

Bristol HPE Event-Tuesday 27/4/2004: Conflict Resolution in the workplace/Medical Humanities

1. Outcomes

❖ What were your aims/expectations for the day?

Refresh negotiation skills; first introduction to medical humanities.
 Consolidate information & knowledge I have regarding negotiation skills and communication styles;
 find out what medical humanities are.
 To meet up with other newly qualified GPs (as I am new to this area).
 Learn negotiation skills; I had no idea what medical humanities was!
 Open-minded.
 Did not know what to expect.
 Open-minded!
 Open-minded; interested to learn about medical humanities.
 Better understanding of conflict.
 Bond with like-minded peers; gain some tools for dealing with awkward situations at work.

❖ Did you learn what you intended?

Open to anything-yes.
 Yes: conflict can be positive.
 Yes (x2).
 Yes: useful discussion re: conflict negotiation.
 Pleasantly surprised with conflict.
 Better than expected.
 Yes, and more (x2).
 Very useful thinking about conflict resolution; interactive session.

❖ How do you think you will use this learning?

Better position in negotiating.
 Consider using art-for myself rather than in consultations.
 Settling conflict both in surgery and in personal life.
 Practice negotiating with colleagues; patients' agendas too.
 Conflict resolution-new strategies always useful when the old ones fail. Humanities-encouragement that this is important.
 May pursue own creativeness more.
 More thought re: own behaviour in conflict resolution.
 Develop more awareness of life from a patient's view; be able to be more understanding in a conflict situation.
 In everyday practice.
 To broaden my horizons (in particular in medical humanities).

2. **Process**

❖ How could we make today's session better for you?

It was very good.
 Lunch was excellent too!
 Coffee when we arrive!
 More parking.
 Better directions at getting there, especially at the venue.
 Can't think of anything, unless you can improve Bristol's traffic and parking!
 Finding the venue was difficult!
 It was very, very good, due to mix of group work and video clip discussions.
 It was fine & laid back.

3. **Planning**

❖ What further learning needs you have identified from today?

Keep on being aware about negotiation techniques and using them in real life situations.
 Explore poetry and narrative based medicine more deeply.
 Creative writing, poetry and painting.
 Strategies to enable expression of my medical humanities side!
 I want to read more "arty" things, rather than medicine!
 Poor negotiation skills.
 More awareness of current research into medical humanities.

❖ How might you address these learning needs?

Literature search and reading.
 Compose Haikus on the way home; putting some of the strategies into practice.
 Give myself time to read more arty things.
 Start using these techniques to help me deal with tricky situations/problems.
 Wider reading.
 Keep practising.

❖ Any other thoughts or queries?

My needs and ways of addressing them may be rather lofty aims! But you have to start somewhere!

If you would like a copy of this form sent to you for your PLP folder, please add your email address here:

If you are sending this form back to us electronically, please forward it to me at:
cpminas@blueyonder.co.uk