

Workshops and Courses

LEADERSHIP AND MANAGEMENT

- Mastering Improved Clinician Performance
- Mastering Understanding and Working with Clinicians
- Mastering Clinician Coaching and Feedback
- T.E.A.M. Workshop – *improving efficiency, effectiveness and safety*

DIFFICULT COLLEAGUE INTERACTIONS

- Difficult Colleague Interactions Masterclass – *with actors*
- Mastering Difficult Colleague Interactions

OPEN DISCLOSURE

- Clinical Incident Management Programme
- Open Disclosure Masterclass – *with actors*
- Mastering Open Disclosure

QUALITY AND SAFETY

- Mastering Root Cause Analysis Interviewing
- Speaking Up for Safety

INTENSIVE INTERPERSONAL SKILLS TRAINING

- Doctors – Clinical Communication Programme
- Clinicians – One on One Mentoring

CLINICAL SUPERVISORS, EDUCATORS & TUTORS

- Mastering Clinical Supervision
- Mastering Supervision Challenges

RISK MANAGEMENT

- Risk Management Masterclass – *with actors*
- Mastering Your Risk
- Mastering Adverse Outcomes
- Mastering Professional Interactions
- Mastering Patient Expectations
- Mastering Shared Decision Making

COMMUNICATION

- Communication Skills Masterclass – *with actors*
- Mastering Interviewing Skills
- Doctors – Doctor Patient Communications
- Doctors – Choices and Changes
- Nurses – Mastering Healthcare Communication
- Sonographers and Radiographers – Mastering Patient Expectations
- Frontline Staff – Treating Patients with C.A.R.E.

DIFFICULT PATIENT INTERACTIONS

- Mastering Difficult Interactions with Patients
- Difficult Patient Masterclass – *with actors*
- Doctors – Difficult Doctor-Patient Relationships

STRESS MANAGEMENT

- Mastering Work/Life Balance

GENERAL PRACTICE ISSUES

- Healing at the End of Life



COGNITIVE
I N S T I T U T E

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