

# Effective Communication and Interpersonal Skills

Our graduates will demonstrate communication (both verbal and non-verbal) and interpersonal skills and strategies that result in respectful, compassionate, and effective information exchange and decision making with patients, families, members of the healthcare team, and other colleagues.

In engaging with patients, patients' families, academic and clinical team members,

FSM graduates will:

1. Listen carefully, compassionately, and effectively.	<b>Listening</b>
2. Demonstrate that information is clearly understood; effectively addresses communication barriers including health literacy, disparities, authority gradients and language. 3. Shares verbal and written information in a clear and timely manner with appropriate team members and patients. Academic, scientific and/or clinical presentations are audience appropriate.	<b>Provide Clear Information</b>
4. Demonstrates effective skills and strategies for difficult conversations cognizant of common pitfalls, deficiencies, and unanticipated outcomes.	<b>Difficult Conversations</b>