

## 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**