

Improving Inter-Professional Communication

Working Effectively in Medical Teams



When communication problems strain colleague or staff functions, they can have a significant impact on patient care, and on team effectiveness. Healthcare professionals often do not realize how their communication may compromise patient care and impact their work satisfaction. This seminar is designed to give participants the skills they need to employ professional and effective communication in the workplace.

Participants will gain insight and develop strategies and skills to:

- Recognize individual behavior/communication styles and how those styles impact work teams
- Improve medical team member dynamics and patient care outcomes
- Support and maintain behavior change which positively impacts team member dynamics over time
- Develop strategies to increase resiliency, manage stress, and improve frustration tolerance

Seminar details

Sessions are personalized to meet the participants' needs. Enrollment per session is limited to 13 participants. The seminar includes a behavior style profile, interactive discussions, simulated work encounters, and development of a personal Plan of Action identifying steps each participant can take to improve their team communication.

Three faculty members with expertise in peer communication and team interactions lead each session. 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.

Optional Follow-up Program

An *optional* follow-up program is available to provide coaching with a qualified expert.

Who should attend?

This seminar is tailored to assist physicians and advanced practice professionals who could benefit from an improved understanding of how they communicate with their colleagues. It is also designed to fulfill licensing board or credentialing requirements or requirements for education.

The seminar is not designed to address significant disruptive behavior or anger management issues, physically aggressive behavior in the workplace, or untreated mental health conditions such as substance abuse or psychiatric conditions.

Fee: The fee for the seminar is \$2,500. The follow-up program has a separate enrollment and fee.

CME: This activity has been planned and implemented in accordance with the accreditation requirements and policies of the Accreditation Council for Continuing Medical Education (ACCME) through the joint providership of Memorial Hospital UHealth and CPEP. Memorial Hospital UHealth is accredited by the Colorado Medical Society to provide continuing medical education for physicians.

Memorial Hospital UHealth designates this live course for a maximum of 19.0 AMA PRA Category 1 Credits™. Memorial Hospital UHealth CME Committee, Planners and Faculty have no relevant relationships to disclose. Physicians should claim only the credit commensurate with the extent of their participation in the activity.

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