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