



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 Nurses and Allied Health Care Providers

Professional Benefits:

Most often, your job as nurse is about supporting people in times of crisis centered around their health. Emotions run high with patients and family members. Preparing yourself by increasing your emotional intelligence can make your workflow not only more efficient, but more enriching as well. You will learn to:

- ◆ Proactively connect to patients' physical and emotional needs and deeply hear what they are wanting and needing to collaborate care
- ◆ Empathize with patient or family members' fears or complaints and bring them to resolution
- ◆ Handle difficult patients without taking it personally by hearing their anger directed at you as tragic expressions of their unmet needs
- ◆ Connect to your own emotional needs and practice emotional self-care to prevent burn-out
- ◆ Communicate cooperatively with other disciplines to effectively problem solve issues related to patient care

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

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
- ◆ Create a quality of connection that embodies unconditional love
- ◆ Improved your confidence in your own assertiveness by using non-confrontational communication that is clear, non-blaming and expressed straight from the heart

I enjoyed taking Jerry's Compassionate Communication course for two reasons: one, learning more about how to communicate with others, specifically my husband, in more effective and gracious ways, and two, experiencing being heard compassionately through Jerry's modeling and in activities with other group members in the class. I found a richer, deeper, and more meaningful understanding of what Nonviolent Communication (NVC) is from the experience of being in Jerry's class compared to the reading of the NVC book only. I continue to apply the NVC principles as I am able and see compassionate communication as a true growth area for me in any situation. I am grateful to Jerry for the real-life application of how NVC works.

Liz Kolousek MS OTR/L Carepartners Health Services

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.

The course was impactful and satisfying because it taught me how to connect with people on a deeper and more real level. Previously, I would have described myself as a skilled listener and effective communicator, but I could see and feel a significant improvement in all of my relationships, after applying the tools learned. I use these skills at work with co-workers and patients, but also at home with family and friends.

Teresa Collins, RN

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 or go to 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 # _____

Exp _____

Name on Card _____

Signature _____

Make check payable to MAHEC and send to:

MAHEC Registration, 501 Biltmore Avenue

Asheville, NC 28801-4686 or Fax to 828-257-4768

Employer will mail fee (fax registration now!)