



Mastering Understanding and Working with Clinicians

Workshop name

Mastering Understanding and Working with Clinicians

Increasing the ease and effectiveness of working with clinicians by understanding the sociological and cultural constructs that influence the way they think and behave

Target audience

- Chief Executive Officers
 - Managers with non-clinical backgrounds
 - Human Resource Professionals
 - Quality and Safety Managers
 - Administration Managers and Staff in Healthcare organisations
 - Heads of Administrative Departments in Healthcare organisations
 - Chief Finance Officers
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Duration

4 hours

Number of participants

Optimum 7-15
Minimum 5
Maximum 20

Premise

Interacting with clinicians can be extremely challenging for those who work and lead healthcare administration and who have not had a clinical background themselves.

Clinicians are affected by the training processes they go through, their experience of dealing with patients and working within the cultural and sociological constructs of their particular profession, be it Doctor, Nurse or Allied Professional.

The ability to understand the way clinicians see the world, the personality traits that often attract people to pursue a clinical career and the effect of the socialisation process they go through, are powerful insights for those who need to interact effectively with them.

Format

Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, rehearsal of skills.

Brief didactic presentations will provide the focus for small group sessions in which participants are able to share experience and pool knowledge, enabling critical comparison of their skills with their peers and peer learning. Videotaped case vignettes will be used to enable participants to analyse and reflect upon their own skills. The format has been carefully structured to enable a mix of lectures, discussion, critical reflection and evaluation.

Presenter

All presenters of Cognitive Institute workshops are Doctors or Health Professionals who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.





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Objectives

- To equip those who hold management positions in healthcare to understand the perspective of clinicians, to enable them to work more effectively with them
- To explore techniques that enhance interactions with clinicians through an understanding of their perspective and the likely influences that bring about change in their behaviour
- To examine techniques to deal with resistance in clinicians and to effectively solve problems that arise
- To provide an opportunity to rehearse these techniques
- To reflect on strategies that can decrease the stress of working with clinicians

Key content

Insights into why clinicians think and act in certain ways

- How clinicians view individual responsibility and delegation
- Why their view of teamwork may differ from yours
- Where their allegiances lie
- The conflict between duty to this patient and managing resources
- How their training and culture has influenced their perspectives
- What motivates them to change

Working with clinicians

- Models of working with people to move them along the stages of change
- Importance of eliciting clinician's ideas and commitment to change
- Exploration of techniques for protection against people going 'over your head'

Managing managerial stress

- Examination of sources of stress for hospital administrators with a non-clinical background and how they can be decreased
- Techniques for ensuring that tension stays on the appropriate 'side of the table' during interactions
- Setting up coaching relationships between your other colleagues

Dealing with resistance

- The Cognitive Institute's SOLVE® model will be presented for dealing with resistance
- The skills of option generation will be explored and rehearsed
- An exercise in identification of the parameters essential for bringing about effective change

For information on the Cognitive Institute, presenters and workshops visit www.cognitiveinstitute.org

To book a workshop call Head Office on 61 7 3876 5711
or email enquiries@cognitiveinstitute.org

