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## Programme

13.45 - 14.00 **Welcome and Introduction**

*Dr Lynne Meekison, Associate Postgraduate Dean (SAS), NHS Education for Scotland*

14.00 - 15.00 **Dealing with Difficult Situations in the Workplace: Some Practical Tips and Ideas**

*Professor John Sturrock QC, Founder and Senior Mediator, Collaborative Scotland and author of 'Cultural issues related to allegations of bullying and harassment in NHS Highland: independent review report'*

15.00 - 15.10 Comfort Break

15.10 - 16.10 **Understanding Human Factors to Improve Patient Safety and our Performance**

*Professor Peter Brennan, Consultant Maxillofacial Surgeon and Honorary Professor of Surgery, Queen Alexandra Hospital, Portsmouth*

16.10 - 17.00 **Compassionate Leadership**

*Professor Michael West CBE, Senior Visiting Fellow, The King's Fund / Professor of Organisational Psychology, Lancaster University / Emeritus Professor, Aston University*

**Approved for 3 CPD points**