



# Managing Conflict in a Clinical Setting – Live Webinar

**3** external CPD points

## Introduction

When conflict arises at work, whether it's with a patient or a colleague, it can leave us feeling deflated and unsure how to proceed in what is already a high-pressure environment. This session provides you with practical strategies, as well as insights into advanced communication skills, so you feel confident in managing conflict in the moment and know how protect your personal wellbeing afterwards.

## Course Structure

- **2.5 hour webinar**

## Webinar Objectives

- Know the types of situations (across the specialties) where conflict can arise and how it can present- with patients and your colleagues
- Develop strategies and practice communication skills for managing these situations
- Feel confident in your ability to respond appropriately and in line with medical professionalism guidance
- Know how to prioritise personal safety and wellbeing during and after experiencing any conflict at work

To book or enquire about this programme please contact us:

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