IHC’s Intensive Communication Skills Program is designed for practicing clinicians who seek to reconsider their approach to patient communication in the clinical setting. Potential participants might be aware of limitations in their communication skill set and interested in self-improvement. Clinicians may also seek out this program as they become aware of low patient satisfaction scores, patient complaints or malpractice litigation. Others may be referred by their organization as part of an overall quality improvement effort.

As difficult as it may be to initiate intensive communication skills training, it is far more difficult—and expensive—to replace professional staff. Administrators also recognize the potential liability risk and risk to reputation posed by clinicians with poor communication skills.

1. Improved patient care and satisfaction
2. Increased patient adherence and self-management
3. Increased healthcare team satisfaction
4. Reduction in medical error and liability risk

The Institute for Healthcare Communication (IHC) is a nonprofit organization that has provided evidence-based communication training to over 245,000 members of healthcare teams throughout the United States, Canada and abroad since 1989. IHC is an accredited continuing education provider (CME, CE and CNE).
WHAT DOES IT INVOLVE?
This program is predicated on best practices in clinician-patient communication and emphasizes standard large and small group learning formats to provide peer observation, feedback and coaching. It is built on participant engagement in four distinct areas:

- theories about communication;
- the value and ethical considerations of communication;
- the development of specific skills and techniques; and
- the impact of personal history on the clinician’s responses to different clinician-patient relationships.

The program fosters a productive learning environment free of embarrassment, threat or shame. Regardless of skill level, learning new ways of communicating requires risk-taking.

This highly-rated educational program is of sufficient duration to allow extensive practice, coaching and self-reflection. Learners are provided with preparatory materials and exercises, an intensive 2.0-day residential workshop, as well as guidance on arranging follow-up coaching and feedback*.

LEARNING OBJECTIVES
At the conclusion of this program, each clinician will be able to:
1. Step into the patient role and describe patient expectations, experience and perspectives in challenging interactions;
2. Develop insight into how one’s own prior life experiences can influence communication behavior with patients;
3. Recognize “hot button” situations that can negatively affect one’s own communication behaviors;
4. Demonstrate appropriate and effective communication strategies in interactions with patients who push these “hot buttons”;
5. Develop a core belief statement about what constitutes effective clinician-patient communication;
6. Demonstrate enhanced performance of fundamental skills when communicating with patients; and
7. Define the elements of effective feedback and apply these techniques to a coaching exercise.

WHEN and WHERE and COSTS
When   Friday, June 16 to Sunday, June 18, 2017
Where: Brown University, Providence, Rhode Island
Tuition: $2,800^ (includes breakfast and lunch each day)
(^ minimum 5 learners required for this rate)

The program is intended expressly for professionals who provide direct patient care. Submit your application to Laurie Mansfield at lmansfield@healthcarecomm.org.

* The cost for follow-up individualized coaching and feedback is not included in the workshop fee.