

# Communication Skills Workshop

## “Breaking bad news”

### Doctors, Nurses and Allied Health Welcome

#### Having difficult conversations with our patients: Breaking bad news...

Have you ever found yourself struggling to give bad news to a patient such as a new serious diagnosis? It may be an inoperable cancer, end-stage renal failure, or a large, disabling stroke. Have you walked away from a patient encounter wondering if you could have done things differently? Breaking bad news is an important skill for every health professional.

#### Who is this workshop for?

These sessions are useful for all clinicians (including external participants) who are required to support patients and families in breaking bad news.

Dates	Site	Time	Venue
29/08/2019	Monash Medical Centre, Clayton	4.00pm to 6.00pm	Lecture theatre, McCulloch House
Click or type in the link below to register or scan the QR reader: <a href="https://www.registernow.com.au/secure/Register.aspx?E=34579">https://www.registernow.com.au/secure/Register.aspx?E=34579</a>			
			
11/09/2019	Casey Hospital	3.30pm to 5.30pm	Monash University Education Hub, Level 1, Tutorial room
Click or type in the link below to register or scan the QR reader: <a href="https://www.registernow.com.au/secure/Register.aspx?E=34580">https://www.registernow.com.au/secure/Register.aspx?E=34580</a>			
			
09/10/2019	Monash Medical Centre, Clayton	4.00pm to 6.00pm	Lecture theatre, McCulloch House
Click or type in the link below to register or scan the QR reader: <a href="https://www.registernow.com.au/secure/Register.aspx?E=34581">https://www.registernow.com.au/secure/Register.aspx?E=34581</a>			
			
07/11/2019	Dandenong Hospital	4.00pm to 6.00pm	Seminar room 4
Click or type in the link below to register or scan the QR reader: <a href="https://www.registernow.com.au/secure/Register.aspx?E=34582">https://www.registernow.com.au/secure/Register.aspx?E=34582</a>			
			

For all enquiries Tel: 9594 3743 or email [Mededucation@monashhealth.org](mailto:Mededucation@monashhealth.org)

Please be aware Fees are non-refundable within 14 days of the event. When a participant cancels more than 14 days prior to the event, MDE will offer them a full refund or a credit. - On occasions, MDE may need to cancel or postpone a workshop. In these instances, MDE will endeavour to provide the participant with as much notice as possible and the participant can choose to have a full refund or a credit issued. Refunds are provided through the credit card that the enrolment was made with. Credits are valid for a maximum of 12 months.

#### Workshop facilitators

These workshops will be facilitated by an interprofessional team of clinicians from Monash Health.

*“...attending this session gave me a greater understanding about how I could better support the patient, family and the medical team”*

*"Delivering bad news is never easy. You have one chance to do the best you can, with the reality that your words and actions could be remembered for years. However, your skills can be honed with training! The communication of any information is best when we connect as human beings via a dialogue rather than a script."*

#### Overview of workshop

In this hands-on workshop, you will learn the steps involved in having these difficult conversations. You will learn how to discuss bad news, how to recognise and respond to emotions and how to tackle difficult questions. The workshop offers participants the chance to try out new skills in role plays with an experienced and highly trained simulated patient and receive feedback in a safe and supportive environment.



#### Cost - \$30

The communication workshops require 2 senior staff and an experienced actor, so it is an expensive session for Monash Health to run. When no fee was charged, many participants signed up but then did not come, so that training opportunity was wasted. So MDE has decided to charge a small fee. We hope this will mean that people will ensure they can come (such as formally requesting permission to attend from their Consultant /NUM/Manager or may be coming on a scheduled day off).

Actor sponsored by SMICS  
(Southern Melbourne Integrated  
Cancer Service)

