

Improving consultant team dynamics

Course programme

This is a virtual course

Speakers Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation
 Dr Esse Menson – Trainer, Medical Mediation Foundation
 Dr John Dale-Skinner – MDU medico-legal adviser

Course content

09:30 Introductions, objectives and working agreements

10:00 **Consultant culture**

This section focuses on creating and maintaining a healthy culture, and includes discussion on speaking up, decision discipline, difficult conversations and repair. This will be supported through a diagnostic questionnaire, case studies, and coached practice.

11:20 **Break**

11:35 **Service leadership**

This session explores how consultants lead the wider service. Following completion of a diagnostic, we will discuss how to establish standards, setting the tone, creating a learning culture, and the importance of feedback. We will also explore tools for in-the-moment resets and effective feedback, followed by coached practice sessions.

12:35 **Lunch**

13:35 **Lateral relationships**

This session looks at cross-specialty and MDT interfaces, including referrals, responsiveness, collaboration, and "consultant shopping". We will support this with a diagnostic, case studies, supporting tools and practice sessions on cross-team conversations.

14:45 **Strategic interface**

The final session explores how to align with the trust without losing professional autonomy, including strategic consistency, information sharing, governance, escalation, and crisis leadership. This is supported by a final diagnostic, and a short practice case study.

15:15 **Break**

15:30 **Finalising takeaways**

We close the day with a recap of the key learning points, including agreed working principles and commitments. There will also be the option to receive a fuller take-back diagnostic for those who wish to receive one.

16:30 **Close**