



<b>Workshop name</b>	<b>T.E.A.M. – improving efficiency, effectiveness and safety</b> Resolving conflict, negotiating solutions and improving communication for enhanced healthcare team performance.
<b>Target audience</b>	People working in clinical teams – Doctors, Nurses and Healthcare Professionals.
<b>Duration</b>	Standard: 3.5hrs    Extended: 4.5hrs
<b>Number of participants</b>	Optimum: 7-15    Minimum: 5    Maximum: 25
<b>Other recommended workshop</b>	■ Mastering Difficult Patient Interactions See overview at <a href="http://www.cognitiveinstitute.com.au">www.cognitiveinstitute.com.au</a>
<b>CME</b>	Refer to College Accreditation and Points Document at <a href="http://www.cognitiveinstitute.com.au">www.cognitiveinstitute.com.au</a> or email <a href="mailto:enquiries@cognitiveinstitute.com.au">enquiries@cognitiveinstitute.com.au</a>
<b>Format</b>	Workshop with short lectures, reflective exercises, small group facilitated discussions, group activities, and 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.
<b>Presenter</b>	All presenters of Cognitive Institute workshops are Doctors or healthcare professionals who have a specific interest in communication skills and have undertaken formal communication skills training with the Institute.
<b>Premise</b>	Conflict and poor communication between healthcare professionals can negatively impact on team efficiency and outcomes.
<b>Overview</b>	<p>Working in a healthcare team can be extremely demanding. This workshop challenges participants to move beyond traditional boundaries and beliefs of healthcare to build co-operative, non adversarial relationships with other professionals.</p> <p>Overlapping areas of responsibility can often provide ground for disagreement and conflict. This can be exacerbated by the variety of preconceptions held by professionals as to how healthcare teams should function.</p> <p><b>By attending T.E.A.M. participants will learn effective models and skills to:</b></p> <ul style="list-style-type: none"><li>■ Resolve conflicts and negotiate solutions with other professionals</li><li>■ Deal with difficult interpersonal interactions between professionals</li><li>■ Provide effective feedback that is both respectful of the individual and establishes a framework for future accountability</li><li>■ Delineate/respect areas of professional responsibility</li><li>■ Delegate effectively to other team members</li></ul>

**For information on the Cognitive Institute, presenters and workshops visit [www.cognitiveinstitute.com.au](http://www.cognitiveinstitute.com.au)**

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

