

*Time*

*Workshop*

09:00 – 09:30

**Introductions & establishing the group agenda**

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**MORNING SESSION**

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09:30 – 09:45

**Patient-Centred Consultations**

Objectives for patients and doctors

Calgary-Cambridge Guide

Structure, Process, Content and Outcomes

09:45 – 10:15

**Observing, identifying and describing consultation skills**

Objectives for gathering information

Structure, skills and outcomes for gathering information

10:15 – 11:00

**Individual practice with colleagues, feedback & learning points**

11:00 – 11:15

*Break*

11:15 – 11:45

**Specific challenges**

Time limitations, talkative or quiet patients, going off track, couples or groups, empathy, emotions, different agendas, expectations

11:45 – 12:45

**Explaining & Planning in Consultations**

Objectives for sharing information and decisions

Structure, skills and outcome for E&P and shared decision making

Observe, identify skills and provide suggestions for change

12:45 – 13:00

**Preparation for individual practice after break**

13:00 – 14:00

*Lunch Break*

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**AFTERNOON SESSION**

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14:00 – 14:15

**Questions/discussion**

14:15 – 15:00

**Individual practice with colleagues, feedback & learning points**

15:00 – 15:30

**Challenges with explanation & planning**

Checking patient understanding, shared decision making, & sharing professional recommendations

15:30 – 15:45

*Break*

15:45 – 16:45

**Specific challenges**

Breaking Bad News, emotions, empathy

16:45 – 17:00

*Feedback & Close*

*This is a sample table and is intended to be flexible to meet the specific learning agenda of each group.*