

Patient Safety, Human factors and Communication - Global perspectives

One-Day Workshop 8:30 AM – 5:00 PM						
Session	Time	Type	Topic	Faculty	Format	Notes
Opening	8:30 AM – 9:00 AM	Admin	Registration	—	—	
Session 1	9:00 AM – 9:30 AM	Lecture	The Anatomy of Communication Failure – When the Right Diagnosis Was Not Enough	Faculty	Lecture	
Session 1	9:30 AM – 10:00 AM	Lecture	Your Body is Talking – Non-Verbal Communication in High-Stakes Encounters	Faculty	Lecture	
Break	10:00 AM – 10:30 AM	Break	Tea Break	—	—	
Session 2	10:30 AM – 11:00 AM	Lecture	The Empathy Engine – Listening as a Clinical Intervention	Faculty	Lecture	
Session 2	11:00 AM – 11:30 AM	Lecture	Fire Without Smoke – Assertiveness, Hierarchy and Speaking Up in the Resus Room	Faculty	Lecture	
Session 2	11:30 AM – 12:00 PM	Lecture	When Words Wound – Navigating Conflict, Complaint and the Difficult Encounter	Faculty	Lecture	
Session 3	12:00 PM – 12:30 PM	Lecture	The Hardest Sentence – Breaking Bad News	Faculty	Lecture	
Session 3	12:30 PM – 1:00 PM	Lecture	What the Patient Needed to Hear – Senior EM Voices on Regret, Growth and the Conversations That Stayed	Faculty	Lecture / Panel	
Break	1:00 PM – 2:00 PM	Break	Lunch Break	—	—	
Session 4	2:00 PM – 4:00 PM	Small Group	Small Group Discussions	Faculty	Small Group Discussion	
Closing	4:00 PM – 4:30 PM	Assessment	Post-Course Quiz	Faculty	Interactive Quiz	
Closing	4:30 PM – 5:00 PM	Ceremony	Feedback and Certificate Distribution	Faculty	—	