

## Effective Communication Strategies for Nurses (ECSN)

CARE Centre is pleased to offer a new communication program focused on enhancing effective communication skills for the workplace. This 60 hour course is comprised of 4 distinct modules and will build nurses confidence and skills in the following areas:

1) **Effective Telephone Skills**

- Enabling nurses to manage conversations over the phone with confidence.

2) **Intercultural Communication**

- Providing nurses with strategies to bridge cultural differences, helping them advocate for the client.

3) **Communicating with Clients and Family**

- Equipping nurses with the skills and confidence necessary to deal with challenging interactions.

4) **Interprofessional Collaboration**

- Strengthening the skills required to communicate both orally and in writing to effectively function as part of interdisciplinary teams.

Registration Fee: **\$200.00** includes:  
**10** in class sessions, all materials, and access to e-Learning Lounge (eLL)  
**Consistent attendance is imperative**  
 or  
**\$100.00** per module (3 classes per module)

Registration Deadline: **4:00 pm on August 28, 2017**  
 Payment must be received in order to register.

**Start Date: Thursday, September 7, 2017**  
 Class Schedule: 9:30 am – 3:30 pm

Thurs, September 7	Thurs, October 12
Thurs, September 14	Thurs, October 19
Thurs, September 21	Thurs, October 26
Thurs, September 28	Thurs, November 2
Thurs, October 5	Thurs, November 9



Location: Toronto, Brampton, Hamilton

To register and confirm your seat, please contact your Case Manager.

*CARE reserves the right to cancel courses, change dates/times, or limit enrolment.  
 However, CARE makes every effort to ensure the course is provided as scheduled.*

Funded by