



Effective Communication Skills for Healthcare Providers

Faculty of Pharmacy

Introduction

It is widely acknowledged that skilled communication is essential for all health professionals. Poor communication is a single most common reason for patient complaints against healthcare professionals. The healthcare provider who has strong communication skills will always be more effective in helping patients. Good communication has been shown to improve patient satisfaction, compliance and health outcomes.

Over the past 20 years, there has been a growth in communication skills research, and the implementation of communication skills programmes in entry-level healthcare programmes has become commonplace worldwide. Despite its recognition as a key competency for practice, communication skills teaching have not been routinely adopted in all health professional programmes, and discourse related to communication skills pedagogy remains less common outside this programmes.

Duration

7 hours




Who Should Join?

- Students preparing for careers as healthcare providers

Certification

Certificate of Proficiency in Master Class of Effective Communication Skills for Healthcare Providers by MAHSA University

What will you learn?

-  Understand the basic principles of effective communication for healthcare providers
-  Discover common difficulties encountered by the professionals and patients in a clinical setting
-  Able to identify barriers and distancing behaviors that occur in communication practice.

Content

- The communication proces
- Nonverbal and verbal communications
- Interviewing techniques
- Adapting communication to a patient's ability
- Patient education techniques
- Barriers and cultural sensitivity in healthcare communication