

Clinical Communication Workshop for Specialists and Candidates
On-Demand Sessions: August 1-19, 2023
Live Virtual Sessions: August 20-22, 2023
In-Person Course: September 8-10, 2023, University of Wisconsin, Madison -CTAC | Madison, WI

Part 1: On Demand Tuesday, August 1- Sunday, August 20, 2023		
Time	Topic	Presenter(s)
On Demand	Module 1: Using Communication to Achieve Your Clinical Goals Learning objective: to develop knowledge of and familiarity around the following: <ul style="list-style-type: none"> • Existence and role of interpersonal perceptions and assumptions in clinical communication • Concept of intentional communication • Ways to think about communication skills/domains of communication • The goal of connecting with the client as partner in care in a sustainable way, without allowing mistreatment/disrespect, etc 	<i>Dr. Ruthanne Chun</i>
On Demand	Module 2: Core Communication Skills I Learning objective: to develop knowledge of and familiarity around the following: <ul style="list-style-type: none"> • Open-ended questions • Reflective statements • Empathy • Nonverbal communication 	<i>Dr. Etienne Côté</i>
On Demand	Module 3: Core Communication Skills II Learning objective: to develop knowledge of and familiarity around the following: <ul style="list-style-type: none"> • Chunk and check • Pause • Ask • Signposting 	<i>Dr. Laura Garrett</i>

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Part 2: Live Virtual Sunday, August 20-Tuesday, August 22, 2023		
Time	Topic	Presenter(s)
Live virtual – dates/times arranged within small groups	Coaching Group 1: Developing and applying core communication skills <ul style="list-style-type: none"> Reviewing, developing, and applying information covered in the online modules: using communication to achieve clinical goals, and core communication skills Use this session as a preparatory step for the live in-person interactions with simulated clients 	<i>Dr. Ruthanne Chun</i>
Live virtual – dates/times arranged within small groups	Coaching Group 2: Developing and applying core communication skills <ul style="list-style-type: none"> Reviewing, developing, and applying information covered in the online modules: using communication to achieve clinical goals, and core communication skills Use this session as a preparatory step for the live in-person interactions with simulated clients 	<i>Dr. Etienne Côté</i>
Live virtual – dates/times arranged within small groups	Coaching Group 3: Developing and applying core communication skills <ul style="list-style-type: none"> Reviewing, developing, and applying information covered in the online modules: using communication to achieve clinical goals, and core communication skills Use this session as a preparatory step for the live in-person interactions with simulated clients 	<i>Dr. Laura Garrett</i>



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Part 3: In Person Day 1: Friday, September 8, 2023		
Time (Central Time)	Topic	Presenter(s)
7:00-8:30 pm	Welcome Reception	All

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Part 3: In Person Day 2: Saturday, September 9, 2023		
Time (Central Time)	Topic	Presenter(s)
8:30-9:30am	Introduction and Review of Skills from Modules 1) Increase familiarity with skills presented in online modules and discussed in live virtual sessions 2) Understand the process of interacting with simulated clients 3) Understand how these skills can be applied clinically	<i>All</i>
9:30-10:00 am	Delivering and receiving feedback in small groups 1) Learn/review effective interpersonal feedback techniques	<i>All</i>
10:00-10:15 am	Break	
10:15-11:30 am	Scenario 1 <ul style="list-style-type: none"> Identify communication skills that could be applicable to the scenario Navigate the scenario by interacting with the simulated client (objective for learner) Observe and provide feedback on the interaction to a peer (objective for observer) Apply one or more core concepts of the course, as applicable: engaging in joint decision-making with clients efficiently; breaking bad news while helping clients proceed with next steps; setting boundaries with clients and still maintaining a positive relationship; managing confrontational interactions with less stress; working with emotional clients without taking on their emotion; comfortably having a consultation with a client that has seen many other specialists 	<i>Dr. Shauna Blois Dr. Ruthanne Chun Dr. Etienne Côté Dr. Laura Garrett Dr. Darcy Shaw Dr. Ben Stoughton</i>
11:30-11:45 am	Break	
11:45 am-1:00 pm	Scenario 2 <ul style="list-style-type: none"> Identify communication skills that could be applicable to the scenario Navigate the scenario by interacting with the simulated client (objective for learner) Observe and provide feedback on the interaction to a peer (objective for observer) Apply one or more core concepts of the course, as applicable: engaging in joint decision-making with clients efficiently; breaking bad news while helping clients proceed with next steps; setting boundaries with clients and still maintaining a positive relationship; managing confrontational interactions with less stress; working with emotional clients without taking on their emotion; comfortably having a consultation with a client that has seen many other specialists 	<i>Dr. Shauna Blois Dr. Ruthanne Chun Dr. Etienne Côté Dr. Laura Garrett Dr. Darcy Shaw Dr. Ben Stoughton</i>

