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Dealing with the crying patients

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Background & Aims: At the end of this workshop the participants will be able to identify and to carry out, in real practice, the strategies in communication with crying patients.

Methods: and Subjects: The critical incident technique and small group work will be used as educational methods during the workshop. The participants are expected to be General Practitioners/Family Doctors or any other health care professionals working with the patients. The critical incident technique is based on the participant's experience; a description of the specific incident, patient's case that has happened to them in reality. They will be asked to describe their latest experience with a patient who suddenly started to cry within a consultation. Description will be in written form, and the following questions should be answered: Who was the patient? What were the reasons for crying? What did you exactly do (description of your behaviour, strategies) and why? How did you feel?

Results: The individual experience, patient's cases will be presented in small groups, followed by discussion. The expected results of the small group work are the formulation of the most appropriate strategies to communicate with the crying patients.

Conclusion: The workshop is a model of experiential learning and will allow the participants to share their experience in communicating with crying patients, as well as to share the emotions always present in such difficult consultation.