



# Clinical Communication Program (CCP) Participant Overview

<b>Workshop name</b>	<b>Clinical Communication Program (CCP)</b> Comprehensive and proven program to intensively assist doctors to enhance their communication skills
<b>Target audience</b>	<ul style="list-style-type: none"><li>■ General Practitioners</li><li>■ Specialists</li></ul>
<b>Who should attend</b>	Doctors who wish to enhance their communication skills through intensive coaching and training to: <ul style="list-style-type: none"><li>■ Improve interpersonal performance</li><li>■ Reduce the risk of litigation or complaint</li><li>■ Assist them in undertaking a role that requires excellent communication skills</li><li>■ Fulfil a requirement for interpersonal skills training stipulated by a third party</li></ul>
<b>Objective</b>	To significantly improve participants' communication behaviours and skills leading to improved work performance, greater understanding and reduced exposure to complaints and litigation
<b>Expected outcomes</b>	<ul style="list-style-type: none"><li>■ Enhanced communication skills</li><li>■ Decreased complaints and litigation</li><li>■ Improved understanding and ability in the factors influencing interpersonal performance</li><li>■ Renewed interest and/or greater enjoyment in the practice of medicine</li></ul>
<b>Duration and format</b>	<p>The program centres around a 3-day program with preparatory and follow-up support and consists of three phases. As the CCP is a carefully designed process, it is important that doctors participate in all three phases of the program to gain maximum benefit.</p> <p><b>Phase 1</b> Preparation and goal setting (discussion with facilitator to determine reasons for attendance and to set personal goals for the program, reading of materials in the area of doctor-patient communication, audio-taping consultations, patient audit)</p> <p><b>Phase 2</b> Residential workshop (3 days) – see details below</p> <p><b>Phase 3</b> Implementation and coaching activities over a four-month period (mentoring to reinforce learning of new communication skills, patient audit and reflective survey)</p>
<b>Number of participants</b>	As the program provides intensive training and one-on-one guidance, numbers are limited to three participants per facilitator for the residential workshop





## Introduction

The training of doctors places great weight on the biomedical aspects of clinical care. While this training is essential, many doctors also realise the need to enhance a range of other skills that are required in order to be effective in their role, such as communication skills.

Communication habits can be formed over time that may not lead to the most effective outcome for the doctor and/or their patients. Awareness of the need to improve communication skills may come about for a number of reasons which lead doctors to enrolling in the program such as:

- Attendance at a short communication skills course that leads to a desire for more intense training and coaching
- Complaints or litigation
- Undertaking a role where they are required to role model excellent communication behaviour
- Identification of an issue of interpersonal performance by a third party

While there are a number of excellent half or full day large group communication courses now available, some doctors prefer and achieve more from small-group or one-on-one intensive training. It was for these doctors that the CCP was developed by the Cognitive Institute.

## Overview

The CCP is a highly intensive, structured and hands-on interpersonal skills program proven to greatly enhance communication skills and create significant behaviour and attitudinal change.

The program is conducted over six months and involves a total of 20 contact hours, four hours of telephone mentoring and counselling and six hours of reflective activities. In addition, doctors undertake clinical audits to gauge their pre-program and post-program practices and patient perceptions. A highlight of the residential workshop is the development of communication skills and techniques through the use of role-play scenarios (using actors) that focus on doctor-patient interactions. Importantly, participants leave with a workable plan for implementing change in their lives and support to achieve this over the months following the residential workshop.

### **A number of key elements contribute to participant success:**

- Tailored activities to meet the specific communication training needs of each participant
- Creation of a trusting, supportive environment conducive to learning and self-reflection
- Establishment of a climate free from embarrassment, threat or shame where participants feel comfortable extending themselves
- Development of a workable action plan to provide direction for participants in the long term
- Support from a facilitator throughout the whole program (before, during and after residential workshop) to assist with the change process





## Residential workshop

**The residential workshop is conducted over three days.**

During the residential workshop, participants focus on five areas (there is allowance within these for issues specific to each participant):

- Theories of communication
- Value and ethical considerations of communication
- Development of specific communication skills and techniques
- The effect of personal experience on communication performance
- Doctor-patient relationships – behaviour change
- Action plans and support for the real world

Most of the program is spent in small groups with one facilitator practising communication skills with simulated patients (actors) receiving coaching and feedback from facilitators and group members, reviewing videotapes of sessions and considering the impact of theories, values and personal history on the development of habits and ways of dealing with patients.

## Facilitators

The program is led by facilitators (Doctors), all of whom are leading educators and trainers in doctor-patient interactions and clinical communication skills. The Doctors who run the program are highly skilled at assisting participants to overcome personal and performance barriers to aid participants to achieve their own and the program objectives.

Coaching of participants throughout the process is an important role for facilitators.

Working one-on-one with Doctors throughout the program is a major contributor to the CCP's success as reflected in participant feedback and research.

## Testimonials

*Challenged the whole basis of my consultation technique and patient interaction.*

*I feel very confident about making significant changes in the way I deal with patients.*

*This material was not part of my training.*

*May have saved me years of consulting frustration.*

*Appreciated the atmosphere – rapport. Very supportive and non-judgmental.*

*Well presented. Well constructed. Very good feedback and very good explanations.*

*Simulated patients were particularly useful.*

*Just do it! You cannot imagine the benefits to you and your patients.*

*Increases communication skills – provides increased happiness for all personal and medical interactions.*

*Much more relaxed and empathetic with my patients.*

*Just listening in all situations is the most lasting benefit.*

For information on the Cognitive Institute, presenters and workshops visit [www.cognitiveinstitute.org](http://www.cognitiveinstitute.org)

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