



**Advanced Communications - Part 2**  
**28<sup>th</sup> June 2022**

Overview:

- Communicating better across the NHS
- Dealing with difficult conversations and conflict
- Giving feedback
- Understanding the patient perspective

<b>Time</b>	<b>Title</b>	<b>Activity</b>
<b>10 mins</b>	Welcome and introduction to course aims	
<b>10 mins</b>	Introduction to the generalist skills project	
<b>20 mins</b>	Setting the scene	Group exercise 1. What are the challenges of communicating across the NHS - what makes good communication? 2. What are the challenges of communicating with colleagues
<b>20 mins</b>	Patient journey	Group Task to review all the episodes of communication that occur in a patient journey
<b>30 mins</b>	Clinical handover between clinicians / teams	What makes good handover? How to we lead and get better handover in clinical practice/ model of good practice?
<b>15 mins</b>	Break	
<b>30 mins</b>	What do organisations want in communication?	Group Task: Discharge paperwork Who does it go to ? What do they want ? How do we make it better ?



<b>10 mins</b>	Communicating with colleagues	Group task: What examples of difficult conversations/conflict ? What are the themes ?
<b>60</b>	Introduction to feedback, conflict resolution and difficult conversations ?	An overview of conflict Model of conflict resolution Group task: Diffusing conflict How to start difficult conversations Giving feedback
<b>45 mins</b>	Lunch	
<b>2 hours</b>	Actor scenarios	Groups of 2 Observer and participant 4 stations and scenarios
	Reflection on day	What did you learn? Review of objectives feedback