

DIFFICULT COLLEAGUE INTERACTIONS MASTERCLASS

CPD*
ACCREDITED

A solution focused approach to enhancing the effectiveness and ease of dealing with difficult interactions with colleagues.

LEARNING OUTCOMES

- ✓ Understand what makes people and situations 'difficult'
- ✓ Improve communication and negotiating skills to effectively handle difficult discussions and situations
- ✓ Apply techniques for minimising conflict
- ✓ Engage with personal 'survival' techniques that improve skills and minimise stress

FORMAT

1 Day Programme

- Morning – lectures
- Afternoon – facilitated sessions with actor-simulated colleagues.



Target Audience

Doctors, nurses and allied health professionals

Please note: In masterclasses, all cases for actor-simulated patients are targeted and depict clinical situations specific to the craft group of the audience. As a result, audiences of mixed medical specialties OR of mixed healthcare professionals are not possible.



Participants

Groups of 8
Maximum: 32



Duration

1 Day

*For details of CME/CPD accreditation and points call the Cognitive Institute on +61 7 3511 5000 or email enquiries@cognitiveinstitute.org

PREMISE

Communication between colleagues can be extremely challenging when, in a short time frame and often under high tension, busy clinicians find themselves in situations where:

- they are required to deal with a 'difficult' colleague
- a clinical situation requires an expression of concern and even demand for action by a colleague who may not even recognise the gravity of the situation
- a colleague's decision may need to be challenged
- disagreement about the correct course of action in the best interest of a patient occurs.

OVERVIEW

This one day masterclass is the Cognitive Institute's highest quality programme and is ranked by many participants as the most important and beneficial education they have undertaken since becoming a clinician. It is a highly entertaining and powerful programme that includes working with actors in simulated cases that have been designed around the common and challenging needs of the target specialty group.

PRESENTER

All presenters of Cognitive Institute workshops are healthcare professionals who have attained accreditation after undertaking intensive formal communication skills training.

PROGRAMME

Session 1 – The morning session is a 4 hour programme, comprising a series of lectures, reflections and activities.

This session explores:

- the importance of effective inter-professional communication
- the causes of difficult interactions
- skills for effectively handling difficult interactions.

Specific communication skills are also required to avoid arguments and to ensure interactions are focused on finding effective solutions both parties can live with.

This session presents:

- the Cognitive Institute's S.O.L.V.E.[®] model – a proven step-by-step approach for handling problems that keeps both parties focused on a solution
- the Cognitive Institute's Safety C.O.D.E.[®] model – a tool to assist clinicians to challenge their colleagues in tense clinical situations while minimising the impact of escalating tension and damaging the relationship with their colleague
- a model for identifying the 'clinician in difficulty' and appropriate responses.

Session 2 – The afternoon session is a 3 hour programme where participants practise these concepts and skills with actors.

In this session:

- participants break up into small groups and, with a highly trained Cognitive Institute facilitator, work through challenging cases tailored for the target audience
- each participant is given opportunities to practise skills, with close feedback and guidance from a Cognitive Institute facilitator (participants are also encouraged to identify areas that they know cause them difficulty or anxiety, and the actors can be directed to focus on these areas so participants can target important skills for improvement)
- the facilitator helps each participant break down the flow of the conversation by analysing areas for improvement and keeping focused on patient needs during these difficult interactions.

These actor sessions are rated by participants as the most valuable component of the day.

Our KnowHow

Accountability and Professionalism
Clinical Leadership
Communication in Challenging Situations

Safety and Reliability Culture
Clinician Wellbeing and Resilience
Individual Performance

LEARN MORE



For more information on this or any other Cognitive Institute course or programme, visit cognitiveinstitute.org or contact enquiries@cognitiveinstitute.org

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