

Dear Delegate

## Professional Conversations Day 1 - Scenario Planning

We are looking forward to working with you to explore issues associated with communication between professionals in a hospital setting and to enhance your personal communication skills.

We are aware that professionals working in health care settings can experience challenges when working with colleagues, both within and across specialties and professional backgrounds. So many factors play a part in making professional conversations effective or unproductive.

We will not be providing a template for success; each interaction reflects the particular dynamic at play in the moment. We want the course to be helpful to you in your setting, to address the issues that affect you. In order to optimise the relevance of the course the role/real plays will be designed to meet your needs.

To this end, you are invited to give thought to a scenario you have found challenging that can be used on the day of the course. To support you to think through the factors that interplay in a professional conversation please read the attached sheet on scenario planning. You do not have to fill in the sheet; it is merely a reflective tool. However, on the course you will be supported to complete a similar sheet, which will be the basis of a role/real play to assist you to enhance your confidence and communication skills in a similar situation.

This course offers you a positive opportunity to become a more effective communicator.

Geoff Wykurz

Course Lead

*On behalf on the course team*