Education and Training Academy

**Training Center**

**Course Name: Communication Skills Course**

**Accreditation: Accredited by ANCC**

**COURSE OVERVIEW**

Communication skills are essential for high quality, effective, and safe medical practice. These skills are used for information gathering, diagnosis, treatment, and patient education. Every Health care employee as individual or a team member can contribute to the desired success by mastering the ability to communicate with others through different channels. Every interaction with others is an opportunity to develop trust and exert positive influence.

**TARGET AUDIENCE**

All Health Care Employees/ Front liners.

**OBJECTIVES**

*At the end of this course, participants will be able to:*

• Define effective and ineffective communication.

• Practice active listening to achieve communication goals.

• Differentiate between communication channels and choose the most appropriate one to convey message.

• Analyze communication barriers that interrupt communication circle.

• Summarize different methods of communication and decided when each is most suitable to convey clear message.

• Role-play excellent communication skills.

**TEACHING STRATEGIES**

Teaching learning methods utilized to assist participants in achieving course objectives include:

• Class room presentation.

• Independent study (reading, thinking).

• Role play.

• Discussion (seminar approach).

• Audiovisuals.