

# Enhanced Communication Skills for Challenging Situations at Work

Virtual Interactive Workshops

Foundation Trust

**Date 21: Start 09:30 – 16:00 (doors open at 9:20)**

(doors open at 9:20, break at 11:00 and 14:30)

## Outline

### The workshop will focus on

- Communicate more effectively in challenging situations at work e.g. responding to conflict, giving constructive feedback, breaking bad news, handling a complaint or error etc.
- Develop your leadership skills through reflecting on complex scenarios, learning useful tools and phrases and putting these into practice.
- Demonstrate increased self-awareness and understanding, from learning and feedback received, which will enable you to communicate with greater clarity and assertiveness.

## Facilitator - Dr Simon Frazer (Director of Doctors Training)

Simon works as a consultant in Paediatrics, professional educator, senior appraiser for NHS England and is an ILM qualified coach. He led the education services in an acute trust for 8 years as the Director of Education and deputy medical director. He has worked with HEE on several initiatives around regional induction passports and faculty development. He has experience leading the development and implementation of the RCPCH trainee portfolio and representing his college developing a revalidation portfolio with the Academy of Royal Medical Colleges.



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