

## Blended Intensive Programme

# CLINICAL COMMUNICATION WITH PATIENT EDUCATION ELEMENTS

FACULTY OF PSYCHOLOGY

APRIL – JUNE 2025

## TOPICS

1. Clinical communication - role in patient satisfaction and health outcome
2. Theories and models of clinical communication
3. Communication protocols
4. Active listening techniques and empathy-building exercises
5. Inclusive communication with patients with disabilities and the use of AAC tools
6. Inclusive communication with LGBTQ+ patients including terminology training
7. Cultural competence in mental health - exploring cultural factors
8. Addressing sensitive topics including discussions about sexuality
9. Managing difficult conversations
10. Patient education in lifestyle modifications and mental health using CBT elements
11. The role of healthy behaviors in mental health: chronopsychology

**Registration:** by Coordinator at your home University



### Questions:

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