

**“Humanising Healthcare”**

**Leadership Forum from FMLM Scotland**

**Tuesday 18<sup>th</sup> May 2021**

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| 0930 | Welcome and housekeeping  | Dr Trudy Foster  |
| 0935 | Supporting and sustaining our Workforce   | Gregor Smith, CMO  |
| 0945 | <p>Plenary session</p> <p><b>Better Conversations, Better Outcomes: Love over Fear in Health Care</b></p> <p>In 2019, John Sturrock conducted a review for the Cabinet Secretary for Health into allegations of bullying in NHS Highland. He will draw on this experience and also on his extensive role as a mediator, consultant and observer of policy, political, public sector and business decision-making over the past twenty years.</p>  | John Sturrock QC, Mediator and Author of Review into allegations of bullying in NHS Highland |
| 1030 | Movement time   |  |
| 1035 | <p><b>The Art of Communication - The Human Elements</b><br/><b>(Why we do what we do and say what we say)</b></p> <p>When we understand the foundations that influence communication, we immediately have a framework for any communication exchange. This presentation will share those foundations which are connected to human behaviour, our emotions, our beliefs, values, needs and wants. It’s fascinating and promises to provide you with communication tactics you can rely on and use immediately.</p> <p>Cathy is a communication practitioner who has used all of the skills she shares, often in testing situations where the stakes are high and time is tight. Working at the sharp end she relates to the challenges within healthcare and is delighted to share a few tactics that will be helpful in every communication exchange.</p> <p>The presentation also connects neatly to our other presentations about Kindness in Healthcare and Handling Conflict.</p> | Cathy MacDonald<br>Former Police Scotland crisis and hostage negotiator                      |
| 1120 | Movement time   |  |



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| 1125 | <p>Breakout sessions – choice of:</p> <p><b>1. Kindness in Healthcare</b><br/>Kindness as a concept related to kin and kinship has recently started to enter the lexicon of public policy, and sits at the heart of Scotland's National Performance Framework. How does this relate to our work in health and care, and what are the barriers to both individuals and services being kind?</p> <p><b>2. Better Conversations, Better Outcomes: Handling Conflict More Effectively</b><br/><i>"I wish we'd had this conversation a year ago"</i> is a familiar theme. In hindsight, we often feel that things could have been dealt with better at an earlier stage. But how can we try to ensure that conversations, communications and negotiations are handled well at the right time in what are often very pressured situations? How can we separate people from the problem and treat those with whom we may disagree with dignity? This workshop will offer some tips and techniques drawn from years of experience.</p> | <p>1. Grecy Bell, Associate Medical Director, NHS Dumfries and Galloway and Elizabeth Kelly, Carnegie UK Trust Associate</p> <p>2. John Sturrock QC, Mediator and Author of Review into allegations of bullying in NHS Highland</p> |
| 1210 | Movement time  |   |
| 1215 | Plenary session<br><b>"Making humanity in healthcare a reality"</b>  | Shumela Ahmed, Managing Director, Resilience Learning Partnership   |
| 1300 | Movement and catch-up time   |   |
| 1310 | FMLM 10 years on   | Dr Paul Evans   |
| 1325 | Closing remarks  | Prof Mayur Lakhani  |