

COMMUNICATION CHALLENGES FOR CONSULTANTS AND SENIOR NHS MANAGERS

18TH MAY 2018 | WESTERN GENERAL HOSPITAL EDINGURGH

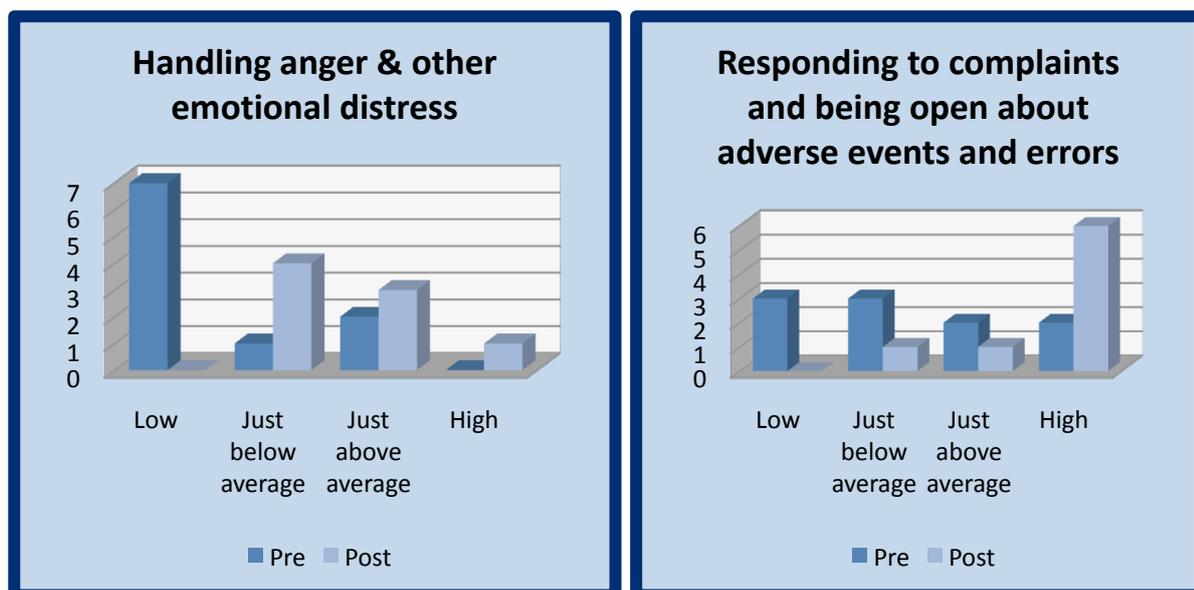
9 senior consultants and other senior health professionals took part in a one day interactive workshop focusing on clinical scenarios, teaching and management challenges such as job planning, poor performance and teamwork based on situations brought from their own practice. Participants agreed an agenda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

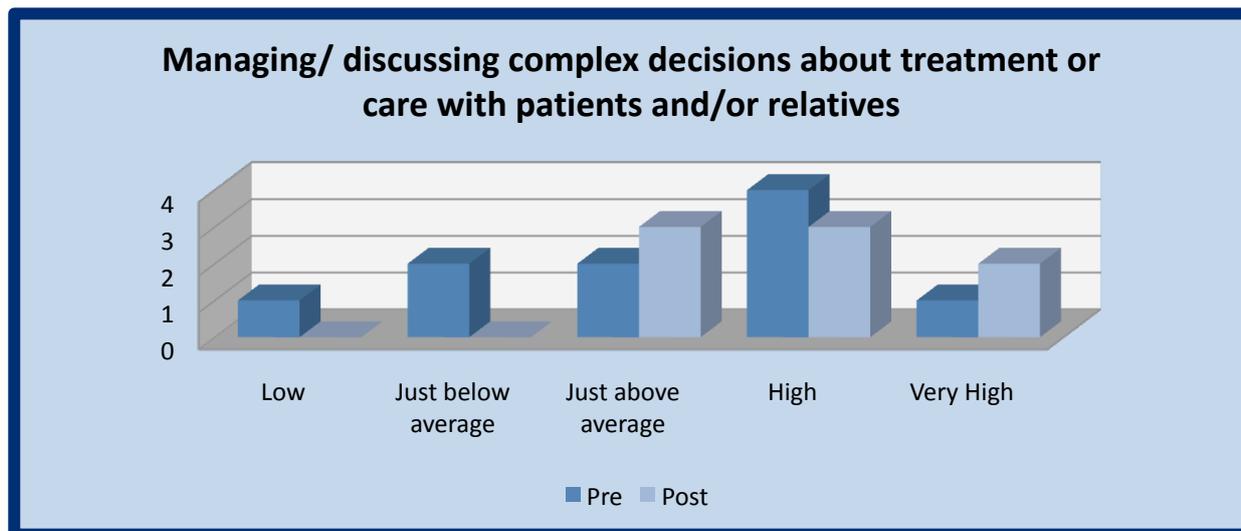
Topics and learning outcomes at the workshops included:

