

HEALTHCARE COMMUNICATION THE BASICS



Effective communication is at the heart of each healthcare ecosystem. Whether it's building trust with patients, ensuring informed decision-making, or navigating complex interpersonal dynamics, healthcare professionals rely on their ability to communicate clearly, compassionately, and confidently.

This introductory training provides participants with both the human and legal foundations of communication in the healthcare sector. Through a blend of theory, discussion, and practical exercises, participants will be equipped to better understand and apply core communication principles, paving the way for deeper exploration in future training.

Learning Outcomes:

- Explain the Patient-Professional-Partnership and list the key elements of such partnership
- Define patient's right to information and informed consent
- Define communication
- List and describe the elements of communication
- Explain the process of communication
- Practice communication skills in a clinical setting

 **Dates & Time:** Monday June 30, 2025 from 9:00 AM to 1:00 PM

 **Language:** English

 **Modality:** On-site

 **Maximum number of participants:** 30

 **Training fees:** 75\$

 **Prerequisite:** No prerequisite is needed

 **Registration click here**



Magalie Zoghbi Helou

HearTTalk, Founder and Manager

Magalie Zoghbi Helou is a Lawyer, Mediator and Lecturer at Université de Lorraine, France specializing in Positive Communication and Mediation in the Healthcare Sector. She founded HearTTalk to empower healthcare professionals through effective communication and conflict resolution advisory and training.

Topic covered:

- Fundamentals of Clinical Communication
- Patient's Right to Information and Informed Consent
- Conflict Prevention and Mediation in the Healthcare Sector
- Conflict Management and Mediation in the Healthcare Sector
- Communication in Practice in the Healthcare Sector
- Breaking Bad News