



THE ART OF THINKING ON YOUR FEET



Advanced Communications Skills Workshop

A fun, engaging and interactive workshop that will enhance your communication skills and teach you how to think on your feet and outside of the box!



ENHANCING SOFT SKILLS FOR HARD CONVERSATIONS

This advanced communication skills workshop provides strategies to boost on-the-spot thinking, read emotions and intent and eliminate bad habits in both verbal and nonverbal dialogue. In this interactive, participant-focused training you'll develop complex skills and identify tactics to improve your interpersonal conversations, collaborations and adaptability to change.

WORKSHOP DESIGN

The workshop is divided into 4 units. The first session within each unit will focus on elements of individual communication and the second will focus on team/organizational communication. While it is strongly encouraged to attend both sessions within the unit, it is not required.

You may register for any or all sessions.



Unit 1 | Decoding Emotional Intelligence

October 13 and October 20 | 3:00 - 5:00 PM

Session Topics: Empathy and Adaptability



Unit 2 | Excelling at Non-Verbal Communication

November 10 and November 17 | 3:00 - 5:00 PM

Session Topics: Active Listening and Body Language



Unit 3 | Cultivating a Positive Mindset

February 16 and February 23 | 3:00 - 5:00 PM

Session Topics: Wellness and Feedback



Unit 4 | Breaking Barriers, Building Bridges

March 23 and March 30 | 3:00 - 5:00 PM

Session Topics: Emotional Awareness and Trust



WORKSHOP UNIT 1.1

Decoding Emotional Intelligence

Getting on the Same Page: Strategies to Default to Empathy

October 13, 2022 | 3:00 PM-5:00 PM

Communicating with others isn't easy. Whether it's a difficult conversation with a patient, an unpleasant discussion with a colleague, or an informal chat at a social gathering, communication can be uncomfortable.

While second nature, talking and listening are skills that can be developed and improved over time. Focusing on the needs of others allows you to enhance empathy and hone these essential skills.

Join us for a hands-on workshop where you'll practice the art of empathy through experiential learning. Learn to improve your personal and professional relationships by building communal trust and understanding.

Following the session, you'll be able to:

1. Design approaches for effective conversations with difficult people.
2. Practice communication strategies that promote your personal success.
3. Evaluate the consequences of negative interactions to produce continued skill improvement.

[Register Now](#)





WORKSHOP UNIT 1.2 Decoding Emotional Intelligence

Learning to Grow in Times of Change: Strategies to Make You and Your Team More Adaptable

October 20, 2022 | 3:00 PM-5:00 PM

Now, more than ever, individuals, teams and organizations need to develop adaptability skills to face challenges and rapid change. To do so, we must harness the power of spontaneity, creativity, and flexibility to make the most of the new and evolving realities presented.

Join us for an interactive workshop where you'll use active listening techniques to develop dynamic collaboration skills to enhance adaptability. The session will be an entirely experiential learning format to ensure you have ample opportunity to hone your skills.

Following the workshop, you'll be able to:

1. Improve listening skills to enhance collaboration.
2. Utilize strategies to clearly and confidently share your ideas.
3. Practice communication strategies that improve confidence and promote your personal success.

[Register Now](#)





WORKSHOP UNIT 2.1

Excelling at Non-Verbal Communication

Growing Big Ears: Strategies to Improve Active Listening

November 10, 2022 | 3:00 PM-5:00 PM

If you've gotten distracted during a conversation, you're not alone. We are constantly distracted by emails, texts and even our own thoughts. Listening is not just an important component of communication; it is essential. There is no communication if the listener is not *listening*.

Learn how to improve your active listening habits. This hands-on session is designed to help you assess your current skills and practice simple exercises to sharpen them.

Following the session, you'll be able to:

1. Identify the components of strong active listening skills.
2. Implement effective strategies to incorporate active listening into your day-to-day activities.
3. Develop a framework for future individual growth.

[Register Now](#)





WORKSHOP UNIT 2.2

Excelling at Non-Verbal Communication

Actions Speak Louder than Words: Strategies to Project and Identify Nonverbal Signals

November 17, 2022 | 3:00 PM-5:00 PM

While strong verbal skills are a vital component in effective communication, you can say as much — if not more — with your body language. Projecting positive body language to others is essential for clear communication.

Join us to practice strategies to ensure your body language communicates the desired message and to accurately interpret the body language of others.

Following the workshop, you'll be able to:

1. Identify and interpret nonverbal communication cues.
2. Utilize body language to accurately convey your message.
3. Practice communication strategies that improve confidence and promote your personal success.

