



# Difficult Conversations – Live Webinar

**3** external CPD points

## Introduction

This 2.5 hour webinar will question the different types of difficult conversations you need to make, both with colleagues and with patients. Every conversation is unique, and the pandemic has caused stressful situations, with challenges that need to be discussed. The webinar focuses on understanding our own communication preferences and how we may need to change our style of communication to suit the preferences of others. Additionally, the training will help you to deal with complex and challenging behaviours and be able to give effective feedback that does not cause offence.

## Course Structure

- **2.5 hour webinar**

## Webinar Objectives

- Recognise when a colleague is in crisis and support is required
- Consider the key elements of effective communication
- Review the barriers to effective communication with colleagues/trainees and consider practical solutions
- Understand different personalities, preferences, and values by analysing your own 'social style' and being able to adapt this in order to be more influential with colleagues and trainees
- Deal with complex and challenging behaviours and/or belief systems
- Give constructive feedback which is effective and does not cause offence
- A 10-15 minute Q&A session (unrecorded) to deal with personal issues and challenges

To book or enquire about this programme please contact us:

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