



Stanford
MEDICINE

Physician Partnership Program

Clinician-Clinician is a skill building course facilitated by certified Stanford faculty/staff designed to help clinicians advance communication with their colleagues. The course focuses on increasing self-awareness and awareness of other communication styles, identifying self-management strategies to improve relationships, and skills practice to receive and give feedback to colleagues through case studies.

Building a relationship-centered journey

CONTACT US:

To learn more about our program, email us at: physiciancoach@stanfordhealthcare.org



ACES 2.0: Mastering Clinician-Clinician Communication through Relationship-Centered Skills

How will this course benefit your communication with colleagues?

- Increase listening awareness
- Enrich professional consultation
- Learn strategies to mitigate/manage conflict
- Increase leadership communication skills
- Increase collaboration through perspective taking
- Reduce communication errors
- Increase situational communication flexibility through adaptive learning
- Practice communication skills with colleagues

Course Details

We know your time is precious. This course is conducted in a virtual blended-learning format consisting of 2 parts. Completion of both parts is mandatory for credit.

Part I: Online self-learning

- Course conducted via Canvas Learning Management System
- Self-paced; recommend breaking it up into six 40-minute sessions

Part II: Group skills session

- Part I is a prerequisite
- Live via Zoom
- 2-hours
- 1:4 ratio of facilitators to participants

CME Credit: 6 hours

Completion of both parts is mandatory for credit

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Learning Journey

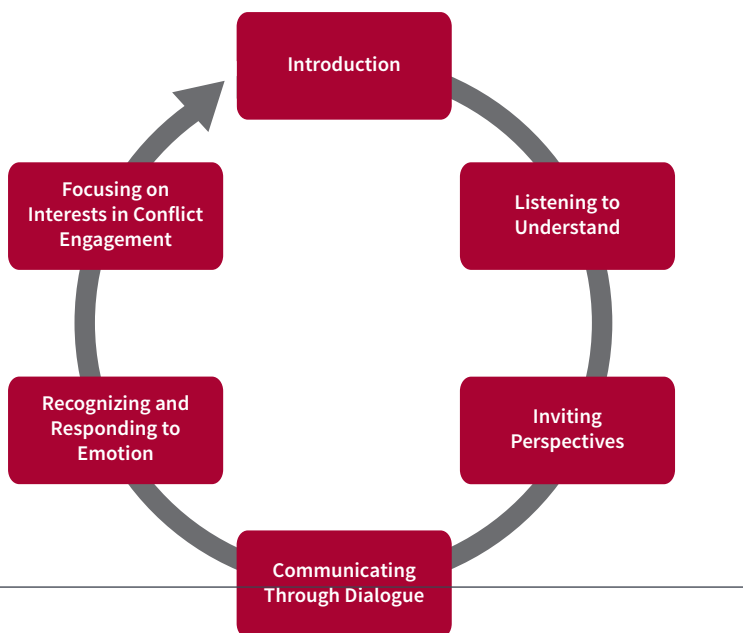
Part I: Online self-learning

The course consists of a series of built-in assessments and reflections to increase participants' self-awareness. There are six modules in this part of the course.

Tips for success: Each module takes approximately 40 minutes (Recommend completing 3 modules per week over a period of 2 weeks)

Benefits: Spacing modules out will increase self-awareness, change, and adapt to the skills introduced

Requirement: All six modules need to be completed before starting Part II of this course



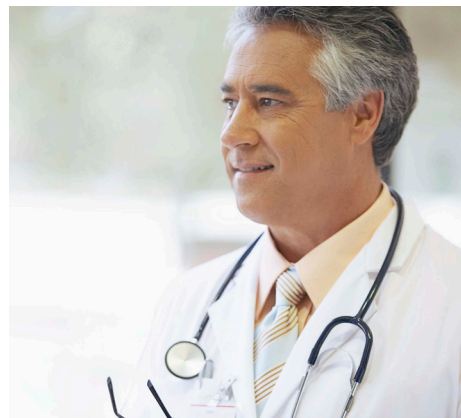
Part II: Group skills session

Upon completion of Part I, participants will be asked to select a Group Skills Practice session date.

Participants come prepared with a learning goal and case study that will be used to enhance/advance communication skills. The most important elements of effective learning involves the ability to receive specific feedback on individual communication skills and observe others in the learning process.

REGISTRATION

Go to: <https://catalog.learnmed.stanford.edu/browse/dm/stanford/physician-partnership-program/courses/aces2-0-clinician-clinician>



Participant Feedback

“Nicely done. Clinicians have to deal with numerous, challenging conversations and scenarios all the time, often in fast-paced and dynamic environments and situations. This is a great reminder of the importance of being able to slow down and take a moment to listen, invite perspective. Sometimes it may need to happen later, but it’s still important to do, and do well in order to effectively practice relationship-centered communication.”

“This is an excellent course that will be beneficial to all who practice at Stanford. The content is rich, and, there is a lot of content to absorb. It really made me think about my interactions with others.”

“I think the framework for conflict engagement is something we can all use going forward. It is very clear. I learned a lot.”

“Wonderful adaptation to the time of COVID. Bravo!”