



## INSTITUTE OF ADVANCED NURSING STUDIES

### Enhancement Programs for EN: Better Patient Communication

(MGT001 Program Tailor- made for Enrolled Nurse with >2 Years of Service)  
Organized by Institute of Advanced Nursing Studies and Conducted by HOHR  
13 Jan 2025 (14:00- 17:30)

*The Nursing Council of Hong Kong has approved the Hospital Authority as a provider of Continuing Nursing Education (CNE) since 2005*

#### Program information

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##### Program Objectives

Upon completion of the program, participants will be able to:

- Foster a positive and proactive attitude in patient communication
- Understand the 4 steps in patient interaction
- Be aware of common pitfalls in verbal and nonverbal communication
- Grasp tips on defusing challenging situations and managing emotion

##### Contents

- A-E-P attitude in patient communication
- Step- by- step guide for situations commonly encountered in clinical practice
- Empathy through active listening and paraphrasing
- Power of verbal and non- verbal expressions
- Experience sharing by frontline practitioner

##### Class Size

42

##### Target Participants

EN with >2 years of service

##### Date/ Time/ Venue

Date	Time	Venue
13 Jan 2025	14:00 – 17:30	Room G09, G/F, Block M, Kowloon Hospital

##### Program Director

Mr. Since KONG, M(N), HOCS

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##### Speaker

HO Training and Development Team

##### Methodology

Lecture, videos, clinical practitioners' sharing, group discussion and role play

**Language Medium**

Cantonese supplemented with English materials

**CNE Points**

3 (Pending)

**Award of certificate**

An electronic certificate of completion will be issued to those who have completed the course

**Timetable**

Time	Activity
14:00- 14:10	Introduction
14:10- 14:50	Patient communication attitude
14:50- 15:10	Understanding patients' needs
15:10- 15:30	The four service steps for general situations
15:30- 15:45	Effective emotion management
15:45- 16:00	Break
16:00- 16:20	Managing words, tone and body language
16:20- 16:30	The four service steps for challenging situations
16:30- 16:45	Saying no with grace
16:45- 17:05	Role- play exercise
17:05- 17:25	Sharing by Frontline Clinical Professional
17:25- 17:30	Summary