

Training Schedule for Sunday 27th April 2025

9:30 - 10:00 am	Setting the Stage: Introductions and Expectations	<i>Introduction and interaction with participants to set the stage for collaborative learning.</i>
10:00 -10:20 am	Mastering the Art of the Interview: Micro-Skills in Action	<i>Explore effective interviewing techniques and demonstrate key micro-skills for better patient communication.</i>
10:20 - 10:25am	Break	Break
10:25 - 10:45am	Breaking Bad News	<i>Learn the principles and strategies for delivering bad news in a way that is empathetic and (clear?)</i>
10:45 - 11:30 am	Breaking Bad News in Action: Role Play	<i>Practice delivering difficult news in a supportive, real-time scenario through role-playing.</i>
	Break - 5 minutes	
11:30 - 11:45 am	Dealing with Anger: Calm in the Storm	<i>Understand techniques to manage and de-escalate situations with angry patients or colleagues</i>
11:45 - 12:15 am	Handling Conflict with Confidence: Role Play	<i>Putting skills to the test by managing challenging patient interactions or conflict through role-play</i>
12:15 - 12:30	Connecting the Dots: Reflect, Review, Revise	<i>Use this time to reflect on your insights, review key moments from the course, and revise your communication approach moving forward.</i>