



## IHC Patient-Centered Communication Series:

# Coaching for Impressive C.A.R.E.

### Introduction

When health care organizations want front-line staff to adopt critical strategies, such as improved service quality, supervisors are key. Without the active and consistent support of their supervisors, efforts to change staff behavior are less effective. Research indicates that staff learn what is important about their work from their direct supervisors.

Delivering impressive health care service with the goal of maintaining patient loyalty and achieving better health outcomes is a key strategy for most organizations. However, when many of their tasks are aimed at preventing mistakes, supervisors are sometimes challenged to interact with staff in ways that promote effective communication with patients and families. *Coaching for Impressive C.A.R.E.* was developed to address the need to provide supervisors with the skills to support staff behaviors taught in *Treating Patients with C.A.R.E.*

### The Program

*Coaching for Impressive C.A.R.E.* is a six-and-a-half-hour workshop that provides front-line supervisors with specific skills and techniques that will support and reinforce efforts by their employees to improve health care service. This highly interactive program uses situations presented on video tape, together with role play of their own experiences, to teach supervisors practical tools. Building on the C.A.R.E. model, supervisors learn an approach to interacting with staff that supports their use of Connect, Appreciate, Respond, and Empower with patients. By the end of the workshop, participants have created and rehearsed plans for working with specific employees.

For further information, please contact:

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