



## ***Communication Skills Training: Building Relationships with Clients***

### **Course Information**

**Release Date:** April 1, 2009

**Expiration Date:** March 31, 2010

**Target Audience:** Health care providers working in Special Diabetes Programs for Indians (SDPI) grant programs.

### **Activity Overview:**

The IHS Division of Diabetes Treatment and Prevention recognizes that communication skills are critical and central to ongoing success and satisfaction of programs and their participants in the Special Diabetes Program for Indian (SDPI) programs. Despite the excellent knowledge base and training of many who work within SDPI programs, few people are provided with education in communication practices. With this in mind, a series of trainings was developed that will not only increase the knowledge of communication skills, but also provide SDPI program staff with experience in the communication process.

### **Description: Building Relationships with Clients**

You want to be effective with every client, but sometimes it feels like you are not only ineffective, you might even be bothersome. This training will help you improve your communication skills. You will learn to listen better, hear what your client is really saying, and therefore know what kind of information will really help them. Plus, you'll get to test the techniques presented, so the next time you meet with your client, you'll be ready to listen and be heard.

The training consists of two interviews, a coaching session on basic communication skills and a discussion of these skills, a short quiz and a practice session to gain experience.

### **Learning Objectives:**

At the end of this training, you will be able to:

- Identify six techniques important in building relationships with clients to enhance lifestyle change
- Apply the six techniques in a simulated counseling session
- Describe one change you can make in your practice as a result of completing this training

We encourage you to complete the training in one sitting; it takes approximately one hour to complete. Print the *Presentation Handout* so you can follow along and take

notes. This will help you successfully complete the quiz. You can start and stop the training, but you will need to note where you stop as the program does not keep track for you.

**NOTE:** You must complete the last section in one sitting. It includes a short lecture, a quiz and a practice session. If you stop during this section, the answers to the quiz will not be saved. You will have to return to the beginning of the lecture section to complete the training and receive a certificate of completion. Your computer will not remember your answers nor will it score your quiz unless you complete the final section in one sitting.

If you have trouble viewing this training on-line, check your system to make sure you have the appropriate hardware and software. If you any questions please send an email to [diabetesprogram@ihs.gov](mailto:diabetesprogram@ihs.gov).

### **Continuing Professional Education (CE) Credit Information**

To receive CE credit, you must view the entire training, successfully pass the quiz (score equal to or greater than 80%), and complete an evaluation. You will be able to print a "Certificate of Continuing Education Credit" on-line following the training.

### **Accreditation Statements:**

The Indian Health Service (IHS) Clinical Support Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

The IHS Clinical Support Center designates this continuing education activity for 1 hour of Category 1 credit toward the Physician's Recognition Award of the American Medical Association. Each physician should claim only those hours of credit he or she actually spent in the educational activity.

The American Academy of Physician Assistants (AAPA) accepts this AMA Category 1 credit for physician assistants.

The Indian Health Service is accredited as a provider of continuing education in nursing by the American Nurses Credentialing Center Commission on Accreditation.

This activity is designated 1 contact hour for nurses.

The Indian Health Service (IHS) Nutrition and Dietetics Training Program (NDTP) is accredited by the Commission on Dietetic Registration to sponsor continuing professional education for Registered Dietitians. This activity has been awarded 1 CPEU. The IHS NDTP number is NU006. Each attendee should only count the number of hours for each activity attended.

## **Faculty and Program Planning Committee**

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### **Disclosure Statements**

All planning committee members, and all faculty for this series of trainings have completed the disclosure process and have indicated they have no significant financial relationships or affiliations with any product or commercial manufacturer that might constitute a conflict of interest.

Additionally, each faculty member has indicated that he or she will identify any experimental or “off-label” uses of any medications, and will use generic names or multiple trade names when discussing medications.

**Hardware/Software Requirements:**

**Flash Player 8 or higher**

<b>Windows</b>	<b>Macintosh</b>
Intel Pentium II 450MHz or faster processor (or equivalent)	PowerPC G3 500MHz or faster processor
128MB of RAM	128MB of RAM

**Operating systems and browsers**

**Flash Player 8 is supported on the following operating systems and browsers:**

**Windows**

<b>Platform</b>	<b>Browser</b>
Microsoft Windows 98	Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL 9, Opera 7.11 or later
Windows Me	Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL 9, Opera 7.11 or later
Windows 2000	Microsoft Internet Explorer 5.x, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later
Windows XP	Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later
Windows Server 2003	Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later

**Macintosh**

<b>Platform</b>	<b>Browser</b>
Mac OS X v.10.1.x, 10.2.x, 10.3.x, or 10.4.x	Internet Explorer 5.2, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL for Mac OS X, Opera 6, Safari 1.x or later

To view video segments - 500kbps (broadband, such as: DSL, cable modem, T1 or faster)