

Activity Announcement

The Art of Dialogue: A Stepwise Approach to Effective Communication

Planned in cooperation with the ASHP Foundation

ACPE Activity Number: 0204-9999-20-016-H04-P

Activity Date: April 30, 2019

Expiration Date: 04/30/2023

Activity Type: Knowledge-based

CE Credits: 1.0 hour, no partial credit

Activity Fee: Free for members and non-members

Accreditation for Pharmacists (and Pharmacy Technicians, if applicable)



The American Society of Health-System Pharmacists is accredited by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education.

Target Audience

This continuing pharmacy education activity is designed for pharmacy practitioners serving as residency preceptors.

Activity Overview

The Art of Dialogue: A Stepwise Approach to Effective Communication will outline essential concepts for preceptors to improve communication skills with residents. Preceptors will also review special considerations related to digital communication.

Learning Objectives

After participating in this CPE activity, participants should be able to:

- Describe a stepwise approach to effective communication with learners.
- Explain special considerations related to digital communication.
- Discuss how to incorporate compassion when communicating with learners.

Schedule of Educational Activities

(Schedule required for those activities with more than one components, topics, tasks, etc. This is a required ACPE Standard element and something must be included here. Below is an example of the minimum information needed for a schedule.)

- Introduction and Announcements
- Preceptor and Resident Case
- Three Steps: Three step approach for effective conversations
- Incorporating Compassion: How to incorporate compassion into dialogue 5 mins
- Special considerations: Special considerations related to digital communication
- Key Take-Aways
- Questions and Answers

Activity Announcement

Faculty Information

- Katie Korte, Pharm.D., BCPS, BCCCP– Director of Pharmacy, Truman Medical Center Lakewood, Kansas City Missouri,

Disclosures *(optional on this document)*

In accordance with the Accreditation Council for Continuing Medical Education's Standards for Commercial Support and the Accreditation Council for Pharmacy Education's Standards for Commercial Support, anyone in a position to control the content of an educational activity is required to disclose to the accredited provider their relevant financial relationships. An individual has a relevant financial relationship if he or she (or spouse/domestic partner) has a financial relationship in any amount occurring in the past 12 months with a commercial interest whose products or services are discussed in the activity content over which the individual has control. In accordance with these Standards, all potential conflicts of interest have been resolved.

As defined by ACCME, a commercial interest is any entity producing, marketing, re-selling, or distributing health care goods or services consumed by, or used on, patients. The Standards for Commercial Support do not consider providers of clinical service directly to patients to be commercial interests. The existence or non-existence of relevant financial relationships will be disclosed to the activity audience.

All planners, program chairs, presenters, reviewers and ASHP staff report no financial relationships relevant to this activity.

Methods and CE Requirements

This live webinar activity consists of faculty slides presentations, active learning activities, discussion, and handouts. Participants must participate in the entire activity to claim continuing pharmacy education credit online at the ASHP eLearning Portal. Follow the prompts to complete the evaluation, claim credit, and view the statement of credit immediately after the activity within 60 days of the activity.

Important Note – ACPE 60 Day Deadline:

Per ACPE requirements, CPE credit must be claimed within 60 days of being earned. To verify that you have completed the required steps and to ensure your credits have been reported to CPE Monitor, check your NABP eProfile account to validate that your credits were transferred successfully before the ACPE 60-day deadline. After the 60 day deadline, ASHP will no longer be able to award credit for this activity.

System Technical Requirements

System Requirements Courses and learning activities are delivered via your Web browser and Acrobat PDF. Users should have a basic comfort level using a computer and navigating web sites.

View the [minimum technical and system requirements](#) for learning activities.