



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.

A virtual, 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**

### DATE:

Monday 27th November  
9.30am-1.30pm

### WHO SHOULD ATTEND:

Professionals across all disciplines working in paediatric, neonatal and children's hospice settings.

### COSTS:

£75 plus VAT per person

### TO FIND OUT MORE:

[admin@medicalmediation.org.uk](mailto:admin@medicalmediation.org.uk)

020 3923 7093

# MANAGING CHALLENGING CONVERSATIONS

Monday 27th November, 9.30am-1.30pm

A virtual, 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

BOOK YOUR PLACE:

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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.

