

**8 Week Class****Dates:** Sept 29th; Oct 6, 13, 20, 27; Nov 3, 10, 17**Time:** 6:30-8:30  
(registration at 6:00)**Fee:** \$275

## Compassionate Communication Course For Health Care Managers and Supervisors

### Professional Benefits

In today's business climate that mandates "do more with less," managers and supervisors need to find ways to be more efficient with their team members. Learning to effectively communicate can be the leverage you need to maximize your human resources and time. You will learn to:

- ◆ Handle conflicts and personality clashes among staff which impacts morale and effectiveness and take your time away from program management
- ◆ Make it easier and more comfortable to engage in "hard-to-have" conversations with staff instead of putting off these conversations
- ◆ Deeply hear employees who are upset or have anger issues
- ◆ Help you tie in your personal needs with the needs of the departmental vision
- ◆ Increase buy-in and support of your vision by using highly refined expressions of gratitude
- ◆ Better communicate your needs to your supervisor
- ◆ Become a more effective committee member and collaborator

*I took Compassionate Communication because I was having difficulty as a Clinical Manager in making my words that came out of my mouth match what I was feeling in my heart. What I learned was to give myself permission to verbalize my feelings and identify my needs. Instead of snapping back at co-workers when I was interrupted, I took a moment to connect with myself. Then I could look up with a smile and say "How can I help you?" Compassionate communication changed my life and my career! This has had a positive effect on my team.*

Lisa Keener, RN Clinical Manager Asheville Office, Bayada Nurses

### Personal Benefits Of The Course Will Support You To:

- ◆ Cultivate more respectful, empowering connections with yourself and others
- ◆ Transform judgment and criticism into understanding and connection
- ◆ Improved sense of emotional intimacy with friends and family
- ◆ Listen in a way so others are really heard
- ◆ Get what you want more often without using demands, guilt or shame
- ◆ Hear the needs behind whatever anyone does or says
- ◆ Move beyond power struggles to cooperation and trust
- ◆ Improved your confidence in your own assertiveness by using non-confrontational communication that is clear, non-blaming and expressed straight from the heart

*By the end of the course, I found I could communicate much more effectively with my patients. Using the principles of compassionate communication, I was also able to guide my patients into communicating much more clearly with me. It has greatly enhanced my clinical effectiveness in providing care to my patients. The most significant thing I have noticed is that my patients trust me more, so they are more willing to open up to me. For example, I saw a patient with multiple painful burns. I spent some time just talking to him before I began his treatment, and by using empathetic listening and being able to address his fear and pain with him, it made the treatment so much more therapeutic. We came up with some strategies together - for example, we agreed that if the pain got too bad, he could call a time-out and I would give him a "breather." We used this strategy to great effect - and it really helped him feel like he had some control of the situation. After he left, the other nurses in my clinic both commented on how good they thought I did at talking and supporting this patient through his pain. Thanks so much for giving me these tools!*

Lori Yerse, RN, CWOCN Manager, WestCare Wound Clinic

## Course Content

You'll learn:

- ◆ typical ways we all respond to others that block compassion and connect with how you might do this unconsciously or out of habit.
- ◆ to distinguish between a pure observation from an observation loaded with evaluations. This means you can tell people exactly what was upsetting you without making judgments, which tend to cause disconnection and defensiveness.
- ◆ to differentiate between feelings, thoughts and interpretations and build your feeling vocabulary so you can connect with what you are feeling and what the other person is feeling.
- ◆ to look deeper and connect with your own needs and the other person's needs. A need-based connection gives both a greater chance of getting them met in a mutually satisfying way.
- ◆ to make requests of the other that are specific, connecting and compassionate.
- ◆ to give empathy to others and learn to hear the real messages under the judgments.
- ◆ to deal compassionately with anger: both express your anger compassionately and to hear the needs under your the other's anger.
- ◆ to translate dream-killing language like "I should" or "I have to" into empowering language of choice.
- ◆ to express and hear gratitude: translating positive judgments into clear expressions of gratitude that can fuel the relationship for a lifetime.

