

Understanding Bullying & Workplace Conflict learning day (online) Friday 28th June 2024

Fri 28 June 2024, 09:15-16:15

Online via MS Teams

Open to SAS-grade doctors and dentists
in NHS Scotland & associated hospices



[Click here to register interest!](#)

The SAS Development Programme is pleased to announce a two-part virtual learning day on **Understanding Bullying & Workplace Conflict**. Across two interactive workshops, expert facilitators will guide participants on understanding and addressing issues of bullying, harassment and interpersonal conflict in a healthcare context. Please see page 2 of this flyer for programme details.

This learning day is tailored to the context of SAS-grade doctors and dentists working in Scotland, and is free to attend. Please note this event is limited to 15 places; if interested, please complete the link above and we will notify you as soon as possible on whether we can offer you a place.

Full attendance at this day is accredited for 6 CPD points by our accredited facilitators, Deduci.

Please contact [**SASDevelopment@nes.scot.nhs.uk**](mailto:SASDevelopment@nes.scot.nhs.uk) for any queries

Programme details

09:15-12:30 Morning session: Understanding Workplace Bullying

Accusations of bullying are becoming more common in medicine and this may be the result of a growing appreciation of the right of health staff not to tolerate such behaviour. Anecdotal evidence suggests that doctors are less likely to admit to experiencing bullying compared to other healthcare workers. Some argue that the established culture of the medical professions is one that potentially perpetuates an environment of bullying and harassment, especially during training.

By the end of the morning session, delegates will be able to:

- Understand the differences and similarities in bullying, victimisation and harassment
- Recognise the signs of overt and covert bullying
- Identify the risk factors, legal implications and impact of bullying and harassment
- Understand the roles of the GMC, BMA and employing Boards in addressing these issues, and what protection tools are available

13:00-16:15 Afternoon session: Intro to Coping with Workplace Conflict

Conflict exists in every organisation and to a certain extent indicates a healthy exchange of ideas and creativity. However, counter-productive conflict can result in dissatisfaction, reduced productivity, poor service to patients, absenteeism and increased staff turnover, increased work-related stress or, worse case scenario, litigation based on claims of bullying or a hostile work environment.

This practical workshop explores simple strategies to raise awareness of how you can manage conflict at its early stages to ensure it remains 'healthy conflict', and minimise the emotional outfall.

By the end of the afternoon session, delegates will be able to:

- Describe how conflict can arise in the workplace
- Identify personal triggers and frustrations within the workplace
- Encourage respect through responding to and dealing effectively with difficult situations.