



MDU



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
09:00	Introductions, aims for the training, exploring the impact and context of conflict between patients and professionals
10:00	Break
10:05	Understanding the causes and triggers for conflict. Introducing the conflict pathway
10:45	Break
10:55	Understanding and exploring different perspectives in conflict; a practical exercise
11:30	Introduction to mediation skills
11:50	Preparing for a mediated meeting, structuring a meeting, moving towards resolution
12:10	Skills practice – opening a conversation
12:45	Reflections, questions and evaluations
13:00	Close