



medical mediation
foundation
resolving conflicts in health and social care



BEREAVEMENT TRAINING
INTERNATIONAL
baby & infant loss consultancy



MANAGING CHALLENGING CONVERSATIONS

How to build rapport and trust when delivering difficult or unexpected news to parents.

An interactive, multi-disciplinary workshop focused on learning and practising key mediation and communication skills for supporting professionals to deliver difficult or unexpected news.



SARAH BARCLAY

Founder and Director
Medical Mediation
Foundation (MMF)



PAULA ABRAMSON

Founder & Principal
Bereavement Training
International

"The course was interactive with many practical sessions which really helped to extend the learning and make the content memorable. We would certainly recommend this course."

**Helen Kirton, Senior Head of Care
Noah's Ark Children's Hospice**

WHO SHOULD ATTEND:

Professionals of all disciplines working in a children's hospice setting.

COSTS:

£1,500 plus VAT for a group of up to 25 participants. (Travel & accommodation costs added for in-person sessions.)

TO FIND OUT MORE:

admin@medicalmediation.org.uk

020 3923 7093

MANAGING CHALLENGING CONVERSATIONS

An interactive, multi-disciplinary workshop focused on learning and practising key mediation and communication skills for supporting professionals to deliver difficult or unexpected news.

COURSE CONTENT:

- Explore the challenges and impact on health professionals of managing difficult conversations with parents • Understand the triggers and causes of communication breakdown
- Learn different models for delivering difficult or unexpected news
- Practice key mediation and communication skills for managing challenging conversations
- Learn strategies for self-care

WHO SHOULD ATTEND:

Professionals of all disciplines working in a children's hospice setting.

COSTS:

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OUR SPEAKERS:



SARAH BARCLAY

Founder and Director
Medical Mediation Foundation (MMF)

Sarah Barclay is the founder of The Medical Mediation Foundation (MMF), a not for profit organisation providing mediation and conflict management training to NHS hospitals. She is an accredited mediator and also Co-Director of The Evelina Resolution Project, which provides mediation and conflict management training to clinical and non-clinical staff at the Evelina London Children's Hospital.



PAULA ABRAMSON

Founder & Principal
Bereavement Training International

Paula Abramson is the founder of Bereavement Training International, a baby and infant loss training consultancy. She is a psychotherapist and training facilitator, specialising in providing bereavement support to families and training for professionals following the death of a baby or child. Her training covers the impact on professionals, breaking bad news, communication skills, theories of grief, memory making, and learning from families.

BOOK YOUR PLACE:

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