



LET'S TALK

BREAKING BARRIERS TO
EFFECTIVE COMMUNICATION

WHY | Training

Communication with patients and between healthcare professionals and staff is a vital contributor to patient health. The positive results of effective communication are well documented and are essential in achieving:

- Increased recovery rates,
- A sense of safety and protection,
- Improved levels of patient satisfaction,
- Greater adherence to treatment,
- More effective use of time,
- Engaged staff.



The core of the training centers on 4 topics. Each topic is presented in a 60 to 90 minute session.

01

A Framework for Understanding Poverty for Healthcare Professionals & Staff

The environment people come from and live in has a dramatic impact on how they perceive and respond to the world around them. When we have a better understanding of the dynamics of each of the economic classes, we can better meet the needs of those that come to us for care.

02

Communicating With The Patient

It's easier to care for someone when you can receive and interpret their message and intent, and in turn they can receive and understand the information you provide. The challenge is knowing and avoiding the barriers of communication sent and communication received.

03

Communicating with Fellow Co-Workers: Building Better Working Relationships

The inherent challenges of working in healthcare allow staff to fall into poor communication habits. These habits erode workplace relationships. **Let's Talk!** is designed to direct attention to and strengthen communication between co-workers

04

Tough Conversation

This session draws from evidence-based frameworks and practices for constructively working through conflict. The knowledge will build participants' confidence to address tough situations and problem solving, and provide tools and strategies to have a solution-seeking focus.

The structure and design of the training is just as important as the content. Ultimately, we want the participants in any of our trainings to identify what needs to change in how they do their work, and take steps toward becoming more productive and effective in their job. To that end, all of our training programs include three critical components:

AQUIRE



Providing targeted skill development opportunities through a variety of learning methods.

APPLY



Engaging employees to learn and incorporate best practices on the job.

ASSESS



Evaluating at each step of the trainings to ensure knowledge acquisition and behavior change.

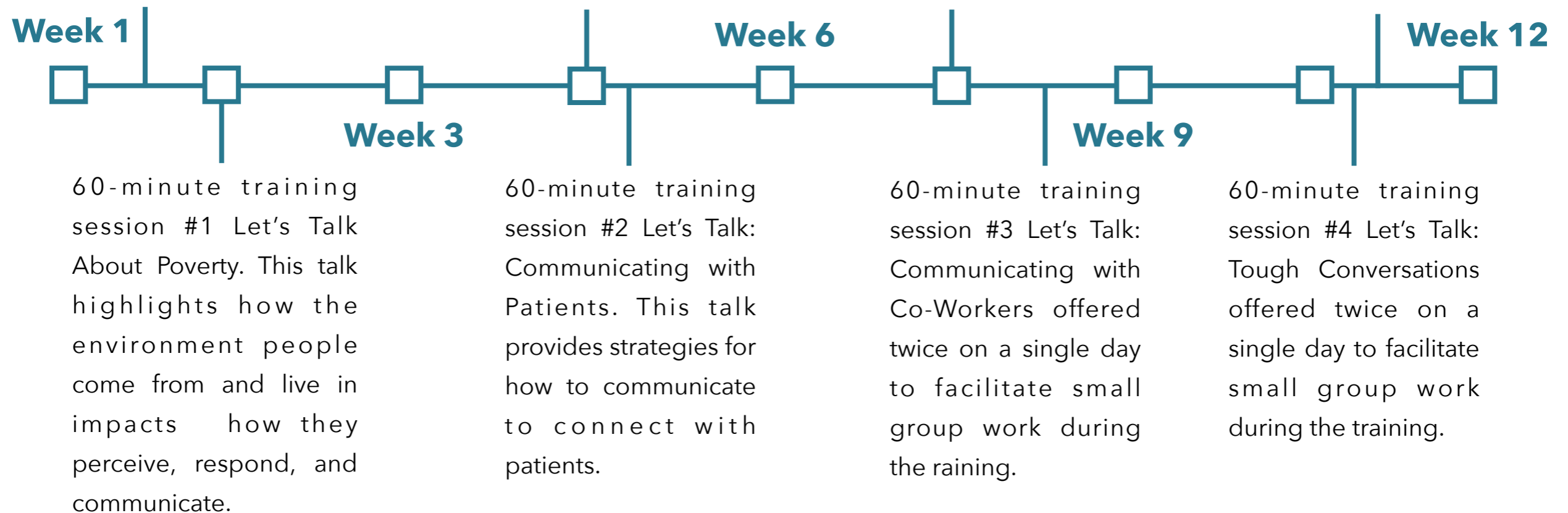
HERE IS HOW ONE MARYLAND HEALTH CENTER SCHEDULED THE “LET’S TALK” COMMUNICATION TRAINING FOR THEIR STAFF OF 100:

Staff complete an online survey on communication practices at their workplace.

Staff complete an e-learning session, available online, introducing a key communication concept and assessing understanding of Session #1.

Staff complete a second e-learning session assessing understanding, re-enforcing lessons learned, and introducing key communication strategies.

Team leaders receive a Facilitator’s Guide to continue the Let’s Talk working lunches with their smaller teams. All staff complete a final assessment online.





BE CURIOUS

PROVIDING OPPORTUNITIES FOR YOUR PEOPLE
TO REALIZE THEIR POTENTIAL

GRIFF
Strategic
Leadership

168 Severn Way, Arnold, MD 21012
Email: griff@griffhall.com
Phone: 410.279.6639

Focus. Energy. Direction

GRIFFHALL.COM