



Workshop

Mastering Clinician Coaching and Feedback

Effective techniques for managers aiming to improve the performance and accountability of clinicians

Target audience

Clinicians with managerial responsibilities

- Department heads
- Nurse unit managers
- Clinical directors

Clinician Educators

- On-the-job teachers of clinicians
- Clinical supervisors, mentors and tutors
- Clinical educators
- Directors of clinical training

Non-Clinical hospital management

- Chief executive officers
 - Executive directors of clinical services
 - Human resource professionals
 - Quality and safety managers
 - Administration managers and department heads
 - Chief finance officers
 - Chief information officers
-

Number of participants

Optimum 7-15
Minimum 5
Maximum 20

Duration

4 hours

Presenter

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

Other recommended workshops

Clinicians with managerial responsibilities

- Mastering Difficult Colleague Interactions

Clinicians educators

- Mastering Difficult Colleague Interactions
- Mastering Supervision Challenges (doctors only)
- Mastering Interviewing Skills

Non-clinical hospital management

- Mastering Difficult Colleague Interactions
- Mastering Interviewing Skills

N.B. The full day Mastering Clinical Supervision workshop is an extension of the half day Mastering Coaching and Feedback workshop. Select the most appropriate version for your requirements.





CME

Refer to College Accreditation and Points Document at www.cognitiveinstitute.org or email enquiries@cognitiveinstitute.org

Premise

Coaching and providing feedback to colleagues in a busy workplace presents many challenges and requires very specific skills to motivate improved performance.

In the healthcare environment, this challenge can be even more difficult when working with doctors, nurses and allied health professionals. Because of their training and the cultural influences, clinicians can often see offers of assistance or ideas for improvement as a personal attack on their credibility and self worth.

When this involvement comes from people with a non-clinical background, they may also reject the ideas because “they don’t understand what I do and the stress I am under.”

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.

Objectives

This program is designed to improve the quality of feedback and coaching of clinicians and will:

- provide an insight into how adults learn;
 - offer a model of management centred around ‘coaching’ trainees;
 - deliver a framework and skills for providing structured feedback that motivates compliance; and
 - provide a model for creating an action plan to monitor progress.
-

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

