

7 Essential Building Blocks of an Outstanding Patient Relationship:

Strategies for Understanding the Psychological Experience of Your Patient, Communicating with Them Effectively and Providing Outstanding Care

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This on-site program helps participants to achieve the following objectives to:

- 🔗 Explore and understand the psychological experience of being a patient:
 - Identify the 10 most common fears that patients often feel and discuss the impact that these fears have on their ability to engage with health providers
- 🔗 List 8 stressors that effect health professionals in a health care environment
- 🔗 Identify 2 interpersonal models for developing the clinician-patient relationship
- 🔗 Name 5 factors for building collaborative and effective treatment relationships
- 🔗 Mention 5 beneficial interpersonal patients outcomes that elevate quality of care
- 🔗 Select 4 heart qualities and explain why they help to effectively engage patients
- 🔗 Discuss 6 qualities of outstanding clinicians that can change a patient experience
- 🔗 Learn 7 effective speaking and listening skills to Improve communication
- 10 Tools for becoming more emotionally present as a health care professional

BENEFITS:

This program is designed to provide clinicians, allied health professionals and ancillary health care staff with greater understanding of the patient's psychological experience, to introduce them to a different way of relating to patients and teach them highly effective communication skills for making these relationship more effective, collaborative and supportive.

FORMAT for 7 Essential Building Blocks of an Outstanding Patient Relationship

- is offered in a short format (3 hrs) that introduces your staff to some of core concepts for building effective patient relationships and teaches them ways to be more receptive and responsive to each patient's situation.
- is most effective when presented as an expanded, full day program (6 hrs) Known as our conference day format, this more extensive version provides participants with an in depth experience, covering the full range of topics above. This dynamic experiential program provides a highly relevant, deeply meaningful experience that helps to promote positive changes in staff perceptions of their work and understanding of their patients.
- (NOTE: Program workbooks are included with the full day program and are a valuable resource that helps reinforce learning after your program concludes.

This program is from the broader curriculum, "Reawakening the Heart of Service," a workplace series from The Institute for Helping Professionals. The Institute is a consulting firm dedicated to helping professionals reconnect with their inspiration for serving others. For info about our programs, contact Joan at info@joanstenzlerlcsw.com 646-250-5379 or go to: our site: www.StressLessAtWork.com