2 Day Workshop
Navigating Challenging Interactions: Frames, Face and the Floor

August 25, 2017  9:00am - 12:00pm and 12:30pm - 3:30pm
and August 26, 2017  9:00am - 3:00pm
Ed1—CAPE 4th Floor (use the south elevator)

Registration Fee—$150 (you will be invoiced upon registration)
Registration closes July 25

Please register today:  https://som.ucdenver.edu/Events

Brief Overview
This advanced, interactive and intensive 2 day workshop provides participants with advanced communication skills development and practice opportunities. Participants will leave with resources and feedback to help them navigate challenging interactions in healthcare settings.

Combining didactic larger group discussions with interactive groups, facilitated small group experiences and 1 - 1 practice rounds, the goal of this workshop is to maximize participant practice and feedback opportunities. Because it is designed as an intensive, participants are expected to pay for and attend both days. Participants can choose which Friday session they attend, and attend both if they desire. A friday session (am or pm) is required for participation in the workshop on Saturday.

Who will Benefit
This workshop is open to anyone working within a healthcare context. Previous participation in past AME communication skills workshops or faculty development sessions is not required.

What you will Learn
- A repository of adaptive communication skills for navigating challenging interactions.
- How to effectively address organizational factors and engage in respectful dissent and relational repair.
- How to use relationship centered communication skills in conflicted circumstances.
- How to practice goal based effective feedback techniques for enhanced leadership.

Facilitators: Kirsten J. Broadfoot, PhD
Coach-facilitators from Center for Advancing Professional Excellence (CAPE)

Questions: Tracy.Johnson@ucdenver.edu or  303-724-7741
Kirsten J. Broadfoot, PhD

Kirsten Broadfoot, PhD, is the Communication Skills Development, Remediation and Research Specialist for the Center for Advancing Professional Excellence, as well as the Director of Communication Skills for the Academy of Medical Educators at the University Of Colorado School Of Medicine. In these roles, she provides communication skills curriculum design and development expertise that spans undergraduate (UME), interprofessional (IPE), graduate (GME) and continuing faculty development, including competency assessment (both standardized patient and simulation-based assessment), and remediation. Dr Broadfoot oversaw the longitudinal development of the relationship centered communication skills curriculum currently used in the School of Medicine and is the lead for the Anschutz Interprofessional Collaborative for Communication Skills Assessment, an interprofessional group of faculty dedicated to creating a common communication skills toolbox for all healthcare professional programs. Her faculty development workshops on challenging interactions in healthcare workplaces originate from her doctoral work at the intersection of organizing, cultural and communicative practices in clinical contexts. These workshops have been offered in various leadership programs both on and off campus, and she often provides external coaching for healthcare providers and teams.