

# Advanced Communication for Physicians™

## CLIENT PORTAL & TOOLS PREVIEW

### Client Portal

The screenshot shows a web interface for the 'PARTICIPATE' section. On the left is a dark red sidebar with navigation options: Home, Access Program, CME Certificates, Manage Licenses, Ask-Share, and Technical Support. The main content area is white and features a 'PARTICIPATE' header with a breadcrumb trail. Below this is a 'Select Program' section with a single option: 'Advanced Communication for Physicians'. Underneath is a 'Modules' section listing eight modules, each with a radio button for selection:

- Advanced Communication for Physicians - Module 1: The Communication Solution
- Advanced Communication for Physicians - Module 2: Mindful Practice
- Advanced Communication for Physicians - Module 3: Collaboration and Teamwork
- Advanced Communication for Physicians - Module 4: Effective Openings and Closings
- Advanced Communication for Physicians - Module 5: Engaging Patients and Families as Partners
- Advanced Communication for Physicians - Module 6: Communicating with Empathy
- Advanced Communication for Physicians - Module 7: Effective Explanations
- Advanced Communication for Physicians - Module 8: Hard Conversations

### Short Video That Defines and Illustrates the Skills in Everyday Scenarios

The screenshot shows a video player interface. The video frame displays a doctor in a white coat and stethoscope, smiling and holding the hands of an elderly female patient. A large red circle with the number '1' is overlaid on the video. Below the video frame, there is a play button icon and a progress bar showing '0:00 / 12:06'. A red box highlights the play button icon. Below the video frame, there is a text instruction: 'In the video that plays above, click the double arrow icon to watch in full screen mode.' To the right of the video player is an 'Instructions' panel with the following text:

**Instructions**

Watch the Video: This skill-building strategy can really help us become even more effective. Let's learn more about it by watching this video. Click the play button and watch the video.

After viewing the video, please click the Next button.

At the bottom of the video player, there is a URL: [DRonline.languageofcaring.com](http://DRonline.languageofcaring.com) and a copyright notice: ©2017 Language of Caring, LLC.

**Advanced** COMMUNICATION  
FOR PHYSICIANS  
AN ONLINE SKILL-BUILDING PROGRAM  
from  Language of Caring

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### Apply It! Handout

Communicating with Empathy

## APPLY IT!

### SELF-REFLECTION AND GOAL-SETTING

The video on Communicating with Empathy presented Five Rules of Thumb:

#### Rules of Thumb: Communicating with Empathy

1. Use the Heart-Head-Heart Sandwich Technique.
2. Acknowledge the person's feelings.
3. Follow up; pursue the patient or family member's feelings.
4. Validate or legitimize the patient or family member's feelings.
5. Show your empathy nonverbally.

Regarding communicating with empathy, what do you do well?

How would you like to improve?

Write down the strategies you will use to yield results.

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