

**Attention Supervisors, Patient Care Coordinators, Team Leaders, Clinical Nurse Leaders,
Allied Clinical Coordinators, Practice Leaders, and Clinical Educators**

**Professional Communication: Supporting Internationally Educated Health Professionals'
Communication in Practice Settings Course for Supervisors**

Previous participants in the course have said that:

"This course has been extremely beneficial as it has given me insight into how I actually interact."

"The filming has helped me to see how fast I speak. The filming has been very beneficial and is a good learning tool and I learn something each time."

"The feedback is a valuable process and very helpful to have each step broken down. It is a useful model."

"I have applied the skills with everyone not just IENs."

Participants will be supported to:

- ⇒ Explore IEHP communication needs and challenges
- ⇒ Improve your ability to diagnose communication challenges
- ⇒ Develop and maintain a dialogue to improve workplace communication
- ⇒ Improve your ability to give feedback and provide support through the use of filmed role rehearsals

To attend this course you must:

- currently work in VCH, PHC, or FHA as a supervisor, patient care coordinator, team leader, clinical nurse leader, allied clinical coordinator, practice leader or clinical educator;
- currently supervise/support/mentor a work group that includes IEHPs and gives frequent feedback; and
- commit to attending all **6 full days** of the course

Course dates (2012): January 17 and 26; February 2, 9, 16, and 22

Course times: 8:30 a.m. – 4:00 p.m.

Location: Vancouver General Hospital, the Doctor's Residence, 3rd Floor, Room 311
2775 Heather Street (Heather and West 12th Ave), Vancouver

For further information and registration contact Sandy Berman by email sandyberman@shaw.ca or phone at 604 873-8545.