

## Effective Communication and Interpersonal Skills

**Our graduates will demonstrate communication and interpersonal skills that result in respectful, compassionate, and effective information exchange and decision making with patients, families, members of the healthcare team, and educational colleagues.**

FSM graduates will:

1. Demonstrate awareness of how verbal and non-verbal communication affects relationships with patients, families, students, faculty, and members of the healthcare team.
2. Listen carefully and effectively to patients, families, students, faculty, and all members of the healthcare team.
3. Demonstrate respect for patients and families by showing compassion, attending to their ideas and values, exploring their needs and concerns, involving them in care decisions, and helping them interpret information from the healthcare team.
4. Provide clear information to patients and families, and follow up to check understanding, with attention to potential health literacy and language barriers.
5. Provide clear information to the healthcare team, and keep team members up-to-date through oral, written, and/or electronic communication.
6. Demonstrate skills and strategies for accomplishing basic communication tasks with patients and families.
7. Demonstrate skills and strategies for engaging in difficult conversations with patients and families.
8. Demonstrate the ability to discuss errors and unanticipated outcomes in a forthright manner.
9. Build and maintain effective working relationships by demonstrating respect, support and an ability to understand and address interpersonal conflict.
10. Contribute constructive input to classroom discussions, clinical teams, and other work groups.
11. Make clear and concise class, clinical, and scientific presentations – whether written or oral – and appropriately tailor information for the audience.