Essential communication skills
Course programme

In association with M J Roddis Associates Limited

Speakers
Dr Mike Roddis – Director, MJ Roddis Associates Ltd
Dr Sarah Coope – M J 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
14:00  Workshop A: Difficult conversations
14:45  Break
15:00  Breaking bad news
15:30  Workshop B: Breaking bad news
16:15  Final plenary session, consolidation of learning
16:30  Close