

Clear Communication for Healthcare Professionals

Audience: All employees who work in a healthcare setting

Duration: 15-20 minutes

About This Course

This quick-hitter course presents seven audio scenarios to highlight effective communication techniques. Each scenario prompts the learner to identify the technique, and provides feedback and tips for employing clear communication in any healthcare setting.

Topics covered include: acknowledging a language barrier, simplifying communication, open-ended questioning, non-verbal communication, and reflective listening.

Learning Outcomes

- Build awareness of common issues in cross-cultural communication
- Identify effective and ineffective communication techniques
- Develop a broader skill set for communicating clearly in cross-cultural interactions



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