

INTRODUCING CRITICAL COLLABORATION™

People Skills for Healthcare Professionals

Interpersonal skill building for health care professionals to improve collaboration and personal accountability.

Effective collaboration is vital to the delivery of the best possible patient care. A recent report of the Commission on Patient Safety and Quality Assurance identified a range of issues including 'poor communication processes', 'poor working relations', and 'poor team working' as contributing factors to adverse events in the Irish Health system. The opportunity now exists for your hospital to address these issues through a highly interactive and innovative Critical Collaboration workshop. This workshop is designed to increase coordination among divisions, departments, and teams by showing health care workers how to get cooperation and commitment from co-workers or patients over whom they have no authority.

CRITICAL COLLABORATION

offers practical skills tools for managing relationships and working together more productively, increasing personal effectiveness, and creating a healthier work environment.



CRITICAL COLLABORATION

We transform nurses into nurse-leaders equipped to meet challenges in health care today — leaders who can focus the energy and enthusiasm of others on the mission and vision of your organisation.

PERFORMANCE ADVANTAGES: Why You Should Participate on the Workshop

Health care professionals at all levels, including nurses, technicians, and support staff, can learn how to collaborate more effectively in this one-day workshop of relevant, and intensive skills training. Participants gain new insights about the impact of their own behaviour, as well as learn how to:

- Communicate more effectively to help reduce errors
- Resolve people problems before they escalate into harmful and costly situations
- Build trust and commitment
- Adapt to the behaviour of others.

This program has been approved by the American Association of Critical Care Nurses (AACN) for 9.5 Contact Hours, Category O, File number 0013349.

LINK TO THE REAL WORLD

CRITICAL COLLABORATION has been designed *by* health care professionals *for* health care professionals. All concepts, discussions, examples, demonstrations, and exercises are grounded in the real world. Participants learn skills they can apply right away on their next shift. Specifically:

- Video demonstrations, examples, and case histories have been taken from real life healthcare scenarios. Participants will recognise situations and relate to problems presented
- Participants practice their skills with their team members, using realistic health care situations close to their own experiences
- Skills and strategies are developed as practical and usable in the participants' own work environments

Overall, participants in CRITICAL COLLABORATION will return to work energized by new insights, eager for the opportunity to apply their skills to solve communication and collaboration problems.

KEY LEARNING INSIGHTS

Participants learn techniques to help them evaluate their own behaviour and the behaviour of others. This leads to more productive interactions. They learn to structure discussions that will:

- Address conflicts and problems without creating resentment
- Elicit ideas and gain cooperation
- Produce greater understanding and commitment.

The insights participants gain about their own behaviour help them adapt to increase their effectiveness with others. This is how

collaboration begins to improve and flourish. These skills also help to develop personal accountability. Participants become aware of how important their own role is in making their work environment safer and healthier for patients and staff.

LEARNING STYLE

Participants learn the concepts of CRITICAL COLLABORATION in a lively, participative manner. They receive feedback from their teammates that personalizes the learning points and sets the stage for putting into practice what they have learned.

A HEALTHIER ENVIRONMENT

The link between interpersonal skills among the staff and the quality of care given to patients has been repeatedly documented and verified. Better relationships can work to reduce the frequency of medical errors, patient complications, unnecessary readmissions, conflicts, and staff turnover. Improvements in these problem areas all help improve your bottom line.

ONGOING DEVELOPMENT

Additional programs are available, which build leadership and teamwork from the foundation of CRITICAL COLLABORATION. These workshops are designed to reinforce, extend, and support the interpersonal skills of CRITICAL COLLABORATION.

FIND OUT MORE

Critical Collaboration can help unleash the potential of your people to accomplish your most important goals in an increasingly demanding healthcare environment. If you have questions or want to discuss the workshop further, please contact Polaris HR at 01-8904849.