



Having difficult conversations and supporting people in distress

3 external CPD points

Introduction

This interactive session is designed to empower you with the tools and confidence to handle difficult conversations with care and clarity.

Course Structure

- **2.5 hour interactive webinar**

Dates

- **11th December 2025**
- **Timings: 10:00am-12:30pm**
- **Please use the link to book your place:**
<https://www.eventbrite.co.uk/e/1452787589789?aff=oddtcreator>

Course Objectives

- Gain essential skills for navigating sensitive conversations with empathy and confidence.
- Learn techniques to identify and support distressed colleagues, students, and patients.
- Develop a compassionate and supportive environment within your team.
- Strengthen your communication toolkit and approach challenging conversations with care.

Please contact Mary Mansell if you experience any technical difficulties:

e: mary.mansell@miadhealthcare.com