

## BASIC COMMUNICATION SKILLS IN HEALTH CARE

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### PURPOSE OF

**THE TRAINING:** THE PURPOSE OF THE PROGRAM IS TO IMPROVE THE DESIRED BEHAVIORS BY PROVIDING THE REQUIRED PRINCIPLES, METHODS-TECHNIQUES AND INFORMATION IN ORDER TO BE PRODUCTIVE, HAPPY AND SATISFIED THROUGH SUCCESSFUL INTERPERSONAL RELATIONSHIPS IN THE PERSONAL AND PROFESSIONAL LIFE

### PROCESS OF

**THE PROGRAM:** **COURSE DURATION :** THIS TRAINING PROGRAM IS 16 HOURS INCLUDING 12 HOURS THEORETICAL, 2 HOURS CLASSROOM PRACTICE AND 2 HOURS CASE STUDIES

**EXAM :** THOSE WHO SCORE 60 OR MORE OUT OF 100 POINTS WILL BE ENTITLED TO GET A CERTIFICATE AS A RESULT OF EXAM AT THE END OF THE PROGRAM

### WHEN THE PROGRAM IS COMPLETED THE

**PARTICIPANTS  
(ACQUISITIONS)** : AT THE END OF THIS TRAINING PROGRAM, PARTICIPANTS ARE EXPECTED TO HAVE ;

- ABILITY TO DEFINE BASIC PRINCIPLES OF PATIENT-HEALTHCARE PERSONNEL RELATIONSHIP
- ABILITY TO EXPLAIN THE COMMUNICATION PRINCIPLES USED IN SPECIFIC CASES
- ABILITY TO MAKE EFFECTIVE CONTACT WITH PEOPLE OF DIFFERENT AGES
- ABILITY TO IMPROVE EMPATHY SKILL
- ABILITY TO IMPROVE ASSERTIVE BEHAVIORAL TRAITS

- CONTENT:**
- THE DEFINITION, IMPORTANCE AND BASIC FUNCTIONS OF COMMUNICATION
  - SELF-RECOGNITION, SELF-RECOGNITION PRACTICES
  - TECHNIQUES TO COMMUNICATE EASILY WITH PATIENT
  - COMMUNICATION SKILLS : THERAPEUTIC COMMUNICATION SKILLS
  - LISTENING, USING BODY LANGUAGE, EMPATHY, EMPATHETIC COMMUNICATION
  - COMMUNICATION BARRIERS
  - COMMUNICATION WITH A CHILD PATIENT
  - COMMUNICATION WITH AN ELDERLY PATIENT
  - COMMUNICATION IN SOME SPECIFIC CASES
    - PATIENT WHO REFUSES TREATMENT
    - PATIENTS WHO CONSTANTLY MAKES REQUESTS
    - CRYING PATIENT
  - COMMUNICATION IN SOME SPECIFIC CASES
    - AGGRESSIVE PATIENT
    - PATIENT EXPERIENCING ANXIETY
  - COMMUNICATION IN SOME SPECIFIC CASES
    - INTROVERT/DEPRESSIVE PATIENT
  - COMMUNICATION IN SOME SPECIFIC CASES
    - PATIENT IN TERMINAL PROCESS
  - COMMUNICATION IN SOME SPECIFIC CASES
    - PATIENT/FAMILY EXPERIENCING LOSS AND GRIEF
  - STRESS MANAGEMENT AND CONFLICT RESOLUTION