



MDU

Managing conflict with colleagues Course programme

In association with Medical Mediation Foundation

Speakers Dr Sarah Jarvis – MDU Medico-legal adviser
 Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation

09:00 Registration

09:15 Introduction

09:30 Paired discussion: the impact of conflict in the workplace

09:50 What is my conflict style?

10:20 Conflict styles in teams

10:45 Break

11:00 Step into my shoes group exercise

11:20 Behaviour, blame and bias

13:00 Lunch

13:45 The importance of listening

14:05 Conflict in medical teams

14:30 The fear of feelings

14:45 Break

15:00 The importance of language and making yourself heard

15:30 Case scenario group exercise

16:30 Round up and reflections

16:45 Close