

*Flex your communication style to match the needs of your patients.*



Tim Landry will deliver this informative, interactive, and eye-opening workshop. He is a long time practitioner of Myers-Briggs, and a surviving spouse of a 10-year cancer patient. He brings the knowledge of how personality type influences the way people like to receive information and make decisions, as well as the importance of proper communications to patients and their families, based on personal experience. This workshop is primarily targeted to healthcare providers, although it could be easily adapted for patient or family support groups.

Years of research prove that we receive information and make decisions based upon our personality preferences. We also know that some of the most important types of information we receive, and decisions we are asked to make, involve our health. Why then do most healthcare providers communicate according to their own preferences instead the preferences of the patient? The answers are pretty simple. First of all, this is not a subject that has been widely taught in medical schools. Secondly, many people believe that this is a difficult process to learn and practice. And finally, there is a common myth that a good “Bedside Manner” is primarily outwardly showing compassion, and listening to the patient. Although these are very important behaviors, there is much more to good patient communications.

Subjects include:

- ❑ Understanding personality type (Each participant will receive their own Myers-Briggs report)
- ❑ How each personality type prefers to receive information, and the consequences of not delivering communications properly
- ❑ How each personality type makes decisions, not just about healthcare, but everything
- ❑ The importance of flexing your style to match the needs of the patient.
- ❑ What to do when family members have different personality styles from the patient.
- ❑ How to make the process quick and simple, so that it can become second nature.

By the end of this workshop you will:

1. Quickly be able to determine the personality preferences of your patient
2. Be able to understand your own preferences
3. Be able to flex your communication style to suit the situation without compromising the message.
4. Be able to identify the signs of a patient that has not had their needs met.
5. Have more satisfied patients

*This workshop will change the way you view your relationship with your*