

Managing conflict between doctors and patients

Course programme

This is a virtual course

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

Course content

09:00	Introductions and outline of the day
09:30	Exploring the impact and context of conflict between patients and professionals
10:00	Understanding the causes and triggers for conflict
10:45	Break
11:00	Introduction to the conflict pathway
11:30	Understanding different perspectives in conflict
12:15	Introduction to mediation skills
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