

Communication Skills Training in Multi-specialty Clinical Fellows:

Smoothing Tough Conversations in ‘High-stakes’ Situations

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CORE TEAM

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WORKSHOP AIMS

- To create a safe environment for acquiring and practicing communication skills for new clinical fellows
- To apply and demonstrate effective use of communication skills in difficult conversations with patients and families
- To increase self-awareness and professional satisfaction

CLINICAL FELLOWS

- Critical Care Medicine
- Geriatrics
- Hospice and Palliative Medicine
- Neurocritical Care
- Neuro-oncology

Inclusion of multiple specialties hoped to simulate the real-world working environment

- # Didactic

Core communication skills

- # Training

Small groups with roleplaying

- # Debriefing

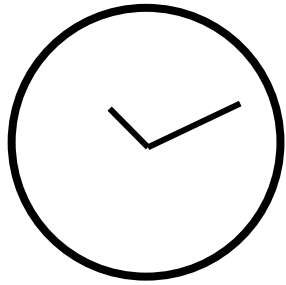
Integration into daily practice

DIDACTIC

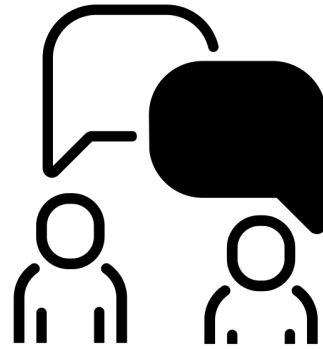
Teach fundamental skills used in common high-stakes situations:

- Building a relationship
- Responding to emotions with empathy
- Navigating awkward and/or difficult moments

TRAINING



Two hours



Standardized
patients (SPs)



Vital Talk
framework

TRAINING FORMAT

- Fellows practiced newly taught skills with SPs
- SPs reacted based on the fellows' skills levels
- Multiple time-outs and positive reinforcement were used
- Video-recorded for future review

DEBRIEFING

- Reflection on roleplaying session
- Discussion of what went well and what didn't during roleplaying

The skills and tools I learned in the workshop will be helpful in my work.

I will use the skills and tools learned today in my daily patient care.

Over 90% of responses were ‘strongly agree’

STRENGTHS

- Structured roleplay/practice
- Safe environment
- Standardized patients

WEAKNESSES

- Length and frequency
- Anxiety-provoking
- Standardized patients/case

MOVING FORWARD

*Balancing quality
with efficiency*



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