Relationship-Centered Communication Skills for Racial Equity in Healthcare

Course Description:

This 3 hour online workshop will build upon the prerequisite half-day fundamental relationship-centered communication (RCC) workshop by applying RCC skills to promote racial equity in healthcare. We will explore the impact of stereotype threat and unconscious racial bias on communication between patients and other members of the health care team. Participants will employ role-play to apply RCC skills as both preventative and restorative strategies in combating racism. Participants’ own cases will be simulated to enhance relevance and direct application of the workshop content.

Objectives:

Participants will:

1. explore the impact of their identities and unconscious racial biases on interactions with patients.

2. practice applying RCC skills to prevent the negative effects of stereotype threat and unconscious racial bias in their interactions with patients.

3. practice applying RCC skills to build or restore relationships when stereotype threat and unconscious racial bias have negatively impacted patients.

4. develop an action plan that supports application of skills in clinical and/or team contexts.

Target Audience: UCSF Clinicians. Prequisite: Half day Foundational Communication Skills and/or School of Medicine Diversity, Equity and Inclusion trainings are recommended but not required.

Book Club- This Event is currently on HOLD
Book Club is a social gathering meant to build community among those with shared interest in communication skills. Books and articles will be chosen for discussion. Facilitated discussion will help participants who've attended the Enhancing Relationship Centered Communication Skills Course come back together to discuss new material and consider how it builds on prior relationship centered communication skills.

Those who have not participated in the foundational half day course may participate in Book Club if space is available.

ADVANCED MICROSKILLS BOOSTERS-These Events are currently on HOLD

FOR COMMUNICATION CHALLENGES

Advanced Micro Skills Boosters are short sessions that build on the foundational half day course (Enhancing Relationship Centered Communication Skills). In these 90 minute sessions led by skilled facilitators, learners will delve deeper into specific common challenges in communication. In addition to application of foundational skill sets learned in the foundational course, targeted approaches and additional skills will be introduced. These courses follow the same structure of brief didactic material introduced in small group settings with skills practice. Four Micro Skills courses are now available: Anger, Conflict, Breaking Bad News and Feedback.

Anger: Anger can be a common challenge in a patient or family encounter. You may come across this scenario when emotions or stakes are high or expectations are not being met.

This 90 minute session will revisit skills learned in the foundational course with a targeted approach for engaging with an angry person. Additional tips for anger will also be introduced. Learners will have a chance to observe and participate in role plays of anger scenarios.

Learning Objectives: After the course, learners will be able to

- Describe increased self awareness in anger scenarios
- Apply a 3 step relationship centered approach to communication with a person who is demonstrating anger
- Describe 3 additional tips for anger scenarios (?I wish? statements, ?And vs. But? and ?Giving Control Back?)

Conflict: Conflict is common in many healthcare interactions between providers and patients/families and between healthcare team members. Specific examples include differences in expectations of patients vs. appropriate medical care, unmet expectations, differences of opinion and misunderstandings.

This 90 minute session will revisit skills learned in the foundational course with a targeted approach for engaging with conflict constructively. Additional skills for conflict scenarios will be introduced. Learners will have a chance to observe and participate in role plays of conflict scenarios.

Learning Objectives: After the course, learners will be able to
• Apply two specific tools to conflict scenarios
  ○ Climbing down the ladder of inference
  ○ Separating the person from the problem
• Apply a relationship centered approach to communication when there is conflict

**Breaking Bad News:** Breaking bad news is a common challenge in healthcare. Often, communicating bad news is thought of in the context of giving a diagnosis, such as a new terminal cancer. Perhaps more commonly, this skill set is helpful when a provider cannot offer a treatment that a patient wants or expects or when chronic opiates are being limited. This skill set is about preserving relationship while having these challenging conversations.

This 90 minute session will revisit skills learned in the foundational course with a targeted approach for ?breaking bad news.? Additional tips specific to this challenge will be introduced. Learners will have a chance to observe and participate in role plays of ?breaking bad news? scenarios.

**Learning Objectives:** After the course, learners will be able to

- Recognize common scenarios amenable to the ?breaking bad news? approach
- Apply a relationship centered approach to ?breaking bad news?
- Describe specific tips for breaking bad news, including ?I wish? and ?And vs. But? statements

**Feedback:** In professional working teams, giving and receiving feedback is an important part of open communication and ongoing improvement in how we work together. Being able to give and receive feedback while preserving relationship is an important skill set that can build mutual support while optimizing team and learner functioning.

This 90 minute session will revisit skills learned in the foundational course with a targeted approach for ?feedback.? Additional tips specific to ?feedback? will be introduced. Learners will have a chance to observe and participate in role plays of ?feedback? scenarios.

**Learning Objectives:** After the course, learners will be able to

- Apply a relationship centered approach to ?feedback? on teams
- Describe specific tips for giving and receiving feedback, including hierarchical situations.

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