

Managing challenging conversations with patients

Course programme

This is a virtual course

Speakers Sarah Barclay – Director, Medical Mediation Foundation
Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation
Dr Gaynor Whiter – MDU medico-legal adviser

Course content

- 09:00 Introductions and outline of the day
- 09:30 The impact and context of challenging conversations between doctors and patients
- 10:00 Understanding the causes and triggers for conflict
- 10:45 Break**
- 11:00 Introduction to the conflict pathway
- 11:30 Different perspectives in a challenging conversation
- 12:15 Introduction to facilitation skills for managing a challenging conversation
- 12:45 Lunch**
- 13:30 Preparing for a facilitated meeting
- 14:00 Skills demonstration
- 14:45 Break**
- 15:00 Skills practice
- 16:00 Questions, reflections and evaluations
- 16:30 Close**