

MND Workshop: Navigating emotional conversations

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| 09:00 | <i>Registration and coffee</i> |
| 09:15 – 9:30 | Introduction to the day – Welcome, aims and introductions |
| 09:30 – 10:30 | Understanding challenging conversations In this session we will cover: <ul style="list-style-type: none">• Definition, principles and purpose of ACP across disciplines• Legal and ethical frameworks• The role of each team member |
| 10:30 – 10:45 | Comfort break |
| 10:45 – 12:00 | What makes emotional conversations so difficult? In this session we will cover: <ul style="list-style-type: none">• Emotional, cultural, and systemic barriers• Recognising patient and family perspectives• Self-awareness: personal attitudes, values and fears |
| 12:00 – 12:45 | Lunch |
| 12:45 – 2:15 | Communication Skills and Frameworks for Difficult Conversations In this session we will cover: <ul style="list-style-type: none">• Using evidence-based models• Responding to emotion, uncertainty and conflict• Demonstration and group debrief |
| 2:15 – 2:30 | Comfort break |
| 2:30 – 3:45 | Skills Practice – Conversation Scenarios In this session we will cover: <ul style="list-style-type: none">• Small group role-play with realistic scenarios across disciplines (hospital, community, care home)• Observation, feedback and peer coaching• Managing conflict and team communication |
| 3:45 – 4:15 | Reflection and action planning In this session we will cover: <ul style="list-style-type: none">• Individual reflection on key learning from the day• Developing an action plan for practice• Sharing insights and commitments |
| 4:15 – 4:45 | Conclusion and close |