

Session 3 Communicating C.A.R.E.fully



80% of the problems we have when dealing with patients, co-workers, employees, and doctors can be tracked back to lack of or poor communication skills.

Have you ever given an instruction, expressed an opinion or suggested an idea, only to find that what you said had been totally misunderstood or completely ignored? In today's fast-paced and ever-changing workplace, we often find ourselves answering to many masters; patients, families, doctors, co-workers, and superiors. In the healthcare environment, being misunderstood is not only inconvenient and irritating, it could be lethal. Positive outcomes demand clear and effective communication. Creating a cooperative, productive organizational culture requires that leaders have the ability to persuade and influence others in a clear, honest and persuasive manner. That's what you get when you attend **Communication Strategies for Healthcare Professionals**".

Each attendee will:

- Receive a working definition of communication for healthcare.
- Discuss the 2 factors guaranteed to improve or impede professional or personal communication.
- Learn the difference between responding and reacting and techniques to control your choice and influence theirs.
- Examine the 2 communication skills most often missing in our workplace.
- Master the art of intentions and perceptions.
- Enhance their ability to express themselves in a way that makes patients feel appreciated and valued.
- Walk-away with the 3 Cs of communications.
- Learn the form of communication that gets the message across most powerfully