

Outline of the Sessions

What you'll accomplish in conducting THE ESSENCE OF CARING program:

Session One:

- Identify why patients and families decide to use a particular health care facility.
- Use pre-recorded dramatizations to illustrate the significance of good service.
- Use pre-recorded dramatizations to analyze performance with patients and staff.
- Understand how attitudes are telegraphed to patients and staff.
- Conduct a participant's inventory of present patient relations, attitudes and practices.
- Develop familiarity with positive and negative communication in their relationships with patients and others.
- Examine our daily need for positive communication.

Session Two:

- Test participants' grasp of positive and negative communication and how to spot it.
- Gain understanding of other forms of communication – zero, crooked, hostile and plastic communication.
- Identify the consequences of these types of communication in dealings with patients and staff.
- Recognize the mastery of self as a requirement of good patient relations.
- Practice making patients feel important – because they really are important!
- The “how-to” approach to communicate with patients and their families.
- Practice vital telephone techniques.
- Master the art of listening to your patients and others.
- Learn how to ask good questions.

Session Three:

- Develop familiarity with the “how-to’s” of performing for patients.
- Review ways of learning for the benefit of others.
- Know when to make promises.
- Know how to handle special problems.
- Avoid the dangers of “too much knowledge.”
- Overcome the barriers to positive communication.
- Know the “ways” of practicing **THE ESSENCE OF CARING** principles.
- Deal successfully with a “problem” or complaining patients and families.
- Learn techniques for switching an angry patient into a satisfied one.
- Put **THE ESSENCE OF CARING** to work for you.

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