



3-Day Workshop  
November 4-6, 2018

## When Words Matter: Practicing Sensitive Conversations in Healthcare

### Description

Experience 4 programs with 1 visit! The Center for Excellence in Healthcare Communication and the Clinical Risk Management Team are excited to present this communication focused workshop.

**Day 1: R.E.D.E. to Communicate<sup>SM</sup>: Foundations of Healthcare Communication (FHC)** – We will introduce clinicians to the R.E.D.E. model<sup>SM</sup> of relationship-centered communication in healthcare and how it applies to any given practice to focus on relationship-centered communication to improve both patient and provider experience.

**Day 2: R.E.D.E. to Communicate<sup>SM</sup>: Delivering Bad News and R.E.D.E. to Communicate<sup>SM</sup>: Skills Based Session** – Hone your communication skills and practice sharing information with patients effectively and empathically.

**Day 3: Interactive Disclosure of Medical Errors Training** – Learn and practice how to navigate these challenging discussions to positively shape the nature and scope of the disclosure communication.

### Educational Methods

This workshop is grounded in educational theory, evidence-based best practices, and experiential learning. Participants' own experiences in healthcare and the collective experiences of the group will be leveraged to enhance learning. Various creative methods, including improv, action methods, and dynamic small group facilitation, will get everyone out of their seats and into a safe space to practice the wonderfully difficult skills needed to communicate effectively.

### Learn More

For more information visit [clevelandclinicexperiencepartners.com](http://clevelandclinicexperiencepartners.com) or call us at 216.445.1045.



### Your Next Step: Registration

November 4, 2018 - 8:00am-5:00pm  
November 5, 2018 - 8:00am-5:00pm  
November 6, 2018 - 8:00am-12:00pm

**Location:** 8615 Euclid Avenue,  
Cleveland, OH 44195

**Fee:** Registration is \$1,500 and includes breakfast and lunch. This activity has been approved for *AMA PRA Category 1 Credits<sup>TM</sup>*.