



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