- Critique and application of relevant literature/theory on communication
- Exchanging ideas and experiences with senior colleagues from other clinical groups/directorates and NHS boards
- Complex shared decision-making
- Realistic medicine/ healthcare
- Addressing and preventing complaints
- Negotiation and effective leadership
- Communication with management/ effective communication for managers
- Addressing poor performance by trainees, colleagues or other members of the clinical team

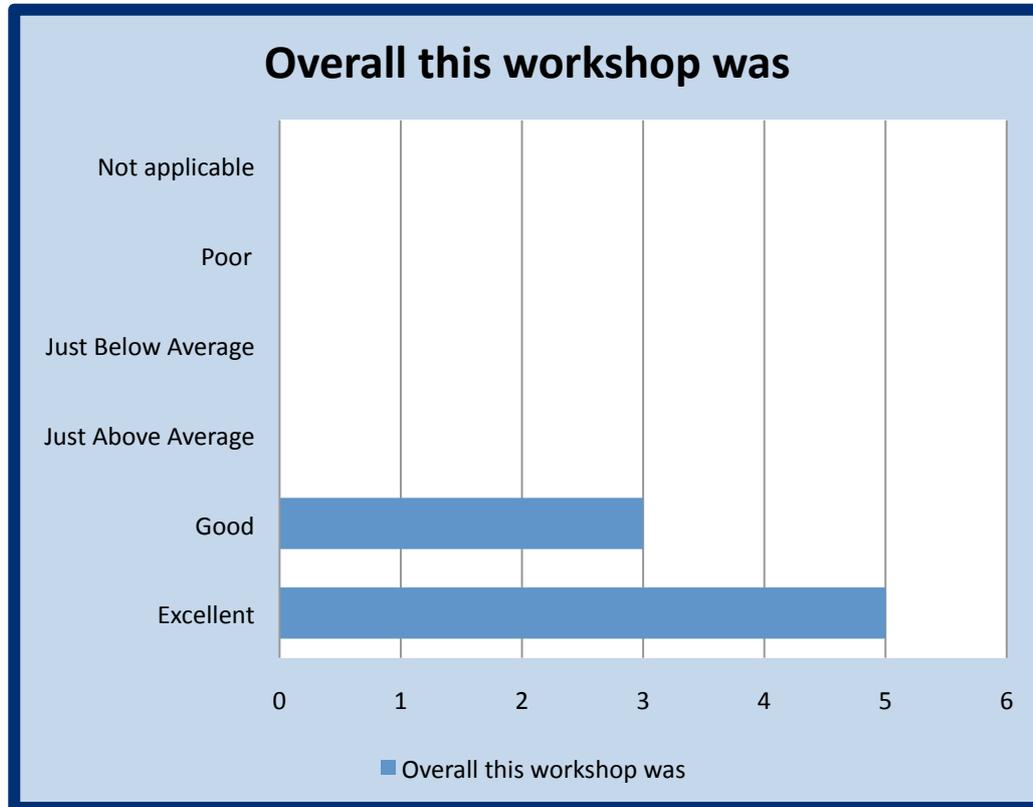
PARTICIPANT CONFIDENCE RATINGS PRE & POST WORKSHOP

Participants completed online pre-workshop (9) and post-workshop measures (8) of their confidence in managing different communication challenges. 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 all participants. Participants found the supportive, informal peer group learning particularly effective and valued having the opportunity to work with group members from different backgrounds /with different issues. Most participants also appreciated the experiential teaching methods and found them effective, particularly trying out and test different communication skills and strategies through role play simulations. Some noted they found interactive role play session with the simulated patient of particular value whilst other appreciated the opportunity to observe a variety of different communication skills.

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

WHICH PARTS OF THE WORKSHOP DID YOU FIND PARTICULARLY EFFECTIVE?

"The simulated patient was very helpful to watch" - Lead Consultant

"Role play was an effective way to learn" - Assistant Service Manager

"Observing a range of communication skills was very useful" - Nurse Team Leader

"Having a small group was particularly effective" - Chief Nurse

"The session with the simulated patient was a revelation and particularly valuable"- Lead Pharmacist

"A great day" - Clinical Nurse Manager

"Role play was effective and realistic" - Lead Pharmacist

"Having a clear plan for how the day would run and expectations of those attending was very effective" Consultant