

14th Annual Point-of-Care Coordinators Forum

***Talking the Talk:
Overcoming the Barriers of Productive Communication***

Thursday, August 4, 2016

7:30am – 10:00am

Philadelphia Convention Center, Philadelphia, Pennsylvania

Sponsored by the AACC Critical and Point-of-Care Testing Division

This Point of Care (POC) Coordinators Forum will highlight leader communication for POCCs and essential skills for dealing with anyone. The session will focus on techniques to help understand the perspectives of the people we communicate with *before* we shape our responses. The presentation will include interactive role plays that will demonstrate listening styles that promote understanding in order to elicit the most appropriate and productive response.

Following the presentation, a panel of POCCs will discuss communication issues received from the audience as well as from POC surveys sent prior to the forum.

Speaker:

Rick Import, President, Whitehat Communications, Charlottesville, VA 22901

Registration fee:

AACC/ASCLS Member/non-member: \$20