

# Enhanced Patient Communication:

## *Building Compassion, Communication and Trust*



The *Enhanced Patient Communication* seminar is designed to help clinicians refine and enhance their patient communication skills. The intensive 10-hour program allows participants to personalize the learning experience to address specific interests and "hot button" issues. Participants have multiple opportunities to practice new skills and receive individualized feedback.

Enrollment is limited to eight participants, allowing each clinician the opportunity to identify and work on individual goals. The seminar includes a behavior style profile, interactive discussions, a session on provider well-being and resilience, simulated patient exercises, and development of a personal Plan of Action identifying steps each participant can take to improve patient communication.

Each participant receives a post-seminar report with recommendations from the faculty. The report and the participant's Plan of Action can be released to a third party if requested by the participant.

Through this seminar, participants will:

- Understand how behavior style and personal history impact communication with patients
- Improve understanding and mastery of primary principles of effective clinician-patient communication
- Strengthen communication skills through practice with and feedback from simulated patients
- Enhance skills in managing challenging communication situations through identification of their own "hot button" issues, such as difficult patient encounters, communicating unanticipated adverse outcomes, saying no, navigating "the list", or motivating patients to change.

### **Schedule**

- **Day 1:** 6:00 pm – 8:30 pm *Snacks provided*
- **Day 2:** 8:00 am – 5:00 pm *Breakfast and lunch provided*

### **Follow-up Coaching Program**

An *optional* program provides follow-up and accountability to support improved communication and behavior change. The program offers six one-hour coaching sessions with a faculty member.

### **Who should attend?**

The seminar is targeted to clinicians who wish to improve their skills in this critical area. It is also designed to fulfill licensing board or credentialing recommendations for education. Physicians, physician assistants, advanced practice nurses, podiatrists, dentists and other healthcare professionals are invited to attend.

**CME and Fees:** CME is pending. The seminar fee is \$1,500. The *optional* Follow-up Coaching Program requires a separate enrollment and fee.

For more information,  
visit the CPEP website at <http://www.cpepdoc.org>  
or call 303-577-3232