



MDU Effective Colleague Communication Skills Workshop Programme

In association with Healthcare Performance Limited

Lead presenter:

Dr Mike Roddis

Facilitators:

Dr Emma Sedgwick and an MDU Medico-Legal Adviser

09:00	Registration
09:15	Welcome Overview of the day
09:30	Setting boundaries and preparing for the workshop
10:00	What type of communicator are you? Delegates to list those communication skills they would like feedback on for the afternoon session
10:15	Explanation of video sessions Delegates to explain case studies in pairs <i>Throughout the rest of the morning session (10.30am to 12.45pm) delegates to be videoed in pairs: 15 minutes per pair in total with 5 minutes videoing time each</i>
10:30	Bullies at Work Case Studies
11:15	Coffee
11:30	MDU presentation: written communications: responding to complaints and providing reports e.g. Coroner's report
12:00	Why are some people difficult? How to confront constructively Exercise
12.45	Catch up session: delegates to teach one another in small groups Group 1: Bullies at work Group 2: Written communication skills: MDU presentation Group 3: Difficult people and confronting constructively <i>Delegates to spend 15 minutes in a group where they were present at the presentation and 15 minutes in a group where they missed the presentation</i>

13:15	Lunch
14:00	Three feedback sessions: Case scenarios Watch delegates 5 minute video session from the morning and receive 10 minutes feedback.
15:00	Tea
15:15	Case scenarios Watch delegates 5 minute video session from the morning and receive 10 minutes feedback.
16:15	Round up Learning from the day – meeting of original objectives Action points – future learning plan Fill out evaluation forms
17:00	Close