Enhancing Relationship Centered Communication Skills for Physicians and Advanced Practice Providers


Enhancing Relationship Centered Communication Skills is a facilitated learning program where participants from different clinical backgrounds will come together with skilled communication facilitators to build on existing skills. The foundational 1 day course addresses the objectives below. Learning occurs in small groups with ample opportunity to practice new skills in a comfortable setting while addressing common scenarios directed by learners. At the end of the course, learners will commit to 2 new skills to augment their current communication styles.

Objectives (Enhancing Relationship Centered Skills 1 Day Course):

- Understand the importance and value of effective communication
- Build rapport and relationships with others
- Acknowledge communication barriers, with special attention on the computer and time limitations
- Recognize another?s perspectives and concerns
- Negotiate an agenda for an encounter
- Ask questions using skilled open-ended inquiry
- Listen reflectively and respond with empathy
- Collaborate on a plan that others can follow

Advanced Offerings (Available to those who?ve completed the 1 day course):

- Advanced Micro Skills Boosters (These are short classes delving deeper into specific communication challenges such as anger, feedback, breaking bad news, conflict.)
- Book Club (Socialize with others interested in communication skill development to discuss books or articles related to communication skills.)
- Coaching (1:1 coaching by a skilled facilitator in your clinical setting)

Target Audience: UCSF Health Physicians and Advanced Practice Providers (CRNA, PA, NP, Midwife)

CME will be offered for the 1 day foundational course.

Other Information:
To register for any offering, please view Events tab. For any questions regarding registration please contact Angela Karahalios, UCSF Health Experience, at angela.karahalios@ucsf.edu or call 415-502-3770.