



## Maguire Communication and Leadership Academy

### Managing Patient Conversations

#### WORKSHOP PROGRAMME

Online delivery via Zoom

<b>9:45</b>	<b>Welcome, coffee and registration</b>
<b>10:00</b>	<i>Introductions Expectations/ Learning Aims, Programme, Ground rules</i>
<b>10:15</b>	<i>Challenges in communicating with patients, relatives and carers?</i>
<b>10:45</b>	<i>Why communication matters – the impact - Barriers to communication - Effective communication skills &amp; principles</i>
<b>11:15</b>	<b>Break</b>
<b>11:30</b>	<i>Group work Tackling specific communication difficulties</i>
<b>12:30</b>	<i>Unfinished Business - Expectations and learning aims revisited - Support</i>
<b>13:00</b>	<b>Close</b>