

LEARNING OBJECTIVES

6-4-20

DESIRED OUTCOMES: At the end of the activity, attendees will be able to:

- detect and decipher the nonverbal cues from patients and their family member to maximize communication.
- employ at least two techniques to defuse a potentially volatile patient interaction.
- reword phrases to facilitate communication between their patients and themselves.
- prepare to assess cultural diversity issues in communicating effectively with patients and families from different cultures, generations, and/or sexual orientation than yourself.