

Effective Communication Strategies for Nurses (ECSN)

CARE Centre is pleased to offer a new communication program focused on enhancing effective communication skills for the workplace. This 60 hour course is comprised of 4 distinct modules and will build nurses confidence and skills in the following areas:

1) **Effective Telephone Skills**

- Enabling nurses to manage conversations over the phone with confidence.

2) **Intercultural Communication**

- Providing nurses with strategies to bridge cultural differences, helping them advocate for the client.

3) **Communicating with Clients and Family**

- Equipping nurses with the skills and confidence necessary to deal with challenging interactions.

4) **Interprofessional Collaboration**

- Strengthening the skills required to communicate both orally and in writing to effectively function as part of interdisciplinary teams.

Registration Fee: **\$200.00** includes:
10 in class sessions, all materials, and access to e-Learning Lounge (eLL)
Consistent attendance is imperative
 Or
\$100.00 per module (3 classes per module)

Registration Deadline: **3:00 pm on April 05, 2019**
Fees are non-refundable after April 05, 2019

Start Date: Tuesday, April 16, 2019
 Class Schedule: 9:30 am – 3:30 pm

Tuesday, April 16	Tuesday, May 21
Tuesday, April 23	Tuesday, May 28
Tuesday, April 30	Tuesday, June 04
Tuesday, May 07	Tuesday, June 11
Tuesday, May 14	Tuesday, June 18

Location: Toronto Office (128A Sterling Rd, Suite 202)



To register and confirm your seat, please contact your Case Manager.

CARE reserves the right to cancel courses, change dates/times, or limit enrolment.

Funded by: