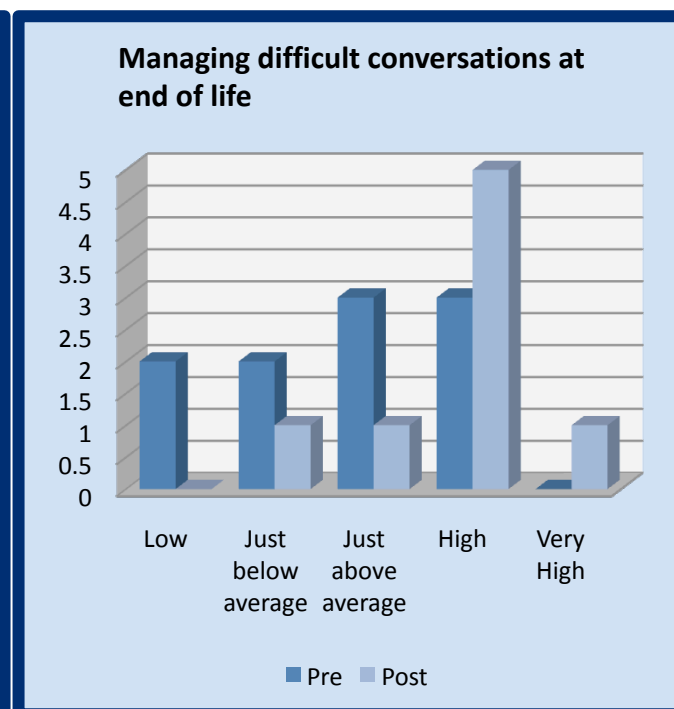
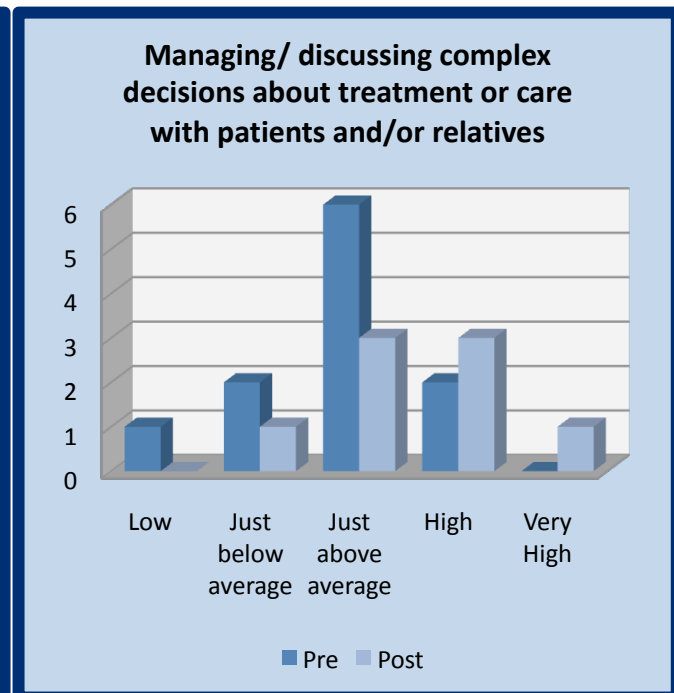
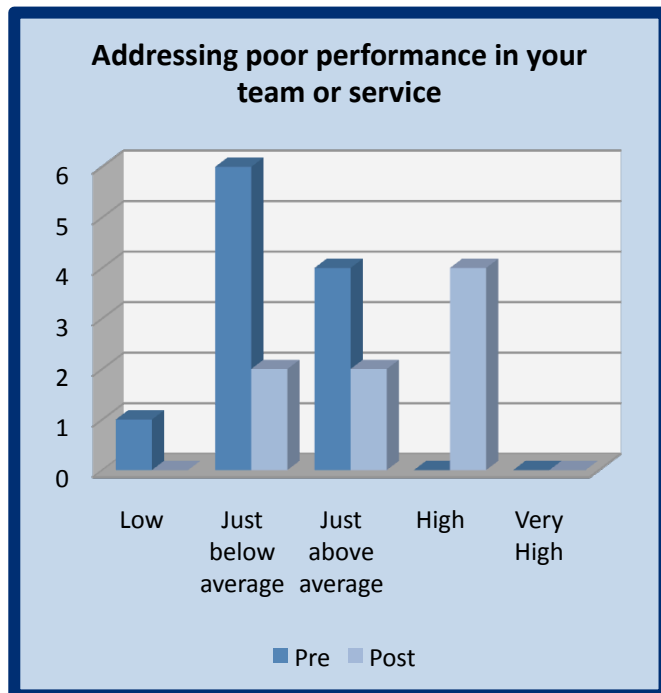
### PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

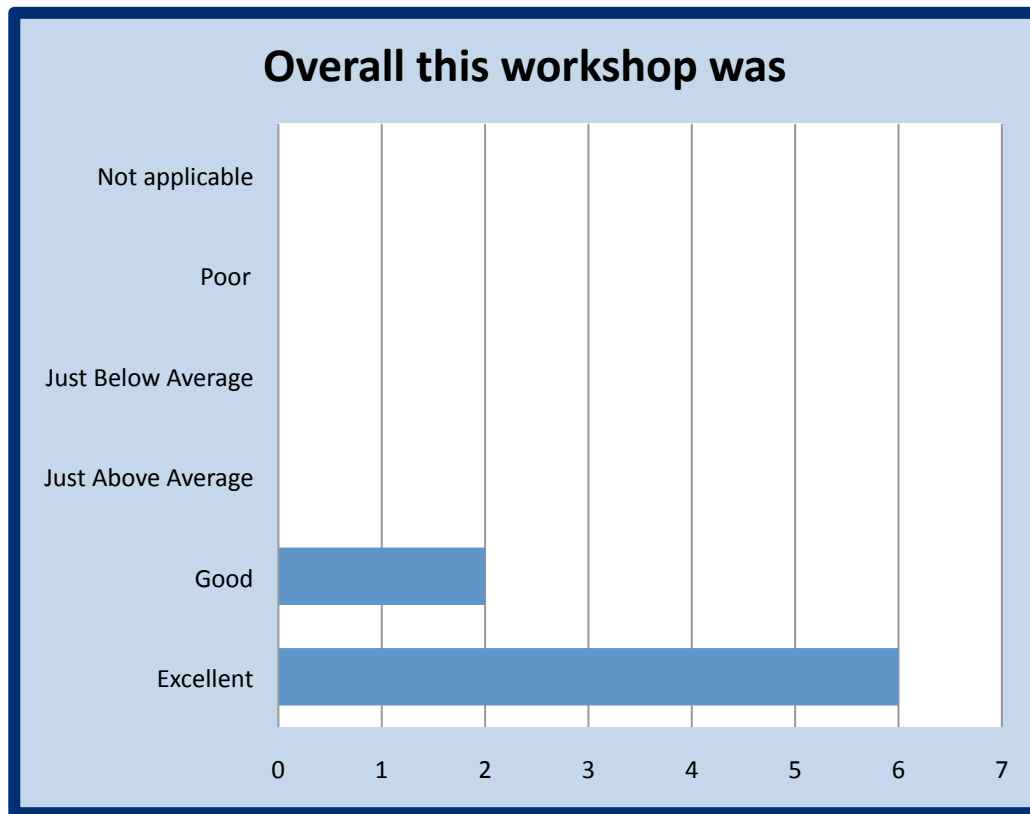
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Eleven Participants completed online pre-workshop and eight completed post-workshop measures of their confidence in managing different communication challenges.

Participants rated their confidence as higher after the workshop for most challenging scenarios.







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#### SUMMARY OF EVALUATIONS

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All participants rated the workshop highly.

Most participants found the supported, informal group learning particularly effective. Participants also valued the experiential learning techniques and structured feedback. Some noted the benefits of having a mixed group with members with different backgrounds and issues. Others appreciated the effectiveness of role play.

The workshop facilitators were highly rated by all participants.

The majority of participants said the workshop had helped them to be more self-aware & able to reflect on different approaches.

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

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WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

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"Excellent setting.  
Welcoming, brilliant!"

"Very useful course - gave  
excellent hints to deal  
with potentially difficult  
situations"

"I really enjoyed this day!"

"Rewinding and trying  
different techniques to  
deal with challenging  
situations was very  
effective"

"Role play was very  
effective"

"Excellent course  
facilitators"

"The use of pauses and  
reflection and altering the  
pace of the interview was  
helpful"

"Thanks very much. Well  
run course"

"The informal learning  
environment put me  
more at ease"

"I particularly valued the discussion about  
realising that you cannot make bad news  
into good news"