## Course Structure

- ◆ A group will come together over an 8 week period once a week for 2 hours. In these group sessions, people will get first hand experience learning and using the model before they apply it in their daily life.
- ◆ Each participant will receive a workbook that includes many experiential exercises to do outside the group work. This helps you apply the knowledge and skills to your life.
- ◆ Learners have the option to partner with other class members to practice outside the group.
- ◆ Three 30 minute private phone coaching sessions can be scheduled to apply the model to your unique professional challenges. This is a time where you customized the course to your particular professional or personal circumstances.

## Course Director

William Barthel, MSW, LCSW  
Associate Director  
MAHEC Mental Health Education

## Faculty

Jerry Donoghue is a communication coach who helps people learn to speak from their hearts with compassion. Jerry started his communication coaching business in 2003 to help people apply the powerful Compassionate Communication model to their lives. Prior to this, Jerry founded Montage Productions, Inc., in 1986, a successful training and development company. He wrote and designed many highly acclaimed communication training programs. Over 8000 businesses and organizations have benefited from his training programs. He is currently writing a book on how to apply the Compassionate Communication model internally which will be published in 2009. To contact Jerry please call (828) 252-0538, email [jerry@ashevilleccc.com](mailto:jerry@ashevilleccc.com) or go to [www.ashevilleccc.com](http://www.ashevilleccc.com)

**The Cost of The Course** \$275.00

- ◆ Fee includes workbook.
- ◆ Participant will need to purchase 'Nonviolent Communication, A Language of Life' by Marshall Rosenberg, \$17.95

**Education Credits**

Application has been made for 16.0 hours of "General Skill Building" credit from the North Carolina Substance Abuse Professional Certification Board.

MAHEC designates this continuing education activity as meeting the criteria for 1.6 CEUs as established by the National Task Force on the Continuing Education Unit. You must attend the entire workshop to receive CEUs.

MAHEC is recognized by the National Board of Certified Counselors to offer continuing education for National Certified Counselors. We adhere to NBCC Continuing Education Guidelines (Provider #5514). 16.0 hours.

**Psychologists:** MAHEC is recognized by the North Carolina Psychology Board as an approved provider of Category A Continuing Education for North Carolina Licensed Psychologists. Course Director 16.0 hours.

**Please Note:** This program does not offer discipline specific credit for nurses or allied health professionals.

**8 Week Compassionate Communication Course  
Tuesday Sept 29th-Nov 17th**

Name \_\_\_\_\_ Credentials \_\_\_\_\_  
 Social Security #XXX-XX \_\_\_\_\_ (last 4 digits req'd) Occupation \_\_\_\_\_  
 E-mail Address \_\_\_\_\_  
 Home Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
 Home County \_\_\_\_\_  
 Home # \_\_\_\_\_ Work # \_\_\_\_\_  
 Employer \_\_\_\_\_ Department \_\_\_\_\_  
 Employer's Address \_\_\_\_\_ City \_\_\_\_\_ ST \_\_\_\_\_ Zip \_\_\_\_\_  
 Work County \_\_\_\_\_

Brochures go to  home  email  Please remove my name from the MAHEC mailing list.

Registration Fee: (Class size is limited!)

- \$275.00 if you register by Sept 22nd       \$290.00 if you register after Sept 22nd

PLEASE PRINT

Charge my:  Visa  Mastercard  Discover Card

Account # \_\_\_\_\_      Make check payable to MAHEC and send to:  
 Exp \_\_\_\_\_      MAHEC Registration, 501 Biltmore Avenue  
 Name on Card \_\_\_\_\_      Asheville, NC 28801-4686 or Fax to 828-257-4768  
 Signature \_\_\_\_\_

Employer will mail fee (fax registration now!)

Supervisor's Authorization \_\_\_\_\_