

Bad News

Difficult Conversations & Breaking Bad News

A unique and dramatic course facilitated by Dr Iain Bourne



YOUR LOGO

9.30-4.30

DATE

VENUE

CONTACT

Telling a colleague that they have bad breath, informing a parent of their child's death, telling a service user that their benefits will be stopped, or initiating disciplinary proceedings with a staff member – these can all be highly stressful situations. This workshop uses drama to illustrate the skills in handling difficult conversations and help staff feel more confident and better equipped.

What you gain from this workshop:

- An understanding of the different types of difficult conversation and why they cause so much stress
- Clear guidance regarding the dos and don'ts of handling difficult conversations
- How to prepare effectively for a difficult conversation
- Skills in developing a flexible and honest response unexpected developments during difficult conversations
- How to maintain clear boundaries without becoming officious
- Opportunities to reflect on issues raised by past experiences of difficult conversations
- Increased confidence and greater sense of accomplishment

The Programme

This is a one-day course.

The day starts at 9.30, so you will need to arrive in advance of that. The day finishes at 4.30 prompt although Iain will remain behind at the end should you want to talk to him individually. Lunch is at 1.00 for 40 minutes and there are mid-morning and afternoon breaks.

The morning will look at different types of difficult conversation, what makes them difficult, what we bring to them, and the principles that will guide us

through them.

This will be followed by an opportunity to review and practice some of the core skills before going on to looking in more depth at specific conversations identified by the group.

Finally a toolkit will be provided for participants to explore and take away with them.

Dramatic Training

A fringe theatre approach to training involving powerful first-person dramatised encounters to enable participants to see and explore "difficult conversations" in real time



Dr. Iain Bourne
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TRAINING & CONSULTATION