Advanced CANDOR Disclosure and Apology Response Training Course

22 – 26 February 2027
Addis Ababa

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Training Center

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Ref: 1449_224612 **Date:** 22 – 26 February 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Advanced CANDOR Disclosure and Apology Response Training Course is a one-week advanced course for healthcare professionals, patient-safety leaders, risk managers, quality teams, clinical supervisors, and staff responsible for communication after adverse events. Participants leave with a CANDOR Disclosure and Optimal Resolution Implementation Portfolio linking event activation, immediate patient and family support, factual disclosure, sincere apology, caregiver support, system-focused review, fair resolution, documentation, learning, governance, and sustainment. Agile Leaders Training Center presents CANDOR as Communication and Optimal Resolution: a coordinated organizational response after unexpected patient harm.

Who Should Attend

- Healthcare professionals who may participate in disclosure conversations
- Patient-safety and quality leaders coordinating harm response
- Risk managers and patient-relations professionals
- Clinical supervisors supporting staff and patient-family communication
- Governance and improvement teams implementing CANDOR processes

The course assumes experience in healthcare safety, quality, risk, clinical leadership, or patient relations. It does not provide legal advice, determine liability, decide claims or compensation, or replace specialist clinical incident investigation.

Departments and Industries

The course supports healthcare organizations establishing a timely, transparent, compassionate, and learning-focused response to patient harm.

- Hospitals and specialist healthcare services
- Primary, ambulatory, and community care organizations
- Patient safety, quality, and clinical-governance departments
- Risk, patient relations, and complaint-resolution functions
- Workforce wellbeing and peer-support programs

Learning Objectives

By the end of this course, participants will be able to:

- Activate a coordinated CANDOR response following a potential harm event
- Prepare and conduct factual, empathic disclosure and apology conversations
- Support patients, families, and affected healthcare workers through follow-up
- Connect system-focused event review with fair resolution and learning
- Document communication, roles, actions, and commitments consistently
- Design readiness, governance, measurement, and sustainment arrangements

Course Agenda

Day 1: CANDOR Readiness and Event Activation

- CANDOR Process and Stakeholder Map
- Organizational Readiness and Gap Assessment
- Harm Event Triage and Activation Criteria
- Response Team Role and Contact Matrix
- Immediate Patient, Family, and Caregiver Support Checklist

Day 2: Disclosure and Apology Communication

- Disclosure Conversation Preparation Guide
- Known Facts, Uncertainty, and No-Speculation Framework
- Empathy, Acknowledgement, and Apology Practice
- Plain-Language Explanation and Understanding Check
- Questions, Follow-Up, and Communication Continuity Plan

Day 3: Caregiver Support and Event Review Interface

- Care-for-the-Caregiver Support Pathway
- Staff Psychological Safety and Role-Boundary Check
- System-Focused Review and Communication Interface
- Timeline, Contributing-Factor, and Consensus Record
- Patient and Family Involvement in Learning Plan

Day 4: Resolution, Documentation, and Governance

- Fair and Transparent Resolution Principles
- Resolution Team Responsibility Matrix
- Disclosure and Follow-Up Documentation Standard
- Learning Commitment and Action Tracking Log
- CANDOR Governance, Metrics, and Sustainment Dashboard

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Day 5: CANDOR Response Practice

- Exercise: Activate a Multidisciplinary CANDOR Response
- Exercise: Conduct an Initial Disclosure and Apology Conversation
- Exercise: Coordinate Patient, Family, and Caregiver Follow-Up
- Exercise: Link Event Review, Resolution, and Learning
- Capstone Exercise: CANDOR Disclosure and Optimal Resolution Implementation Portfolio

Practical Exercises

The course uses simulated adverse-event scenarios from hospitals, ambulatory care, diagnostic services, and community healthcare.

- Suggested activity: triage an event, activate the response team, and assign immediate actions.
- Suggested activity: disclose known facts, acknowledge uncertainty, apologize sincerely, and confirm understanding.
- Suggested activity: build follow-up plans for the patient, family, and affected healthcare workers.
- Suggested activity: connect review findings to resolution, improvement commitments, governance, and measurement.

FAQs

Who suits CANDOR disclosure and apology training, and what does it assume?

It suits healthcare professionals, patient-safety leaders, risk managers, quality teams, supervisors, patient-relations staff, and implementation leaders with relevant organizational experience.

What does CANDOR mean?

CANDOR means Communication and Optimal Resolution. It is an organized approach to communication, support, review, resolution, learning, and improvement after unexpected patient harm.

Does the course provide legal advice or decide liability?

No. Participants learn communication, coordination, documentation, support, governance, and implementation practices. Legal advice, liability findings, claims decisions, and compensation determinations remain with authorized specialists.

What should disclosure communication include?

Participants practice explaining known facts without speculation, acknowledging uncertainty, showing empathy, apologizing sincerely, answering questions, checking understanding, documenting facts, and arranging continued updates.

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What practical outputs do participants complete?

Outputs include a readiness assessment, activation checklist, role matrix, disclosure guide, support pathway, review interface, documentation standard, action log, governance dashboard, and integrated implementation portfolio.