

05. Communicating effectively: in person and on paper

Wednesday, 29 October 2014, 09:00 - 17:00

Room 131



Type Post-graduate Course

Track Tuberculosis

Topic Other

Duration Full-day

Max attendees 30

Description To achieve/share the results we want, it is essential to communicate well. Good communication creates an environment that promotes treatment/healing, facilitates behavioral change, reduces conflict & stress and improves working conditions. Communicating successes, outcomes & results ensures a well informed community, leading to both political will and future funding/support. This course provides two sets of tools: 1.To address the skills needed to improve communication, motivate patients and increase job-satisfaction, and 2.To perfect ways to communicate outcomes/results and success stories.

Target audience The workshop is aimed at anyone who needs to communicate more effectively e.g. programme managers, NTP managers/coordinators, donor representatives, ASCM professionals, nurses and clinicians.

Objectives

1. Increased awareness of ones own communication and its effects on others
2. Learn the basics of the "5 minute communication model"
3. Learn how to establish trust, ensure understanding, remembering and motivation with patients
4. Communicate results in TB control
5. Help participants to develop the skills needed to tell their stories

Keywords Communication; Information; Better writing; Results; Impact Measurement

Coordinator(s) Hedvig Amdal (Norway), Tristan Bayly (Netherlands)

Chair(s) Mona Drage (Norway)

Presentations

1. The effect of implementing health communication in TB control in Temeke municipal , Dar Es Salaam, Tanzania
Joyce Mgohamwende (Tanzania, United Rep.)
2. I have no difficult patients anymore - Experiences from Russia
Anna Kondakova (Russian Federation)
3. The "5 minute communication model"
Hedvig Amdal (Norway)
4. Why health communication and patient involvement in TB control - what is the evidence?
Mona Drage (Norway)
5. Telling Stories - Identifying and building success stories
Tristan Bayly (Netherlands)
6. Quality Writing
Fran Du Melle (USA)
7. Presenting Data - Better tables and visuals and presentations
Ersin Topcuoglu (Netherlands)