



# Managing difficult conversations in a health care setting

**Practical and sensitive skills for the challenging situations in health-care.**

Health clinicians are trained to evaluate physical health presentations, formulate a diagnosis and prescribe treatment.

These clinical interactions occur in the interface between vitality and loss of health, independence and loss of ability, life and death. The difficulties in these conversations are further compounded by environmental factors such as time pressures and lack of privacy.

This workshop will provide a framework for managing challenging conversations in a way that optimises the outcomes for patients and clinicians. We will explore the ways in which we can shift from reacting to situations to responding and working collaboratively with those who come to us for help.

Using case histories and the examples participants bring to share, we will use a conflict-resolution framework adapted to the demands of clinical practice.

Discussion and skills practice will include the giving of bad news, situations where the aims of the clinician and of the patient are at odds and cases where the patient's condition affects their ability to collaborate. We will also discuss the ethical and mandatory aspects related to our communication.

## Learning objectives of this training:

1. Pace communication to the patient's needs.
2. Acknowledge and facilitate the expression of emotional experience.
3. Assist the patient to identify their priorities.
4. Work collaboratively even when the stated goals are not aligned, to find a new position that is mutually valuable.
5. Develop support networks, taking into account the personality style of the patient and the available resources.
6. Develop strategies to prevent clinician burnout.



**Monica Moore** is a GP with a full-time psychotherapy practice in Sutherland, who understands the pressures of working in physical health settings. She is in the unique position of being able to combine over 20 years of experience in general practice with expertise in a range of counselling modalities, and has been involved in training GPs and other health clinicians since 2000, helping them to integrate practical psychological strategies into their work. Monica has a special interest in personality disorders

and the practical implications for clinicians in managing challenging behaviours, as well as the ways in which clinicians can improve work satisfaction and patient outcomes, and prevent burnout.

Monica graduated in 1983 and undertook initial training in Cognitive Behaviour Therapy and Motivational Interviewing in 1996. As well as further training in CBT and ACT, she has completed the Advanced Certificate of Interpersonal Therapy, the Diploma of Clinical Hypnosis, the Certificate of Emotionally Focused Therapy, and EMDR practitioner training.

Monica has been the coordinator for the Sutherland Mental Health Practitioners Network since its inception in 2009, and has been involved in a training capacity with the RACGP; GP Synergy; CESPAN; Australian Society for Psychological Medicine, Australian Society of Hypnosis; Black Dog Institute; General Practice Conference, Exhibition and Medical Education; NSW Institute of Psychiatry; Rural Doctors Association; Sphere, and the Sutherland Division of General Practice.

**This training may qualify for Focussed Psychological Strategies (FPS) CPD. Please refer to the Dept. of Health <http://www.health.gov.au/internet/main/publishing.nsf/content/mental-ba-focus#cpd> for more information.**

**We'll bring this training to your team at your workplace anywhere in Australia or New Zealand.  
We can also deliver to your team by live webcast no matter where you and they are located.**

Our continuing professional development events meet the quality standard recognised by relevant professional associations including psychology, social work, occupational therapy, mental health nursing, community work, counselling, psychotherapy and more.

*We recommend checking with your association for the correct calculation of points.*

A certificate of attendance for 3 hours of face-to-face training is issued for all participants.

**Session Outline**  
**3 hours**

Exploring and defining difficult conversations.  
Identifying barriers to effective communication.  
Developing empathic responses, 'walking beside'  
Communication strategies to improve understanding  
*Short tea break*  
Working collaboratively in complex situations  
Exploring support networks and referral pathways.  
Clinician self-care.  
Evaluation and closing.

***"Managing challenging conversations using an empathic, conflict-resolution framework adapted to the demands of clinical practice."***

Dr Monica Moore

**How will you benefit from attending this training?**

- Learn a framework for managing challenging conversations in a way that optimises the outcomes for patients and clinicians.
- Improve your skills in identifying and managing emotional reactions, both in yourself and others.
- Increased work satisfaction as there is decreased conflict and a greater sense of working collaboratively with patients and making a positive difference in their lives.

**Booking process:**

1. Request a quotation.
2. Agree upon a delivery date.
3. Arrange the 50% booking deposit.
4. Finalise balance of booking fee one month prior to the training.

**We include:**

- Presenter travel and accommodation costs.
- Soft copy of resources.
- Individual attendance certificates for all participants.

**Contact our in-house program director 1300 887 622 or [info@PDPseminars.com.au](mailto:info@PDPseminars.com.au) for information, quotation or to have a helpful chat about the needs of your team.**

This practical training is suitable for all clinicians working in a health-care setting in direct patient contact. (GPs, GP registrars, practice nurses, allied health).

**Feedback for Dr Moore's recent training presentations:**

*"Thank you once again – just so very helpful."*

*"Thank you Monica. A lovely presentation with great, honest examples."*

*"The PD was presented by a dynamic and engaging professional who was current in the industry. My colleagues and I gained so much from this and previous sessions with Dr Moore – she's wonderful! Thank you!"*

*"This training was excellent in both content and presentation. The practical skills exercise is very useful for being able to develop your thinking in the patient role."*

*"A very useful, concise session to stimulate and give techniques to change practice."*