



# Communication Skills Course



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To whom it may concern

**EGYPTIAN RESUSCITATION COUNCIL** is a specialized to save human lives and improve the quality of survival; by improving the standard of knowledge, training and practice in the fields of resuscitation, trauma and disasters

**EGYPTIAN RESUSCITATION COUNCIL** provides disseminate and organize training courses in the field of Resuscitation, trauma, emergency and disaster medicine. . Have a look at our program and its details in the following:

## Communication Skills for Healthcare Providers

### Introduction

Communication is the most important element in modern life. It represents the means of transfer of knowledge and information.

It enhances high quality of care and markedly improves patient safety .

Communication failure definitely results in poor patient care , increased morbidity and mortality, decreased patient, family and staff satisfaction

### Objectives

*At the end of the course, participants will be able to:*

1. Define communications and elements of communications
2. Understand the requirements for effective communications
3. Understand barriers to good communications
4. Recognize different modes of communications
5. Formulate good message (professional and non professional)
6. Understand the causes of communication failure
7. Provide standard medical verbal and telephone orders

### Target Audience

Healthcare providers

- Nurses
- Doctors
- Paramedics
- Medical Technicians



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### **Course Duration**

8 hours (one full day)

### **Number of Participants**

30 candidates / course day (maximum 30 candidates per day)

### **Course Contents**

1. Definition of communications
2. Types of communications
3. Requirements for good communications
4. Communication Scenarios
5. Formulating a message
6. Communication in Emergency and Disaster situations

### **Course Format**

- Lectures
- Workshops
- Live Scenarios

### **Assessment**

- Continual assessment
- Assessment Scenarios
- MCQ's

### **Certificate**

Issued by the Egyptian Resuscitation Council and is valid for 2 years

### **Price**

**5000 LE / Course Day**

Thanks,  
General Manager  
Dr. Gamal Eldin Abbas



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