



## Difficult Conversations – Live Webinar

**3** external CPD points

**We are working with Health Education England, East of England to provide this webinar, and this course is open to all SAS and LED doctors from the region.**

### Introduction

Recognising that individuals have different work preferences can help to overcome barriers to effective working. This workshop will help delegates manage conversations professionally with colleagues resulting in positive outcomes.

Learning methods: Presentation of knowledge, tools and techniques; case-studies; questionnaires providing insight into own style; simulation and discussion.

### Course structure

- **2.5 hour webinar**
- **Date: 30<sup>th</sup> July**
- **Timings: 10am – 12.30pm**

**To book:** <https://www.eventbrite.com/e/difficult-conversations-live-webinar-tickets-109281556076>

### 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 please click here:

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