

# COURAGEOUS CONVERSATIONS

## Primary Care Training Workshop

### Observer role notes

When it is your turn to act as observer, you will manage the process and the time.

**Write the start time down or use a stopwatch/timer on your phone. Time is tight with only 20 minutes per scenario.**

Timings are:

- Up to two minutes allocated for each individual to read through their role discussion.
- Up to eight minutes for the consultation to take place.
- Once the allocated time has been reached, stop the consultation, initiate the sharing of feedback and summarising of learning points.
- Allow or invite the professional to take 'time out' if they get stuck or want to backtrack, then restart from that point

### Consultation - feedback

You are guardian of the ground-rules. This process should provide a safe environment, allow people to try out strategies and hear themselves saying the words; it should protect the learner from destructive criticism:

- 'professional' comments on strengths first
- 'patient' and observer comment on strengths (there's always something good!)
- 'professional' comments on difficulties
- 'patient' and observers comment on difficulties **but only with suggestions of alternative strategies/form of words etc**
- 'professional' has chance to re-run part of the consultation with alternative strategies and repeat feedback cycle
- if time, ask everyone to give 1-2 learning points