

Managing Challenging Conversations

within an NHS Healthcare setting



Are you prepared to navigate difficult interactions within your NHS role?

The 'Managing Challenging Conversations in an NHS Setting' course is tailored specifically for NHS staff to enhance their skills in handling complex dialogues effectively.

Throughout this one-day course, participants will delve into the theoretical foundations of effective communication as well as participate in hands-on practical exercises. By mastering these crucial techniques, you'll be able to manage emotions, maintain professionalism under stress, and improve your interactions within the healthcare setting. This course will not only boost your immediate communication capabilities but also contribute to your long-term professional development within the NHS.

General knowledge acquisition is delivered over a one-day learning session with application of learning through theoretical discussion and practical interactive activities.

The **key learning objectives** of the programme are:

- Understand the key components of effective communication.
- Recognise the common challenges in conversations within a healthcare setting.
- Apply techniques to manage emotions and maintain professionalism under stress.
- Practice skills in a safe environment through role-playing scenarios relevant to the NHS.

Prior to the session, you will be provided with details of the programme, what you need to bring to the workshop and what is expected of you whilst on the course.

By the end of the course, you will have gained the basic knowledge and skills for managing challenging conversations within an NHS setting.

Target audience: This course is ideal for NHS staff at all levels, including nurses, doctors, administrative staff, and management who may encounter difficult conversations with patients, families, or colleagues.

Programme Overview

<p>Workshop</p>	<p>The one-day workshop will cover the following:</p> <p>Session 1: Understanding Challenging Conversations (1 hour)</p> <ul style="list-style-type: none"> • Definition and examples of challenging conversations in the NHS • Common triggers and barriers to effective communication • Identifying difficult situations versus difficult individuals • The impact of challenging conversations on professional relationships and workplace environment <p>Session 2: Communication Strategies (45 minutes)</p> <ul style="list-style-type: none"> • Active listening skills: Techniques to ensure understanding and empathy • Verbal and non-verbal communication cues • Questioning techniques to clarify and defuse situations • Strategies for delivering difficult messages <p>Session 3: Emotional Intelligence (30 minutes)</p> <ul style="list-style-type: none"> • Understanding one's own emotional triggers • Managing emotions during tough interactions • Strategies to remain calm and professional <p>Interactive Activities</p> <p>During the course, participants will engage in various interactive activities to reinforce their learning. These activities will include group discussions, scenario-based activities, hands-on exercises and development of personal action plans.</p> <p>Materials Provided</p> <p>You will receive a comprehensive set of reference materials, including tips to handle challenging conversations and convenient links to online resources, facilitating your ongoing skill development.</p>
<p>Benefits include</p>	<ul style="list-style-type: none"> • Enhanced Communication Skills: Equips participants with advanced techniques to handle difficult conversations effectively. • Career Growth: Develops critical interpersonal skills that are essential for professional growth within the NHS. • Emotional Intelligence: Boost your ability to understand and manage your emotions as well as those of others during stressful interactions. • Professional Confidence: Gain confidence in your ability to tackle challenging conversations with patients, families, and colleagues. • Personal Fulfilment: Achieve a sense of accomplishment and competency in managing complex interpersonal situations. • Team Cohesion: Foster a more supportive and understanding team environment by improving communication across all levels of NHS staff.
<p>Pre-entry criteria</p>	<ul style="list-style-type: none"> • You need to be directly employed by the Trust for 6 months or more • You need to be in a role where you are likely to have to manage challenging conversations. • All mandatory training needs to be up to date • You need to have support from your Line Manager and Senior Manager • You need to be able to attend the date advertised.