



CRITICAL COLLABORATION™

Build interpersonal skills to improve collaboration and personal accountability among health care professionals.

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Effective collaboration is vital to the delivery of the best possible patient care. The link between interpersonal skills among the staff and the quality of care has been repeatedly documented and verified. Psychological Associates offers CRITICAL COLLABORATION as a one-day workshop for health care professionals at all levels, including nurses, technicians, and support staff. It imparts practical skills and relationship-managing tools for working together more productively, increasing personal effectiveness, and creating a healthier work environment. It is a learn-by-doing experience linked closely to the real world — designed by health care professionals for health care professionals.

BENEFITS AND OUTCOMES

Participants in CRITICAL COLLABORATION gain new insights about the impact of their own behavior, as well as learn to:

- Evaluate the behavior of others to respond productively
- Communicate more effectively to help reduce errors
- Resolve people problems before they escalate into harmful and costly situations
- Collaborate to elicit ideas, build trust, and gain commitment
- Develop personal accountability and a greater sense of their role in supporting a safe, healthy environment for patients and staff.

HOW IT WORKS

CRITICAL COLLABORATION uses a variety of participative learning techniques, including video demonstrations, case histories for discussion, and role-playing in teams using real health care situations close to participants' own experiences. In this way, participants learn new concepts and techniques for building interpersonal skills that they can apply right away on their next shift. They develop insights and practical strategies to solve problems in their own work environments.

