

PMRI Clinical Skills Workshop 2019

Dealing with emotionally challenging patient encounters

Friday 20th September 2019



THE UNIVERSITY OF SYDNEY

PMRI Clinical Skills Workshop 2019

Dealing with emotionally challenging patient encounters

PRESENTED BY

Dr Claire Ashton-James, PhD



Dr Ashton-James, PhD, is a Social Psychologist and Senior Lecturer at the Pain Management

Research Institute, The University of Sydney. Dr Ashton-James is an established researcher and experienced teacher/trainer in clinician communication and emotion-handling skills. Her workshops are interactive, participant-led, evidence-based, thought-provoking, and promise to challenge assumptions about what "good communication" looks like.

ABOUT

This year's PMRI Communication Skills Workshop aims to help clinicians to navigate emotionally challenging patient encounters by providing participants with practical tools for responding to patients' negative emotions, and managing their own negative emotional responses to patients. These "emotion-handling skills" are critical to patient perceptions of clinician empathy, competence, and trustworthiness, and play an important role in maintaining patient engagement in their assessment and treatment planning. Emotion-handling skills are also crucial to clinicians' wellbeing, protecting them from symptoms of burnout and improving their daily job satisfaction and enjoyment.

REGISTRATION

Registration is \$195 (incl. GST) and includes:

- » 1 day interactive workshop
- » In-vivo skills demonstration and opportunities to practice
- » Individualised feedback and support
- » Coffee/tea, morning tea and lunch

Limited to 15 participants. Registration opens March 1.

WHEN

Friday 20th September 2019
09.30-16.00

WHERE

Auditorium, Kolling Institute
Royal North Shore Hospital
St Leonards, Sydney NSW



 **MORE INFORMATION:** paineducation.admin@sydney.edu.au



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PMRI PAIN MANAGEMENT
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Conquering pain