



Best online resources for the communication module.

- <https://emcrit.org/emcrit/brindley-sessions-rudeness/> - great series of podcasts discussing difficult communication and conflict resolution in the critical care environment.
- <http://stemlynsblog.org/jc-the-impact-of-rudeness-on-medical-team-performance/> - comprehensive blog post and podcast about a very interesting paper on how rudeness affects the functioning of teams.
- <https://www.ncbi.nlm.nih.gov/books/NBK2637/> - Great chapter on professional communication. Nice summary of a number of the concepts covered in the module.
- <http://resus.me/learning-to-speak-resuscitese/> - interesting post about the dangers of using 'mitigating language'
- <http://resus.me/smacc-2013/smacc2013-making-things-happen/> - a must listen for anyone thinking about effective communication and conflict resolution the resus room

- <http://changingminds.org/principles/framing.htm> - Nice short post about using framing and re-framing to enhance powers of persuasion
- <https://emergencypedia.com/2014/09/22/graded-assertiveness/> -comprehensive post with lots of practical tips on graded assertiveness
- <https://emergencypedia.com/2015/01/30/presenting-a-patient-case-like-a-pro/> - A great post on how to present cases and handover effectively.
- <https://www.youtube.com/watch?v=EUNII8Wlaps> - great video explaining the concept of below ten thousand feet.
- https://www.ted.com/talks/celeste_headlee_10_ways_to_have_a_better_conversation - great TED talk on How to have a better conversation
- <https://www.thehappynd.com/blog/bid/285327/Disruptive-Physician-Toolkit> - nice article on an approach to difficult conversations with administrators