

# communication skills HOW “CONNECTED” ARE YOU?

## LEARNING OBJECTIVES

for participants

1. Understand possible barriers and distractions to effective communications.
2. Discuss concerns related to technology and communication in the workplace.
3. Apply communication skills that will develop meaningful, connected, and mentally present professional relationships.



## COURSE OVERVIEW

Communicating with colleagues, other healthcare providers, and patients is essential to quality patient care. Utilizing effective communication skills is imperative when considering patient outcomes and enhancing professional relationships with individuals critical to the patient care equation.

Technology has added vast new resources to our communication arsenal; however, questions arise as to whether these new tools truly allow us to be more connected and mentally present.

In the professional environment, applications like Facebook, Twitter, LinkedIn, Skype, FaceTime, Instagram, and email, may be causing distractions and a false sense of communication effectiveness. When customers are polled as to why they stopped doing business with a particular organization, 68 percent cite a perception of indifference, whereas only 23 percent cite pricing and product quality. Is it possible that this perception of indifference involves a lack of communication skills, which tend to make people feel involved and appreciated?

This session will discuss barriers and distractions to effective communication, and provide a review of the communication components critical to staying mindful and connected.

**Course duration: two hours**

This course is P.A.C.E.<sup>®</sup> eligible.

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