

## Essential communication skills

### Course programme

This is an in-person course

Speakers      Dr Samantha Bell – MDU medico-legal adviser  
                    Dr Martin Brunet – GP partner and trainer  
                    James Godber – MDU senior learning and development officer

### Course content

09:00 Welcome/refreshments

09:10 Introductions and learning objectives

09:20 **What goes wrong?** Delegates share their experiences of communication issues they've experienced or seen in practice

10:00 **Medico-legal issues**

- Multiple jeopardy – looking at how a single clinical incident can arise and result in many subsequent pathways
- When communication goes wrong – focusing on complaints and how to respond
- How can I respond if there is a complaint? How to frame a written response (includes groupwork exercise)

11:00 **Break**

11:15 **The *Two Houses model* of managing communication in practice (part one)**  
Exploring 'pinch points' in communication – areas where communication with the patient can go off-track and how to survive them

12:30 **Lunch**

13:15 **The *Two Houses model* of managing communication in practice (part two)**

14:15 **Break**

14:30 **How personality can impact communication**  
Examining a model that looks at Jungian archetype personality styles to see how communication differs for different personality and communication styles

15:20 Wrap up and questions

15:30 **Finish**