

Managing Challenging Conversations with Patients



MODULE OVERVIEW

IBD nurses frequently face difficult conversations with patients. Through a mixture of presentations, interactive workshops, and case studies, you will gain a greater understanding of how challenging situations can be managed and develop effective communication skills to improve difficult conversations.

This module is suitable for new and experienced IBD nurses.

- ✓ Identify common causes of a challenging conversation and develop techniques to understand and manage conflict
- ✓ Explore a 6-step framework for managing a challenging conversation
- ✓ Improve assertiveness and explore different perspectives



Register now

Places are limited to 12-15 per course, so don't miss out on your chance to build your knowledge and confidence in IBD now. To register visit www.LOGIC-Tillotts.co.uk/education



FRIDAY – Connect and Settle in

- You will be introduced to your IBD Nurse Trainer who will discuss the challenges within their role, the consequences of those challenges and how they have addressed and overcome them.

SATURDAY – Building Confidence in Practice

- You will gain an understanding of what causes a conversation to turn into a challenging one. You will learn about the components of a 'needs-based conversation' and its six-step framework.
- In the afternoon, you will focus on assertiveness as a communication style, gaining invaluable tips such as: how to express your thoughts and feelings calmly, saying 'no' and respecting yourself.

SUNDAY – Bringing It All Together

- On the final day, you will understand how conflict can escalate and how to deal with it.
- You will have the opportunity to put theory into practice, by navigating difficult conversations such as pregnancy, sexual health, and transgender challenges.
- You will be given valuable additional resources for both yourself and your patients.



**Opportunity to network
with fellow IBD nurses.**



**Certificate of attendance
for CPD records**



**Case studies and interactive
sessions to enhance learning.**



**Fully-funded with overnight
accommodation and appropriate
travel reimbursed.**

Adverse events should be reported. Reporting forms and information in the UK can be found at yellowcard.mhra.gov.uk. Reporting forms and information for Ireland can be found at www.hpra.ie/report-an-issue/medicines-for-human-use/side-effects. Adverse events should also be reported to Tillotts Pharma UK and Ireland.

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