



<b>Workshop Name</b>	<b>Difficult Patient Interactions Masterclass</b> A solution focused approach to enhancing the effectiveness and ease of dealing with difficult people and situations, plus skills development with actor-simulated patients
<b>Target Audience</b>	- Doctors - Nurses - Allied Health Professionals All cases for actor-simulated patients are targeted and various clinical situations and, as a result, mixed audiences are not possible.
<b>Number of participants</b>	8 to 64, in multiples of 8
<b>CME</b>	Refer to College Accreditation and Points Document at <a href="http://www.cognitiveinstitute.org">www.cognitiveinstitute.org</a> or email <a href="mailto:enquiries@cognitiveinstitute.org">enquiries@cognitiveinstitute.org</a>
<b>Format</b>	1 Day Program – Morning – lectures – Afternoon – facilitated sessions with actor-simulated patients
<b>Presenter</b>	All presenters of Cognitive Institute workshops are General Practitioners or Specialists who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.
<b>Premise</b>	Difficult people and situations are often the biggest stressors for healthcare professionals, yet the responsibility of many clinical jobs makes these encounters unavoidable.  Without training and skills, many professionals either surrender to the aggressor or find it difficult to communicate their point of view for fear of escalating conflict.
<b>Overview</b>	This one day Masterclass is the Cognitive Institute's highest quality program and ranked by many participants as the most important and beneficial education they have undertaken since becoming a Doctor. It is a highly entertaining and powerful program that includes working with actors in simulated cases that have been designed around the common and challenging needs of the target specialty group.
<b>Objectives</b>	<ul style="list-style-type: none"><li>■ To understand what makes people and situations 'difficult'</li><li>■ To explore effective concepts and models of dealing with interactional difficulties</li><li>■ To learn techniques for minimising conflict when correcting behaviour</li><li>■ To explore methods for handling particularly difficult or resistant people</li><li>■ To learn personal 'survival' techniques that improve skills and minimise stress</li><li>■ To rehearse skills with simulated actors</li></ul>





## The Program

**Session One** – The morning session is a 3 hour program, comprising a series of lectures, reflections and activities.

**This session explores:**

- The causes of difficult interactions
- The specific challenges faced by clinicians
- How to look past words and emotion to understand people's real
- Motivations and meaning
- Skills for effectively handling difficult interactions

Specific communication skills are also required to avoid arguments and to ensure the interaction is focused on finding an effective solution both parties can live with. This session presents the Cognitive Institute's SOLVE® model – a proven step-by-step approach for handling problems that keeps both parties focused on a solution.

One of the major causes of stress in difficult interactions is having to correct behaviour and request improved performance.

**Participants learn:**

- What motivates people to change
- The stages of change and how to move people along
- How to provide feedback as a coach, not a referee
- Strategies for dealing with resistance to change
- Difficult interactions will never be totally stress-free, and the workshop examines
- 'survival' techniques to reduce stress and ensure ongoing improvement.

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**Session Two** – The afternoon session is a 3.5 hour program where participants practice these concepts and skills with actors.

Participants break up into groups of 8 and, with a highly trained Cognitive Institute facilitator, work through many challenging cases tailored for the target audience.

Each participant is given opportunities to practice skills, with close feedback and guidance from a Cognitive Institute facilitator. They are also encouraged to identify areas they know cause them difficulty or anxiety and the actors can be directed to focus on these areas so participants can target important skills for improvement.

The facilitator helps each participant breakdown the flow of the conversation – analysing areas for improvement and keeping focused on patient needs during these difficult interactions.

These actor sessions are rated by participants as the most valuable component of the day.

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**To book a workshop call Head Office on 61 7 3876 5711  
or email [enquiries@cognitiveinstitute.org](mailto:enquiries@cognitiveinstitute.org)**

