



Advanced Skills in Clinician-Patient Communication

Seminar Schedule

Day 1

- 6:00 pm – 6:30 pm **Registration**
- 6:30 pm – 7:00 pm **Introductions and Course Objectives**
- 7:00 pm – 8:45 pm **Qualities and Behaviors of an Effective Communicator**
Reflection exercises
- 8:45 pm – 9:00 pm **Identification of Individual Learning Goals**

Day 2

- 7:30 am – 8:00 am **Breakfast**
- 8:00 am – 10:00 am **Clinician-Patient Communication to Enhance Healthcare Outcomes**
Premises and Research Evidence
Exercise: Frustrations
E4 Model: E1 & E2 Engage and Empathize
Exercise: Video Cast Study 1 – Identify Effective Communication
- 10:00 am – 10:15 am **Break**
- 10:15 am – 11:30 am **Clinician-Patient Communication to Enhance Healthcare Outcomes (cont.)**
E3 – Educate
Exercise: ASK-TELL-ASK
E4 – Enlist
Responding to realities of practice (computers in exam room, brief visits, productivity goals)
Exercise: Video Case Study 2 – Respond and Skill Practice
Final Exercise: Revisit Frustrations
- 11:30 am- 12:00 noon **Explore hot button issues and individual learning goals**
- 12:00 pm – 12:45 **Lunch**
- 12:45 pm – 2:30 pm **Coaching and Feedback Models**
Prep for Skills Practice with Simulated Patients
Advanced Skills Practice #1 with SPs – Clinical Interviewing and Feedback
- 2:30 pm – 2:45 pm **Break**
- 2:45 pm – 4:30 pm **Coaching and Feedback Models (cont.)**
Advanced Skills Practice #2 with SPs – Clinical Interviewing and Feedback
- 4:30 pm – 5:00 pm **Debriefing and Homework Assignment**

Day 3

7:30 am – 8:00 am	Breakfast
8:00 am – 10:30 am	“Difficult” Clinician-Patient Relationships <i>Premises</i> <i>Video Assessment – Experiencing “Difficulty”</i> <i>Acknowledge Problems and Discover Meaning</i> <i>Skills Practice 1</i>
10:30 am – 10:45 am	Break
10:45 am – 11:30 am	“Difficult” Clinician-Patient Relationships (cont.) <i>Opportunities for Compassion and Adjusting Boundaries</i> <i>Disclosing Unanticipated Medical Outcomes</i> <i>Skills Practice 2</i>
11:30 am- 12:00 noon	Explore hot button issues and individual learning goals
12:00 noon – 12:45 pm	Lunch
12:45 pm – 2:30 pm	Advanced Skills Practice #3 with SPs – Clinical Interviewing and Feedback
2:30 pm – 2:45 pm	Break
2:45 pm – 4:00 pm	Advanced Skills Practice #4 with SPs – Clinical Interviewing and Feedback
4:00 pm – 4:45 pm	Debriefing, Individual Learning Plans
4:45 pm – 5:00 pm	Evaluations and Closing Remarks