Managing conflict with colleagues
Course programme

In association with Medical Mediation Foundation

Speakers
- Oscar Mathew – Director, Mediator & trainer, Medical Mediation Foundation
- Dr Esse Menson – Trainer, Medical Mediation Foundation
- Dr Gaynor Whiter – MDU medico-legal adviser
- Dr Oliver Lord – MDU medico-legal adviser

09:00 Registration
09:15 Introduction
09:30 The impact of conflict in the workplace
10:00 Conflict in medical teams
10:20 Kraybill: What is my conflict style?
11:15 Break
11:30 PIN model explanation
11:45 Element 1: Positions and behaviours
12:30 Element 2: Feelings
12:45 Element 3: Identity
13:15 Lunch
14:00 Listening skills
14:45 Planning for a difficult conversation
15:00 Break
15:15 Skills practice
15:45 Skills practice feedback
16:00 Round up, final thoughts and feedback
16:30 Close