

# Dynamics of Effective Communication

This workshop is designed to improve interpersonal skills and understanding acceptance of diversities between nurses, patients, and team members. Master the art of understanding individual listening and communication styles. Provide solutions for more effective communication, teamwork, and avoiding burnout.

After attending this workshop you will be able to:

- Recognize the different communication styles of patients and co-workers.
- Develop therapeutic interpersonal relationship skills that facilitate more effective communication.
- Improve listening skills & ability to develop and give relevant feedback.
- Define how fear affects decision-making.
- Demonstrate and describe centering techniques.
- List the ways in which teamwork benefits all parties.
- Recognize power and its influence on relationships.
- Explain how resentment, resistance, revenge, and forgiveness affect all relationships.
- Assess and interpret non-verbal communication.
- Identify limiting beliefs.
- Describe effective peer-to-peer communication tips.
- Explain how to build trusting environments.

About the workshop leader:

Mike Monahan is a well-respected leader and motivator with over twenty years of experience in the personal development field. His presentations are designed to be practical, humorous, and applicable to everyday life. Mike's mission is to assist people to find ways to bring positive change to their lives.



In his fifteenth year as Executive Director of Life Success, Mike also facilitates various seminars and workshops in addition to his many motivational presentations and media appearances. His inspiring stories touch the lives of those to whom he speaks.



## **Nursing 29.1** **Contact Hours Available**

Provider approved by the California Board of Registered Nursing, Provider #15043, for 29.1 Contact Hours.

**Refund Policy:** Anyone who has completed the entire four-day seminar and feels they did not benefit, may submit a written request within 5 days of completion to receive a full refund (less \$75 administrative fee).

No attendance = return of investment (minus \$75 administrative fee).

## **2009 Workshop Dates**

April 30-May 3  
June 4-7  
July 9-12  
August 6-9  
September 10-13  
October 8-11  
November 5-8  
December 3-6

**Location: West Chester, OH**

Thursday 630pm—1130pm  
Friday 630pm—1130pm  
Saturday 10am—1130pm  
Sunday 9am—5pm

**Tuition: \$595 / \$575 if paid  
21 days in advance.**

Workshop is also open to the public.  
Certificate of attendance issued upon completion of workshop.  
\$75 non-refundable deposit required.

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Workshop Registration:

Name: \_\_\_\_\_

Address: \_\_\_\_\_

City: \_\_\_\_\_ State: \_\_\_\_\_

Zip Code: \_\_\_\_\_ Phone: \_\_\_\_\_

Email: \_\_\_\_\_