



Commonwealth's largest

The Cognitive Institute is the Commonwealth's largest provider of communications skills and risk management education to healthcare professionals.

Countries we operate in

The Institute now operates in Australia, the United Kingdom, Singapore and New Zealand.

12,000 participants per year

This year more than 12,000 Doctors and healthcare professionals will attend more than 500 Cognitive Institute workshops. The workshops are regularly rated as the best and most important education undertaken since clinical training.

Pioneers in Australasia

The Institute pioneered education in improving patient experience, clinician interpersonal skills and complaint management in Australia and New Zealand, and is recognised as an international leader in these fields.

Leaders in risk management

The Institute's risk management programs are used by Australia's Medical Defence Organisations as an integral component of their education strategies – many offering incentives and premium reductions to attend.

More than 27 interventions

The Institute offers more than 27 workshops and programs covering patient communication, leadership and management, risk management, working in teams, and much more.

Proven behaviour change

More than 30,000 patient audits show sustained and significant behaviour change as a result of attending Cognitive Institute workshops, measured 3 months after the event.

Our clients - leaders in healthcare

The Institute's clients include:

- MPS Risk Consulting based in the UK - the world's largest medical indemnifier
- 6 Australian Medical Defence Organisations
- New Zealand's Accident Compensation Corporation
- 10 Royal Australasian Colleges
- 11 Australasian State Health Departments / District Health Boards
- More than 50 individual Hospitals
- More than 21 GP Bodies, including Divisions, Trusts and IPA's

Proven adult learning techniques

Cognitive Institute workshops utilise the latest adult learning techniques and are designed to change behaviour and provide practical skills that can be put into practice immediately.

Founded by Dr Mark O'Brien

The Institute was founded by Dr Mark O'Brien - an internationally recognised expert in Doctor / patient interactions, risk management and communication skills training.

More than 40 faculty worldwide

The Institute has an international faculty of more than 40 presenters. All presenters undergo intensive training and are required to meet the Institute's ongoing certification program.

