**Care Experience Communication Resources Training Catalog**

Comprehensive Communication Skills Training Program

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| **Training** | **Description** |
| Fundamentals of Communication | A 2.5-hour workshop that provides education and practice on five fundamental communication skills that research recognizes as the foundational best practice skills needed for every patient communication situation. These skills help to ensure rapport and trust are consistently built, as well as patient adherence to the plan of care. Workshops can be tailored to meet a variety of needs and audiences.  Content is based on VitalTalk’s 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 HFH 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. |
| Coaching for Communication Skills | This is a safe space for peer-to-peer conversations related to exploring how to further develop and integrate best practices described in Fundamentals of Communication by celebrating communication successes, identifying barriers, and troubleshooting communication challenges. They are one-hour (11:00am – 12:00pm), virtual opportunities, taking place every other Friday. Sessions are led by an CX Clinician Communication Consultant and are available for registration through HF University (search: Coaching for Communication Skills). |
| 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 Group’s AIDET communication skills tool. |