

# STAFF DEVELOPMENT TRAINING SESSIONS



**SPRING 2008**

## **Giving Effective Feedback**

**Tuesday 5th February 2008 10am - 4.00pm (Lunch provided)**  
**Newcastle University, Henderson Hall of Residence**  
**Facilitators: Professor John Spencer & Jill Dales**

Feedback has been called 'the lifeblood of learning' and is an essential activity for helping learners to reach their maximum potential. However if given in an inappropriate way at the wrong time can be damaging. The results of the first National Student Survey published in 2005 showed that the majority of students, right across the Higher Education Sector, felt they did not receive enough feedback – medical and dental students at Newcastle were no exception. The aim of this workshop, led by Jill Dales and John Spencer, will be to explore different approaches to giving feedback, particularly in the context of a busy schedule, and to discuss some of the problems that may arise.

## **Calgary/Cambridge Communication Skills**

**Thursday 21st February 2008 9.30am—4.30pm (Lunch provided)**  
**Newcastle University, Leech Building**  
**Facilitators: Professor John Spencer & Dr Derek Blades**

There is a large and growing evidence-base to support the teaching of communications skills within the undergraduate curriculum, in terms of both the benefits of good communication, and the adverse effects of poor communication.

The good news is that communication skills can be learnt, that effective deployment of these skills has a definite impact on the outcomes, and that the skills can be retained with reinforcement. This session will look at how we teach communication skills at Newcastle using the Calgary Cambridge approach.

### **Clinical Teaching**

**Thursday 28th February 2008      9.30am - 4.30pm      (Lunch provided)**  
**Newcastle University, 16/17 Framlington Place**  
**Facilitator: Professor John Spencer**

This practical whole day session will be of relevance and interest to anyone involved in the teaching in a clinical setting. It aims to explore:

- Challenges, problems and strengths of teaching and learning in a clinical environment
- The nature of clinical reasoning and how to promote it
- The 'one minute teacher' approach
- How to plan a teaching session
- Giving constructive feedback

### **In course Professional Assessment and the Use of the Portfolio**

**Thursday 6th March 2008      1.30 - 4.30pm      (Lunch 1.00pm)**  
**Newcastle University, 16/17 Framlington Place**  
**Facilitator: Dr Philip Bradley**

This sessions aims to cover:

- What is a portfolio
- An introduction to the on-line portfolio tools available within the LSE
- Use of the portfolio in appraisal & assessment

### **Breaking Bad News**

**Tuesday 18th March 2008      10am - 4.30pm      (Lunch provided)**  
**Newcastle University, 16/17 Framlington Place**  
**Facilitator: Jill Dales (Communication Skills Lead & Director)**  
**'Roleplaynorth Communication Skills'**

Breaking bad news is an inevitable part of medical practice. It is never easy or comfortable, but when it is done well the benefits to both recipient and the giver are manifold. This session will look at the Do's and Don'ts of breaking bad news and give an opportunity to practice the communication skills involved with support and constructive feedback.

**Ethical Dilemmas: How do we cope? How do we equip the students to cope?**

**Tuesday 15th April 2008                      1.30 - 4.30pm      (Lunch 1.00pm)**  
**Queen Elizabeth Hospital, Clinical Skills Centre, Gateshead**  
**Facilitator: Rev. Bryan Vernon**

Every clinician encounters ethical dilemmas in practice: some are relatively straightforward while others can be more troubling. Ethics has only recently won a place in the medical curriculum, and many clinicians feel uncertain about what is taught, and lack confidence to support the subject with examples from their own practice. Feedback from previous sessions shows that a case-based approach is appreciated. Participants will therefore be asked to bring ethical dilemmas from their own clinical practice for discussion and different ways of approaching an ethical dilemma will be explored.

**Using Simulation & Role-Play**

**Wednesday 23rd April 2008                      10am - 4.30pm      (Lunch provided)**  
**Newcastle University, 16/17 Framlington Place**  
**Facilitator: Jill Dales (Communication Skills Lead & Director)**  
**'Roleplaynorth Communication Skills'**

A simulated patient (sometimes referred to as a "standardised" patient) is someone who has been carefully trained to portray the emotional, symptomatic and physical characteristics of an actual patient. The simulated patient is able to express the same symptoms and even to demonstrate the same physical examination findings as the "real" patient and in addition is trained to provide feedback to students on their performance during the encounter. These simulations, and the use of role-play, are playing an increasingly important role in the education and assessment of healthcare professionals allowing instructors and examiners to carefully control the clinical learning experience. This session will look at the uses of simulated patients and allow participants to practice setting up and running role-plays.

**Large Group Teaching**

**Monday 28th April 2008                      10.30am - 4.30pm      (Lunch provided)**  
**Newcastle University, 16/17 Framlington Place**  
**Facilitator: Professor Alan Mortiboys**

By the end of the session, participants will be able to:

- Create a useful set of session objectives
- Select appropriately from a range of methods to engage their students in active learning
- Review their sessions in terms of their own performance, explanations and use of audio visual aids
- Use methods for getting prompt feedback from students about their learning

## **OSCE Training: Assessing Clinical Skills**

**Tuesday 29<sup>th</sup> April 2008      1.30 – 5.00pm      (Lunch 1.00pm)**  
**North Tyneside General Hospital, Education Centre**  
**Facilitator: Prof Roger Barton**

The OSCE has established itself as a reliable and effective means of assessing clinical and communication skills. However, as with all methods of assessment, it has its strengths and its weaknesses. This is a practical hands-on session, designed to give anyone involved in OSCEs the information and skills to enable them to feel more confident in examining the OSCE.

## **"Dealing with unprofessional behaviour: Is fitness to practice the only answer"?**

**Friday 16th May 2008      1.00pm - 3.00pm      (Lunch 12.30pm)**  
**University Hospital North Durham,**  
**Facilitators: Prof S Cholerton & Dr PM Bradley**

The gradual refinement of assessment methods introduced for the clinical years of the MBBS curriculum has brought about a more robust scrutiny of students' professional behaviour. The benefit of this has been the identification in a systematic way of inappropriate behaviours, actions or general concerns. This session will look at the different routes available to us in resolving such matters. The event will involve plenary and small group sessions and case studies will support the discussions.

The teaching sessions are informally run, friendly and participative in nature. The optimum number of participants for each staff development training session is determined beforehand and in most cases the group size is kept fairly small to encourage maximum participation. When you have a confirmed reserved place on a session it is important that the date is added to your diary and that you contact us if you are unable to attend, the Facilitator can reserve the right to cancel the session in the event of low attendance on the day.

If you would like to attend any of these training sessions, please contact:-

Jacqueline McAloon      Staff Development Secretary      Tel no (0191) 222 6683  
Email: [j.mcaloon@ncl.ac.uk](mailto:j.mcaloon@ncl.ac.uk)      or

Phil Diggle      Teaching Co-ordinator      Tel no (0191) 222 5438  
Email: [Phil.Diggle@ncl.ac.uk](mailto:Phil.Diggle@ncl.ac.uk)

Staff Development (MBBS), 16/17 Framlington Place, Newcastle University,  
NEWCASTLE UPON TYNE, NE2 4AB

**\*Please provide us with your work contact details when booking sessions.**