**Care Experience Communication Resources Training Catalog | 2022-2023**

Comprehensive communication skills training program

|  |  |
| --- | --- |
| **Training** | **Description** |
| Fundamentals of Communication | A 2.5-hour workshop that provides education and practice on 5 fundamental communication skills that research recognizes as the foundational best practice skills needed for every patient communication situation to ensure rapport and trust are consistently built as well as patient adherence to the plan of care is successful.Content is based on Vital Talks evidence-based communication best practices. |
| Shadowing | The shadowing process allows for elbow support to providers with the opportunity for immediate application of new skills. It is a quick check on how Fundamental communication best practices are being applied in day-to-day patient interactions. Providers receive customized feedback and coaching on communication best practices that resonate with patients.   |
| Peer Partner Program | The Peer Partner Program is an opportunity for physicians currently practicing within HFHS to welcome new senior-level providers in a personal way. Participating physicians provide a sounding board and help acclimate their assigned partners to Henry Ford’s culture through a year-long meaningful and mutually beneficial relationship. Meeting monthly (virtually and/or in person), pairs will discuss suggested monthly topics related to personal and professional growth.  |
| Provider Coaching | One-on-one coaching session with a communication consultant certified in the International Coaching Certification (ICF) Process. The coach and clinician will confidentially explore challenging patient interactions and/or develop specific communication skills that can be applied consistently to benefit patients and care teams. |
| Culture of Caring | Thisinteractive class is designed to help the learner define what a care experience is and what behaviors align with creating that experience using our Culture of Caring behavior model. The foundation of this model is the Studer Groups, AIDET communication skills. |
| World Class Service Training | Workshop specifically designed for HFMG Customer Service Representatives (CSRs); rolled out as an annual CX training for all CSRs. Topics vary. |