

Communication Strategies for Healthcare Professionals

Have you ever given an instruction, expressed an opinion or suggested an idea, only to find that what you said had been totally misunderstood? 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. 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. 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".

During this powerful session, you will:

- Receive a working definition of communication.
- Walk-away with 3 ingredients that always motivate someone to listen closely to your message.
- Examine the 2 communication skills most often missing in our workplace.
- Master the art of intentions and perceptions.
- Walk-away with the 3 Cs of communications.
- Walk-away with the most powerful words or phrases to use when dealing with all those difficult people:
- Learn how to defuse the toughest situations with the least effort.
- And much more...

 **For Success Seminars!**

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PO Box 54 Conover, NC 28613 (828) 256-9955 1-800 Motive8 fax:(828) 256-9959