



CAHO

Committed to Safer Healthcare



Workshop on ENHANCED CLINICAL COMMUNICATION

ONLINE/ ONSITE - 1 DAY

Highlights

- Principles of communication
- Importance of communication skills in patient care
- How is it different from day to day communication
- Preventing and handling aggressive patient behavior
- Listening skills
- Handling adverse events
- Managing patient expectation
- Breaking bad news
- Non verbal communication
- Unacceptable communication
- Styles of communication
- Handing over : ISBAR
- Disclosure of medical errors
- Personality types & inter staff communication
- Group exercises and role plays

Who Should Attend

Clinicians, Administrators, Quality Team and Nursing Staff



Fees (inclusive of 18% GST)

Online- 2000 INR | Onsite - 2500 INR
10% discount for CAHO Members