

# Improving Patient Adherence to Medical Advice

## A Four-Hour Workshop

### Designed for

Physicians and medical professionals who interface with external or internal customers

### Benefits

You will be able to:

- Identify sources of upsets in dealing with others
- Become aware of one's own interpersonal communication habits and how they impact others
- Identify "hidden agendas" that interfere with clear communication
- Develop attitudes and skills that create and nurture long lasting and trusting relationships with others
- Eliminate stress in business and personal relationships
- Create extraordinary relationships



Cole Baker is president of the Compo Group. Over the past 25 years Mr. Baker has held positions ranging from field Service Engineer through President and Chairman of the Board of five High-Tech companies. He has taught psychology and philosophy at the university level, and has been featured on network talk shows.

### Course Contents:

#### INTRODUCTION

- Overview of Workshop
- Upsets and frustrated expectations
- Identifying personal stressors
- Maintaining a calm presence in difficult situations
- Developing a Bond of Trust

#### DIFFUSING ANGER

- Dealing with argumentative people & "Yeah-Buts"
- Acknowledging others exercise
- Recognizing and controlling the tendency to argue

#### LISTENING SKILLS

- Journal of Family Practice Study
- Listening vs. Trust & confidence in Physician
- Improving listening skills exercise
- Avoiding Defensiveness
- Dealing with people who distrust others

#### FOCUSING ON THE BIG PICTURE

- Identifying the "real" objectives
- Avoiding non essentials and petty disagreements

#### REDUCING STRESS

- The ABC's For Eliminating Stress
- Quiet the mind exercise
- Peak Performance vs. burnout

#### TRANSFORMATION AND SELF-SABOTAGE

- Why we inhibit the process of change
- The internal saboteur exercise

#### Q & A SESSION



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