



EdgECumbe's new web-based learning resource, EdgECumbe Health Online, provides high quality training in understanding and handling concerns about performance. Training that is practical, interactive and cost effective.

Handling Performance Concerns: a practical guide

Many medical managers and educators lose sleep over the prospect of a difficult or sensitive conversation with a doctor about performance concerns. We are often asked to provide some practical and accessible guidance to help them manage these conversations effectively. EdgECumbe Health Online can now provide that guidance.

This simple yet comprehensive programme will navigate you through some example scenarios to give you practical skills and techniques for handling those difficult conversations. All the material has been drawn from EdgECumbe's first-hand experience of working with doctors to address performance issues.

The resource consists of 2-3 hours of online learning (broken into 20-30 minute modules), with the option of a half day face-to-face workshop if there is a requirement for more intensive skills practice. The workshop builds on the online content and provides opportunities, guided by skilled tutors, to practise some challenging conversations with doctors and trainees.

The programme design and content have been developed by our own subject matter experts working with experienced appraisers and former Medical Directors.

What does it cover?

The online content is easy to access and can be completed at any time to suit your schedule. It is interactive, engaging and includes case studies and 'try it out' activities. It also includes video material from one of our experts demonstrating the skills required. Modules include:

- How to discuss concerns
- How to manage a doctor in need of support
- Focus on a Consultant
- Focus on a New Consultant
- Focus on a GP
- Focus on a Trainee
- Try it out: Challenging conversations