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WORKSHOP UNIT 3.1

Cultivating a Positive Mindset

Dousing the Flames of Burnout: Strategies for Thriving Personal Wellness

February 16, 2023 | 3:00 PM-5:00 PM

No one likes to make a mistake. Unfortunately, the result is a constant drive for perfection and the potential for handling errors in an unhealthy fashion when they inevitably occur. We may think we are coping, but in reality, we are only putting further strain on our well-being and moving one step closer to burnout.

Join us for a hands-on experience to practice and master techniques that allow you to look at experiences in a different light. This session will be entirely applied learning to help you develop a growth mindset to prevent burnout and improve wellness.

Following the session, you'll be able to:

1. Identify the causes and consequences of burnout.
2. Demonstrate effective coping techniques designed to develop a growth mindset.
3. Practice communication strategies that promote personal success and well-being.

[Register Now](#)





WORKSHOP UNIT 3.2

Cultivating a Positive Mindset

Food for Thought:

Using Feedback to Create a Culture with a Growth Mindset

February 23, 2023 | 3:00 PM-5:00 PM

Feedback is an essential communication skill necessary for advancement. A feedback-rich culture creates an environment in which individuals and teams can thrive and reach their full potential. However, a feedback culture doesn't just exist, it must be created.

Developing a culture that can both give and receive feedback will take our teams and organization further. So what are the daily communication habits that help create a culture of feedback?

Join us for a hands-on workshop where you'll practice strategies to seek out and benefit from feedback activities to optimize your growth.

Following the session, you'll be able to:

1. Identify and interpret opportunities for feedback in your organization.
2. Utilize strategies to clearly and confidently give and receive feedback.
3. Practice communication strategies that improve confidence and promote your personal success.

[Register Now](#)





WORKSHOP UNIT 4.1

Breaking Barriers, Building Bridges

Dealing with the Elephant in the Room: Strategies to Enhance Emotional Awareness

March 23, 2023 | 3:00 PM-5:00 PM

Whether you're delivering difficult news to a patient, providing sensitive feedback to a student or having a heated discussion with a peer, tough conversations stir strong emotions on all sides.

Emotional awareness, or the ability to understand feelings, plays a key role in effective communication. However, many health care professionals have little or no formal training on how to move beyond exchanging information to understanding the emotion behind the facts — and how to react accordingly.

This session is focused on improving your emotional awareness. You'll discover strategies to recognize your own emotions, respond appropriately to the emotions of others, and improve your comfort levels during difficult conversations.

Following the session, you'll be able to:

1. Identify the emotions and motivations influencing a person's reactions.
2. Implement strategies to communicate during difficult conversations effectively.
3. Develop a method for continued emotional awareness and personal growth.

[Register Now](#)





WORKSHOP UNIT 4.2

Breaking Barriers, Building Bridges

Group Flow:

Quickly Establishing Trust in Your Working Relationships

March 30, 2023 | 3:00 PM-5:00 PM

Trust is a quality of most high performing teams. However, building trust with within teams isn't easy, especially in modern times where some teams are fully virtual. Teams that are quickly able to develop trusting relationships will more quickly get into group flow and elevate performance beyond expectations.

So how do you quickly develop these relationships on your team? What are the conditions that will allow your team to get "in the zone"?

Join us for this hands-on session where you'll practice strategies to develop trusting relationships in your work and personal life that will accelerate what your team can accomplish.

Following the session, you'll be able to:

1. Identify ways to develop trusting relationships on your teams quickly.
2. Utilize communication to set the conditions for your team to be in flow.
3. Practice communication strategies that improve confidence and promote your personal success.

[Register Now](#)



ABOUT THE FACILITATOR

Sessions will be led by UNMC's own improv doc, **Dr. Mike Smith** and a team of local improv experts from Healthcare Improv.

In 2014, Mike began taking Level 1 improv classes. Realizing early on that improv skills could help him as a hospitalist, Mike began implementing them at work. The result? More fulfilling work, more meaningful interactions with patients, and more effective teaching.



YOU
DON'T
HAVE
TO BE
FUNNY

In 2017, Mike found himself on the other side of healthcare, as several of his immediate family members received serious medical diagnoses. Throughout this time, he saw several well-intentioned healthcare professionals cause harm to his loved ones through their methods of communication. It was here that Mike posed the question: *Can practicing improv help healthcare professionals avoid this unintentional harm in the future?*

In 2018, Mike put his idea into practice and led several workshops to expose the professional and personal benefits of improv to a larger healthcare audience.

Join Mike today and begin your journey to better connect with the people in your life!



Register online today!

go.unmc.edu/improv-workshop

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