

# Managing Difficult Conversations with Struggling Trainees

## Context

Trainees in the practice challenge our clinical and teaching skills – usually in a positive way. However the experience is not always straight-forward;. When problems arise we need to address them in the interest of patients, the trainee, colleagues and ourselves. Raising issues can challenge our communication and problem-solving skills as well as our cross-cultural understanding. On personal and professional levels, managing these interactions can be more fulfilling when we can approach difference with confidence and openness.

This course will explore:

- The dynamics of difficult conversations
- Personal/professional influences on behaviour in high stakes situations
- Guidance on dealing with problem registrars
- Practical application of strategies to progress or resolve issues
- Teaching Reflection
- Employment Issues

The workshop will be interactive and use the experience of participants together with the expertise of the presenters to gain new insights and strategies for approaching problem registrars.

## Outcomes

### Skills

Development of communication skills in addressing difficult situations Increased confidence in practical application of Deanery Pathway on Underperforming Doctors (Tomson 2011)

### Knowledge

Introduction to communication tools

### Attitude

Development of awareness on diversity and power dynamics

This workshop addresses issues raised by working with registrars from many different backgrounds and cultures and the facilitators will create and encourage a safe but challenging environment. The material used can be applied to other workplace situations; therefore this work-shop will count as an update to equality and diversity training.

**Time: 0930**

**Date: Thursday  
17th May**

## What participants said:

*Gained understanding of why we struggle with difficult conversation. A more structured approach to tackling this. Warning signs for DID. Why doctors struggle & what help is available to help them.*

*This was an excellent course, and has given me new insights as well as useful background information. I'm sure this style of course is more appropriate than a didactic presentation on legislation etc.*

*Learned about difficult conversation i.e. how to approach obstacles and to address. Well structured framework to address issues around trainee in difficulty.*

*Excellent and much more enjoyable than expected!*

## Tutors

**Edmund Cross with Nick Whelan**

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