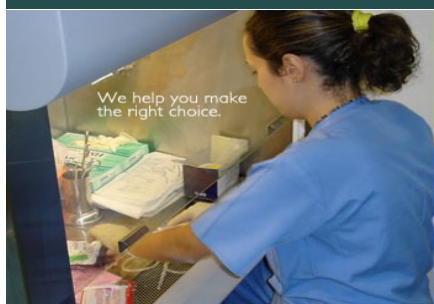


AMERICAN UNIVERSITY OF BEIRUT

HOW TO IMPROVE YOUR VERBAL AND PARA- VERBAL COMMUNICATION SKILLS

Objective

To help physicians develop their verbal and para-verbal skills through active listening and image



Language : English

Place : AUBMC or on-site

Target Audience : Physicians, medical students and residents.

For more information please contact External Medical Affairs (EMA), Monday through Friday between 8am and 5pm

The workshop will help physicians to communicate better with patients and colleagues with the purpose of improving patient care .

The presenters do not have any conflict of interest, such as financial interest in product or company presented, direct research support provided by a company, or other form of potential bias.

1 Day Course

Workshop Outline / Sessions

- 1- What does your voice tell the patient?
- 2- What does your patient's voice tell you?
- 3- What are the five intentions of your voice?
- 4- The para-verbal communication skills
- 5- The different communication styles
- 6- How to manage difficult conversations
- 7- Active listening: Implications in medical practice

Program Objectives

By the end of this workshop the participants will learn:

1. To understand the role of verbal and para-verbal communication
2. Voice as a reflection of who we are
3. Para-verbal gestures in communication
4. Learn how to manage difficult conversations

Upon completion of the program , the participants will receive:

CME Certificate