

# Having Difficult Conversations: Setting, stance and case discussion

6<sup>th</sup> September 2024, 10am to 4pm, F2F @ GOSH: SPACES AVAILABLE

Approaching difficult conversations effectively, either with colleagues or families, goes beyond a set of conversational skills. It ideally requires an appropriate setting and a particular stance, which is maintained via regular opportunities to reflectively discuss cases with colleagues.

## In this course, we will:

- *Provide a grounding in the theories and techniques that underpin an effective approach to difficult conversations*
- *Formulate psychologically the interpersonal dilemmas faced by staff and families at GOSH currently*
- *Consider the impact of the setting in which conversations take place while becoming aware of our own stance as integral to a good conversation*
- *Practice having difficult conversations and facilitating case-discussion groups. This practice will take as its material real cases from the group.*

## Is this course for me?

This course is aimed at all team members who have difficult conversations with families or other colleagues.

**To book your space please**  
**[Register here.](#)**