Session plan- Being open and honest when things go wrong

Speaking notes available in notes section of PowerPoint to aid delivery of presentation.

Group discussion activities on slides:
3- ice breaker/quiz style question to introduce session
6 & 7- to allow for critical thinking and discussion
14- sharing of ideas to promote empathetic thinking
20- further discussion from slides 6&7 to consider any changes in thinking following the session
23- video case study with opportunity to pause at 0:55 seconds. Opportunity to discuss and apply knowledge and ideas from session. Play remainder of video to confirm ideas.
25- opportunity for any questions.