



# MDU



medical mediation  
foundation  
resolving conflicts in health and social care

## 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**