



## Workshop

### Mastering Difficult Colleague Interactions

A solution focused approach to enhancing the effectiveness and ease of dealing with difficult colleague interactions in healthcare

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## Target audience

All who work in healthcare

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## Number of participants

Optimum	7-15
Minimum	5
Maximum	20

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## Duration

3.5 hours

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## Presenter

All presenters of Cognitive Institute workshops are doctors or health professionals who have attained accreditation after undertaking formal communication skills training with the Institute.

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## Other recommended workshops

- Mastering Clinician Coaching and Feedback
- Mastering Supervision Challenges (medical supervisors and mentors only)
- TEAM (clinicians only)
- Mastering Work/Life Balance (doctors only)
- Mastering Understanding and Working with Clinicians (non-clinicians only)

**NB. – This workshop covers significant areas of content covered in the Mastering Difficult Patient Interactions workshop.**

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## CME

Refer to College Accreditation and Points Document at [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org) or email [enquiries@cognitiveinstitute.org](mailto:enquiries@cognitiveinstitute.org)

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## 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.

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## Premise

Difficult people and situations are often the biggest stressors for all who work in healthcare. However, there can be added pressure when difficult interactions occur with colleagues because of the need to often maintain a long term functional and professional relationship that goes beyond the particular issue being addressed in a challenging interaction. All professionals can improve their skills in striking the balance between the extremes of completely surrendering one's own point of view to avoid all conflict and assertively dominating a difficult interaction in a way that alienates others.

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## Overview

This is a practical skills development workshop designed to give people work in healthcare competence in handling difficult interactions with colleagues.

The workshop explores:

- the causes of difficult interactions;
- the specific challenges faced by communication between those who work in healthcare;
- how to look past words and emotion to understand people's real motivations and meaning; and
- 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 workshop 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 will examine:

- what motivates people to change;
- the stages of change and how to move people along; and
- strategies for dealing with resistance to change.

Difficult interactions with colleagues will never be totally stress-free, and the workshop examines 'survival' techniques to reduce stress and ensure ongoing improvement.

## Objectives

- To understand what makes people and situations 'difficult'
- To explore effective concepts and models of dealing with interactional difficulties
- To learn and rehearse communication and negotiating skills to effectively handle difficult discussion and situations
- To learn techniques for minimising conflict when correcting behaviour
- To explore methods for handling particularly difficult or resistant people
- To learn personal 'survival' techniques that improve skills and minimise stress

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

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

