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

February 2, 2018  9:00am - 12:00pm
and February 3, 2018  9:00am - 4:30pm (Please note: the afternoon session will be split into 2 rounds - 1:00pm - 3:00pm and 2:30-4:30pm. Use the signup genius link in the description of the registration page to choose your session)

Ed1—CAPE 4th Floor (use the south elevator)

Registration Fee—$150 (you will be invoiced upon registration)
Registration closes January 12, 2018

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

BRIEF OVERVIEW
This advanced, interactive and intensive 2-day workshop provides participants with advanced communication skills resources and practice for navigating challenging interactions in healthcare settings. 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 skill evaluation rounds, the goal of this workshop is to maximize participant practice and feedback opportunities. Designed as an intensive, the Friday morning session is required for participation in the workshops on Saturday. The registration fee covers both days. Lunch and parking will be provided.

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, provides communication skills curriculum design, development, assessment and remediation expertise to undergraduate, interprofessional and graduate healthcare programs on the University of Colorado Anschutz Medical Campus. Dr Broadfoot oversaw the longitudinal development of the relationship centered communication skills curriculum currently used in the School of Medicine and is creator of and lead faculty for the Anschutz Interprofessional Collaborative for Communication Skills Assessment Toolbox. She regularly provides faculty and staff development workshops on challenging interactions and leadership in healthcare workplaces on campus and nationally, as well as in-situ real time communication skills coaching for healthcare providers and teams. For more information, please contact Dr Broadfoot at kirsten.broadfoot@ucdenver.edu.