

Dealing with Conflicts and Complaints

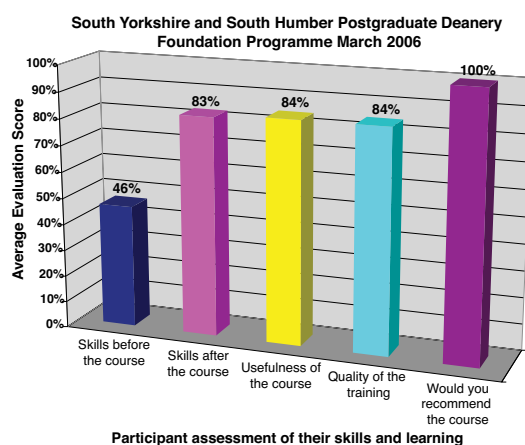
TWO-DAY COURSE FOR HEALTHCARE PROFESSIONALS

Outline

At some point in every professional's life, conflicts occur – with patients, patients' relatives or colleagues. These are avoidable if healthcare professionals are given the right skills to manage confrontation successfully, and to help them through inevitable tensions and difficulties.

This two-day course provides a thought-provoking and challenging experience of dealing with conflicts and complaints. It increases the ability to build efficient and enjoyable working relationships with colleagues across disciplines in healthcare, and with patients, even in difficult circumstances.

Attending this course will give a radical new perspective on communication, building on existing strengths, challenging unhelpful habits and providing solid skills to take back into work. Here is a typical assessment by doctors of their experience of the course.



'A highly interesting and effective course, building essential skills for professionals. This is a new approach to communication that everyone should find of benefit.'

Course Aims

- To improve doctors' generic skills in communication and professional behaviour.
- To understand the nature of conflicts and complaints, and how to resolve them.
- To enhance doctors' ability to maintain harmonious multi-disciplinary teams.
- To contribute to patient care through successful, clear and empathic communication.

Learning Outcomes:

- Understand the nature of conflict.
- Notice when communication breakdown is likely to, or has already, occurred – and establish a positive connection once difficulties have arisen.
- Achieve collaboration while getting your message across honestly.
- Hear difficult messages from others while standing your own ground.
- Practise empathy and active listening in challenging situations, and judge successfully when to advise, educate, and determine strategy.
- Foster appreciation and trust across boundaries, while acknowledging different needs and temperaments.
- Deal with challenging emotions in yourself and others.
- Express appreciation, while staying genuine and real.

Overview of Programme

DAY 1: Preventing Conflicts and Complaints

- Introductions
- Warm up: how we learn
- Setting directions in communication
- 'Communication and Connection' model
- How to reduce or avoid conflicts
- Expressing confidence and conviction
- Making 'do-able' requests easily
- Expressing difficult messages with empathy
- Giving constructive feedback
- Saying 'sorry' in difficult circumstances

DAY 2: Resolving Conflicts and Complaints

- Warm up: more depth on day 1
- Finding solutions in conflict situations
- Understanding the language of conflict
- Creating empathy and rapport within time-constraints
- Managing difficult behaviours in others
- Dealing with stressed or emotional people
- How to say 'no' with collaboration
- Working with confrontation
- Communicating across professional boundaries
- Resolving conflicts quickly

Approach and Methods

The atmosphere of the course is relaxed and enjoyable, and the learning both stimulating and thought-provoking. Activities include interactive exercises, discussions, personal reflection, and small-group role plays. As well as working from a specially tailored course handbook, participants use examples from their own experience to gain first hand and embedded understanding of the processes of communication. This means that participants explore issues that are current for them in a supportive environment – a process that can be both challenging and illuminating.

'I had no idea that coming on a communication skills course could be something that might change my life! Thankyou.'

F2 Doctor

'Interesting and enlightening; a new experience which has positively influenced my communication skills.'

Head of Histopathology

'The course helps you get more organised and efficient in achieving an effective conversation.'

F1 Doctor

'It made all the difference having such a dynamic, supportive, enthusiastic, but very down-to-earth trainer with a natural ability and skill. Great!'

Senior House Officer

'A total re-think on how to avoid and deal with conflict.'

Physiotherapy Manager

Central Model

Needs-based Communication is a particular application of *Nonviolent Communication*[™], in which Life at Work trainers are internationally certified.

Nonviolent Communication[™] was developed in high conflict situations for mediation and reconciliation. It is now increasingly used for building relationships, improving team-work, de-escalating and resolving conflicts, and for developing rapport. In an increasingly diverse and demanding health-service, these skills impact dramatically on the effectiveness and enjoyment of what we do, enabling us to contribute fully and to make a real difference to patients and colleagues.

'Given me the skill to truly listen... This really does give you an insight into the cause of conflict and how to resolve it.'

Colo-Rectal Radiographer

**Life
At Work**

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