



18.0

MAINPRO+

9.5

MOC SECTION 3

OPTIMIZING COMMUNICATION FOR EXCELLENCE

Target Audience

Family physicians, specialists, IMGs, residents and other healthcare professionals.

NOTE: Registration is limited to 20 participants

Course Format

- Full-day, interactive course facilitated by two communication experts with extensive understanding of clinical challenges.
- Participants learn a simply four-stage communication model useful in a variety of clinical situations.
- Confidence gained in applying the framework through personal case-study practice with peers under the guidance of the facilitators .
- Post-program activities include a peer-check-in, 30-minute coaching session and reflection activity which all provide opportunities to share with trusted peers and program facilitators insights, successes, and challenges in a safe and positive learning environment.

Course Ratings

- Content relevance: **4.5/5**
- Content application: **4.4/5**
- Interactivity: **4.3/5**
- Facilitators: **4.6/5**
- Overall workshop rating: **4.4/5**

"I gained the tools and confidence to engage with my colleagues, staff and patients."

"Excellent communication skills taught and presented in a fun, logical and evidence-based manner."

"Very practical! Contains information on foundations of communication and relationships in a clinical setting."

*Data collected between Sep 2015-Sep 2016