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1:00-2:15 pm	Lunch	
2:15-3:30 pm	<p>Scenario 3</p> <ul style="list-style-type: none"> Identify communication skills that could be applicable to the scenario Navigate the scenario by interacting with the simulated client (objective for learner) Observe and provide feedback on the interaction to a peer (objective for observer) Apply one or more core concepts of the course, as applicable: engaging in joint decision-making with clients efficiently; breaking bad news while helping clients proceed with next steps; setting boundaries with clients and still maintaining a positive relationship; managing confrontational interactions with less stress; working with emotional clients without taking on their emotion; comfortably having a consultation with a client that has seen many other specialists 	<p><i>Dr. Shauna Blois</i> <i>Dr. Ruthanne Chun</i> <i>Dr. Etienne Côté</i> <i>Dr. Laura Garrett</i> <i>Dr. Darcy Shaw</i> <i>Dr. Ben Stoughton</i></p>
3:30-3:45 pm	Break	
3:45-5:00 pm	<p>Scenario 4</p> <ul style="list-style-type: none"> Identify communication skills that could be applicable to the scenario Navigate the scenario by interacting with the simulated client (objective for learner) Observe and provide feedback on the interaction to a peer (objective for observer) Apply one or more core concepts of the course, as applicable: engaging in joint decision-making with clients efficiently; breaking bad news while helping clients proceed with next steps; setting boundaries with clients and still maintaining a positive relationship; managing confrontational interactions with less stress; working with emotional clients without taking on their emotion; comfortably having a consultation with a client that has seen many other specialists 	<p><i>Dr. Shauna Blois</i> <i>Dr. Ruthanne Chun</i> <i>Dr. Etienne Côté</i> <i>Dr. Laura Garrett</i> <i>Dr. Darcy Shaw</i> <i>Dr. Ben Stoughton</i></p>
5:00-5:30 pm	Debrief	<i>All</i>

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Part 3: In Person Day 3: Sunday, September 10, 2023		
Time (Central Time)	Topic	Presenter(s)
8:30-9:30 am	Review and prep 1) Learn about experiences of others, and share own experiences, from Scenarios 5 and 6 2) Explain how this knowledge can apply to referral clinical practice (both opportunities and limitations)	<i>All</i>
9:30-10:45 am	Scenario 5 <ul style="list-style-type: none"> Identify communication skills that could be applicable to the scenario Navigate the scenario by interacting with the simulated client (objective for learner) Observe and provide feedback on the interaction to a peer (objective for observer) Apply one or more core concepts of the course, as applicable: engaging in joint decision-making with clients efficiently; breaking bad news while helping clients proceed with next steps; setting boundaries with clients and still maintaining a positive relationship; managing confrontational interactions with less stress; working with emotional clients without taking on their emotion; comfortably having a consultation with a client that has seen many other specialists 	<i>Dr. Shauna Blois Dr. Ruthanne Chun Dr. Etienne Côté Dr. Laura Garrett Dr. Darcy Shaw Dr. Ben Stoughton</i>
10:45-11:00 am	Break	
11:00 am-12:15 pm	Scenario 6 <ul style="list-style-type: none"> Identify communication skills that could be applicable to the scenario Navigate the scenario by interacting with the simulated client (objective for learner) Observe and provide feedback on the interaction to a peer (objective for observer) Apply one or more core concepts of the course, as applicable: engaging in joint decision-making with clients efficiently; breaking bad news while helping clients proceed with next steps; setting boundaries with clients and still maintaining a positive relationship; managing confrontational interactions with less stress; working with emotional clients without taking on their emotion; comfortably having a consultation with a client that has seen many other specialists 	<i>Dr. Shauna Blois Dr. Ruthanne Chun Dr. Etienne Côté Dr. Laura Garrett Dr. Darcy Shaw Dr. Ben Stoughton</i>

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12:15-1:30 pm	Lunch	
1:30-2:30 pm	Debrief morning 1) Learn about experiences of others, and share own experiences, from Scenarios 5 and 6 2) Explain how this knowledge can apply to referral clinical practice (both opportunities and limitations)	<i>All</i>
2:30-2:45 pm	Break	
2:45-3:45 pm	Wrap up and farewell 1) Summarize the knowledge gained through this workshop 2) Identify areas of need for further development in clinical communication (personal/individual, group/practice/profession)	<i>All</i>