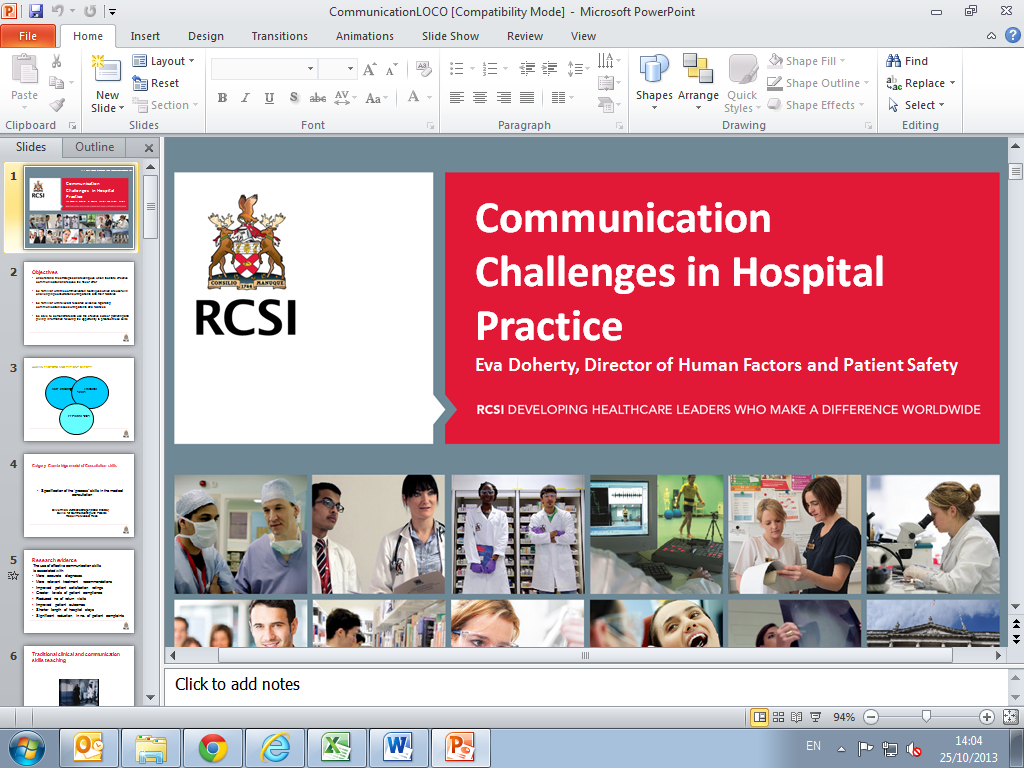
HUMAN FACTORS IN PATIENT SAFETY

**Professional Interactions programme**



**Date: 2016/2017**

## Class: ST 1, Module 3

Faculty: Eva Doherty

Dara O’Keeffe

Angela O’Dea

**9.30am Introduction, Course Objectives**

9.45am Group discussion and feedback re: conflicts in the workplace

10.00am Communication drawing exercise and manipulation tricks

**11.00 Coffee Break**

11.20 Indian talking stick exercise and demonstration

11.45am Bullying and Assertiveness

**1.00pm Lunch**

2.00pm Four rotating stations 30 mins each

Handover discussion

Sim case

Colleague conflict: open theatre

Colleague conflict: chaperone

**4.30pm Plenary & Close**