



Managing Conflict in Clinical Settings

4 external CPD points

When conflict arises at work, whether it's with a patient or a colleague, it can leave us feeling deflated and unsure how to proceed in what is already a high-pressure environment. This session provides you with practical strategies, as well as insights into advanced communication skills, so you feel confident in managing conflict in the moment and know how protect your personal wellbeing afterwards.

Course structure & Content:

3.5 hour interactive webinar with small group work and scheduled breaks

Introduction and group reflections on experiences of conflict at work
Aggression and Violence in Healthcare; what you need to know
Conflict with Colleagues; maintaining medical professionalism and how to respond to bullying and harassment
Understanding the origins of anger, recognising common psychological defence mechanisms and looking after your own mental wellbeing in these situations
Determining your Conflict Resolution Style and practising strategies for dealing with conflict using a range of case vignettes
Plenary reflection and Q&A

Learning objectives:

- Know the types of situations (across the specialties) where conflict can arise and how it can present- with patients and your colleagues
- Develop strategies and practice communication skills for managing these situations
- Feel confident in your ability to respond appropriately and in line with medical professionalism guidance
- Know how to prioritise personal safety and wellbeing during and after experiencing any conflict at work



To book or enquire about this programme please contact us

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