

Communication Skills for the Healthcare Practice

“The biggest problem is communication is the illusion that it has taken place.”

George Bernard Shaw

Communications skills are one of the key factors affecting our success in our work lives as well as our personal relationships.

Join us for this 50 minute seminar to learn:

- The five A's of patient communication
- The steps of Active Listening
- The importance of avoiding jargon
- How important non-verbal communication is, and the key rules
- The four personality types, and why to consider them when communicating
- The basic rules of email etiquette for clear communication