

Essentials Skills for Effective Patient Relationships

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This on-site program includes discussions & group experiences that focus on:

OBJECTIVES:

- Dynamics of the Clinician-Patient Interaction
- Understanding Our Patients: Their 10 Most Universal Fears
- 8 Sources of Work-Related Stress in a Health Care Setting
- Factors for Building Collaborative Treatment Relationships
- Qualities of an Outstanding Clinician or Health Care Professional
- Maslow's Need Hierarchy: Understanding what Motivates our Patients
- Effective Communication: Learning to Listen, When to Speak, What to Say
- Our Desired Outcomes with Patients: Secrets for Maximizing Potential
- Qualities of Heart: Keys to Engaging Patients in a Therapeutic Setting
- Being Present Even When it's Hard: Becoming the Compassionate Witness
- 10 Tools for Being Emotionally Present as a Health Care Professional
- Daily Guidelines for Compassionate Professional Practice

BENEFITS:

This program is designed to provide clinicians, allied health professionals and health care staff with greater understanding of their patients and helps them feel more effective, engaged and connected to their inspiration and purpose for serving others!

FORMAT for Essential Skills for Effective Patient Relationships

- 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 his/her patient's situation.
- is most effective when presented as an expanded, full day program (6 hrs) Our conference format provides participants with an extended experience that is highly relevant, deeply meaningful and designed to promote permanent shifts in staff perceptions of their work and their patients.
- (NOTE: Program workbooks are included with the full day program and are a valuable resource that helps reinforce learning after program concludes.

This program is from the curriculum for "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 yogashrink@nyc.rr.com 646-250-5379 or go to: our site: www.StressLessAtWork.com