



MDU

Essential communication skills Course programme

In association with M J Roddis Associates Limited

Speakers Dr Mike Roddis – Director, MJ Roddis Associates Ltd
 Dr Samantha Bell – MDU medico-legal adviser

09:00	Registration
09:30	Introduction
09:45	Communication and complaints
10:45	Break
11:00	General communication skills
12:15	Skills practice
12:45	Lunch
13:15	Dealing with difficult colleagues and constructive confrontation
14:15	Workshop A: Difficult conversations
14:45	Break
15:00	Breaking bad news
15:45	Workshop B: Breaking bad news
16:15	Final plenary session, consolidation of learning
16:30	Close