



Reason and Impact of Mis-communication – Live webinar

3 external CPD points

Introduction

Effective communication enables you to develop a greater understanding of people's needs, our words make a difference and how we use them and express ourselves can lead to a change in others. A difficult conversation is defined as one where the stakes are high, opinions may differ, and emotions are strong. This programme will provide strategies to increase safety in these conversations and improve effective communication with trainees.

Course structure

- **2.5 hour webinar**

Webinar objectives

- Understand the reasons for poor behaviour and what constitutes miscommunication
- Provide constructive feedback to ensure professional behaviour is aligned to GMP, but does not cause offence
- Work through scenarios and practise the skills of providing feedback to enable the doctor to gain insight into poor communication
- Review boundaries and the need to escalate or seek support as required, understanding the importance of written techniques to ensure goals and outcomes are achieved
- Understand the importance of regular monitoring and if necessary, refer to appropriate faculty when behaviour does not improve
- Provide reflection linked to AoME standards

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