

# COMMUNICATION IN THE HEALTHCARE SECTOR: A HUMAN AND LEGAL APPROACH



This course explores the essential role of effective communication in healthcare settings.

It examines both the human and legal dimensions of communication, emphasizing the importance of clear, compassionate interactions between different stakeholders (healthcare professionals, patients, families, paramedics, administrative staff ...).

Participants will engage with key concepts in medical law, ethical considerations, and the impact of communication on both the care providers' wellbeing and patient outcomes. Through interactive presentations, case studies, role-playing, and practical exercises, participants will develop skills to navigate complex conversations and foster a culture of empathy and understanding in healthcare environments.

## Dates & Time:

<b>Module 1 - Introduction to Communication</b>	February 19	5:00 - 9:00 PM
<b>Module 2 - Fundamentals of Healthcare Communication</b>	February 21	5:00 - 8:00 PM
<b>Module 3 - Patient's right to information and informed consent</b>	February 24	5:00 - 8:00 PM
<b>Module 4 - Practice Communication technics</b>	February 26	5:00 - 9:00 PM

 **Language:** English

 **Modality:** On-site  
**Maximum number of participants:** 30

 **Training fees:** 200\$

 [Registration click here](#)



## Magalie Zoghbi Helou

Magalie Zoghbi Helou is deeply passionate about communication and medical practice. She chose a career path that combines both passions, incorporating the values of authenticity, humanity, and peacebuilding.

She earned her first mediation diploma in 2012 while still a law student and a volunteer at the Lebanese Red Cross. Her volunteering work provided her with firsthand experience of how healthy, simple, and clear communication can positively impact medical practice and is key to effectively managing people.

A lecturer at the Université de Lorraine in Nancy since 2019, she covers topics such as Mediation in the Healthcare Sector for master's students specializing in healthcare law, as well as International Mediation and Foreign Mediation for the mediation and other alternative dispute resolution (ADR) diploma. She also regularly participates in industry-related conferences and seminars as a speaker.

Currently, she has founded HearTTalk to expand her passion to a larger audience and have a greater impact on the healthcare sector. HearTTalk focuses on providing training in Mediation, Positive Communication, Conflict Prevention, Management and Resolution, and the Tools and Posture of a Mediator, primarily for healthcare professionals.

## LEARNING OUTCOMES:

<b>Module 1</b>	<b>Title: Introduction to Communication (4 Hours)</b>
<b>Learning Outcome</b>	At the end of this module, participants will be able to: <ul style="list-style-type: none"> <li>• Define communication</li> <li>• List and describe the elements of communication</li> <li>• Explain the process of communication</li> </ul>
<b>Topics covered</b>	<ul style="list-style-type: none"> <li>• Communication channels</li> <li>• Types of communication (verbal, non-verbal, written)</li> <li>• Active Listening</li> <li>• Porter's attitude and reformulation technics</li> <li>• Non-Violent Communication</li> </ul>
<b>Module 2</b>	<b>Title: Fundamentals of Healthcare Communication (3 Hours)</b>
<b>Learning Outcome</b>	At the end of this module, participants will be able to: <ul style="list-style-type: none"> <li>• Define Clinical Communication</li> <li>• Identify the challenges of clinical communication</li> <li>• List and describe the key elements of communication in clinical setting</li> <li>• Explain communication models used in a clinic setting</li> </ul>
<b>Topics covered</b>	<ul style="list-style-type: none"> <li>• Introduction to clinical communication</li> <li>• Barriers to effective clinical communication</li> <li>• Key elements of clinical communication</li> <li>• The communication process in clinical setting</li> </ul>
<b>Module 3</b>	<b>Title: Patient's right to information and informed consent (3 Hours)</b>
<b>Learning Outcome</b>	At the end of this module, participants will be able to: <ul style="list-style-type: none"> <li>• Explain the Patient-Professional-Partnership</li> <li>• Define patient's right to information and informed consent</li> <li>• Establish the relationship between the two concepts</li> <li>• List the consequences of not collecting an informed consent</li> </ul>
<b>Topics covered</b>	<ul style="list-style-type: none"> <li>• Shared decision-making</li> <li>• Legal aspect of clinical communication</li> <li>• Legal, Financial and Ethical consequences of not collecting an informed consent</li> </ul>
<b>Module 4</b>	<b>Title: Practice Communication technics (4 Hours)</b>
<b>Learning Outcome</b>	At the end of this module, participants will be able to: <ul style="list-style-type: none"> <li>• Practice communication skills in a clinical setting</li> </ul>
<b>Topics covered</b>	<ul style="list-style-type: none"> <li>• Active Listening</li> <li>• Empathy</li> <li>• Collecting an Informed Consent</li> <li>• Communication protocols</li> </ul>