

## Better communication in the health and medico-social sector



ML-70 3 Days (21 Hours)



### Description

Communicating well between colleagues in the same team strengthens available energy, motivation and therefore the quality of life at work. This training will allow you to develop your communication skills in caring for patients.

### Who is this training for ?

#### For whom

Doctors, caregivers, agents and executives.

#### Prerequisites

Aucune

### Training objectives

- Define team communication and its challenges Know your preferred mode of communication Acquire interpersonal communication methods Managing difficult communication situations Take a step back and know how to manage your emotions Standardize and transmit good communication practices to the team and new arrivals

### Training program

#### Définir la communication en équipe et ses enjeux

- Define the role of communication in a team.
- Locate your place as a communicator vis-à-vis your colleagues.
- Evaluate the impact of communication on quality of life at work and care.
- Take into account the recommendations of the HAS.
- Practical work Video on communication in a work team .
- Answer a questionnaire and build your team's communication plan

#### Développer ses compétences pour mieux communiquer avec ses collègues

- Identify your mode of communication: focused on the task or on the relationship.
- Cross the barrier of your habits and dare to change.
- Develop an assertive attitude , caring and empathetic.
- Acquire active listening techniques and the principles of Non-Violent Communication (NVC).
- Optimize your communication through "body language".
- Practical work Quizzes on assertiveness.
- Exercises on empathy.
- Scenarios on active listening techniques and CNV.
- Video to decipher "body language".

#### Gérer les situations de communication difficiles

- Analyze the factors that trigger tension or conflict.
- Accept the other in their personality and in their context.
- Know tips for better controlling your emotions .
- Defuse the escalation of conflict by recreating the interpersonal bond.
- Choose the winning objective with transactional analysis.
- Practical work Case study, difficult situations.
- Scenarios, look for the winner/win.
- Exercise, management of emotions.
- The transactional analysis on the winner/win

#### Proposer à son équipe des outils pour favoriser la communication

- Develop an action plan to facilitate communication with colleagues.
- Anticipate delicate situations.
- Select the tools to transmit to your department and new arrivals.
- Build your individual action plan: define the objectives and expected results with your colleagues.
- Practical work Synthesis and writing of communication rules for your team.