Healthcare Communication Excellence Training Course

15 – 19 March 2027
Addis Ababa

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Training Center

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Ref: 1432_224595 **Date:** 15 – 19 March 2027 **Location:** Addis Ababa **Fees:** 4500 Euro

Overview

Healthcare Communication Excellence Training Course is a one-week intermediate course for healthcare professionals, clinical team leaders, nursing supervisors, allied health staff, patient-service teams, and care coordinators who leave with a Healthcare Communication Practice Toolkit. Participants apply patient-centered communication, health literacy methods, structured handovers, conflict de-escalation, consent conversations, documentation, and team feedback to realistic care situations. Agile Leaders Training Center presents healthcare communication through applied tools, role practice, and improvement planning.

Who Should Attend

- Clinical care functions responsible for explaining choices, listening to concerns, and confirming patient understanding
- Nursing supervision functions responsible for handovers, escalation, feedback, and team coordination
- Allied health functions responsible for collaborative care conversations and cross-disciplinary updates
- Patient-service functions responsible for access, expectations, complaints, and culturally responsive interactions
- Care coordination functions responsible for transitions, documentation, referrals, and follow-up communication

The course assumes participants already communicate with patients, families, or care teams at work and leaves out clinical diagnosis, treatment authorization, and legal advice.

Departments and Industries

The course supports departments and industries where accurate, respectful communication affects service quality and continuity.

- Hospitals, outpatient clinics, and rehabilitation providers
- Nursing, allied health, and clinical operations departments
- Patient experience, admissions, and care coordination teams
- Community health, social care, and occupational health services
- Healthcare education, quality, and workforce development functions

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Learning Objectives

By the end of this course, participants will be able to:

- Apply patient-centered listening and questioning methods
- Use plain language and teach-back to confirm understanding
- Build structured handovers with SBAR and closed-loop communication
- Analyze difficult conversations and conflict escalation patterns
- Compare culturally responsive consent and feedback approaches
- Evaluate a healthcare communication improvement plan

Course Agenda

Day 1: Patient-Centered Communication Foundations

- Patient Communication Context Map
- Active Listening Observation Checklist
- Open and Closed Question Selection Method
- Empathy and Boundary Response Framework
- Communication Barrier Diagnostic Canvas

Day 2: Health Literacy and Understanding

- Plain Language Message Design Method
- Teach-Back Understanding Check
- Chunk and Check Information Sequence
- Language Access Conversation Planner
- Culturally Responsive Communication Lens

Day 3: Team Communication and Handovers

- SBAR Clinical Update Structure
- Closed-Loop Check-Back Technique
- I-PASS Handover Preparation Guide
- Interprofessional Brief and Huddle Format
- Feedback and Escalation Conversation Map

Day 4: Difficult Conversations and Documentation

- Difficult Conversation Preparation Canvas
- Conflict De-escalation Response Ladder
- Consent Conversation Clarity Checklist
- Complaint and Concern Response Method
- Communication Documentation Quality Review

Day 5: Healthcare Communication Practice

- Exercise: Conduct a Patient Listening Conversation
- Exercise: Apply Teach-Back to Care Instructions
- Exercise: Deliver an SBAR Handover with Check-Back
- Exercise: Manage a Difficult Interprofessional Conversation
- Capstone Exercise: Healthcare Communication Practice Toolkit

Practical Exercises

The course uses suggested activities from clinical, community, rehabilitation, and patient-service settings.

- Suggested activity: redesign technical care instructions using plain language and a teach-back check.
- Suggested activity: prepare and deliver a structured handover while another participant completes a closed-loop check-back.
- Suggested activity: compare responses to a patient concern, a family disagreement, and an interprofessional escalation.
- Suggested activity: assemble a Healthcare Communication Practice Toolkit with scripts, checklists, records, and improvement measures.

FAQs

Who suits healthcare communication excellence training, and what does it assume?

Healthcare communication excellence training suits professionals who communicate with patients, families, clinical colleagues, or service teams. It assumes workplace communication experience and does not replace clinical authority, legal advice, or organization-specific procedures.

How does healthcare communication training differ from general business communication training?

Healthcare communication training applies listening, clarity, feedback, and conflict skills to consent, health literacy, handovers, patient concerns, documentation, and care-team coordination. General business communication training usually does not address these care-specific risks and interfaces.

What is patient-centered communication in healthcare?

Patient-centered communication elicits the person's priorities, explains information clearly, supports questions, recognizes culture and language needs, and checks shared understanding before decisions or next steps are documented.

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How does teach-back improve healthcare communication?

Teach-back asks a patient or family member to explain information in their own words so the professional can identify unclear points, adjust the explanation, and confirm understanding without testing or blaming the person.

Why is closed-loop communication important in clinical handovers?

Closed-loop communication requires the receiver to repeat or confirm critical information and the sender to verify accuracy. It reduces ambiguity during handovers, escalation, referrals, and care instructions.

Conclusion

The course connects patient-centered listening, health literacy, structured handovers, difficult conversations, cultural responsiveness, consent, feedback, and documentation. Participants take back a Healthcare Communication Practice Toolkit. The toolkit supports clearer care conversations, more reliable information transfer, documented follow-up, and a practical communication improvement plan.