

# BUILDING HEALTHY WORK RELATIONSHIPS WITHIN THE HEALTHCARE FIELD

## SESSION DESCRIPTION

Building positive and effective work-relationships among your practice physicians is essential for creating a supportive and productive healthcare environment, as teamwork and collaboration are crucial. This facilitation session aims to provide participants with the knowledge and skills to foster strong coworker relationships with physicians within the healthcare setting.

Throughout the facilitation session, interactive discussions, case studies, and role-playing exercises will be conducted to promote active participant engagement and practical application of concepts. Participants will have the opportunity to share their experiences, challenges, and success stories, allowing for peer learning and support.

By the end of the session, participants will have a better understanding of the importance of coworker relationships within the healthcare field and will be equipped with practical strategies to enhance communication, collaboration, empathy, conflict resolution, and resilience. They will be empowered to create a positive and supportive work environment that ultimately contributes to improved patient care and overall job satisfaction within their healthcare teams.

## LEARNING OBJECTIVES:

- Understanding the Importance of Coworker Relationships.
- Enhancing Communication Skills.
- Explore effective communication techniques for building rapport and resolving conflicts in the healthcare workplace.
- Creating a Positive Service Culture.
- Enhancing Service Delivery in Different Healthcare Settings.
- Promoting Collaboration and Teamwork.
- Developing Empathy and Emotional Intelligence.
- Managing Conflict and Building Resilience.
- Skill-building exercises: Activities to enhance communication, active listening, and conflict resolution skills.
- Audiovisual materials: Visual aids, videos, and multimedia resources to support learning and understanding.
- Self-reflection exercises: Individual exercises to encourage participants to reflect on their own customer service practices.