Asking Better Questions in Healthcare

Develops techniques for gathering information and improving communication

COURSE OVERVIEW

This course teaches practical strategies for gathering reliable and comprehensive verbal information from patients and clients in supportive and respectful ways. It is designed for any professional who works in the healthcare setting.

The course is delivered via an online learning environment. It is self-paced, but typically takes around 12 hours to complete. Learning materials are highly engaging, including films, interactive quizzes, case scenarios, and one-on-one role-play sessions (online or over the phone) with a tutor. A certificate is provided on completion.

LEARNING OUTCOMES

The course focuses on the communication strategies needed to: build trust and rapport, communicate in a supportive way, encourage elaborate responses, minimise misunderstanding and error (while steering towards important details), and encourage disclosure of sensitive information from reluctant individuals.

EVIDENCE BASE FOR COURSE EFFECTIVENESS

Our Centre is a global leader in the field of investigative interviewing and communication training (investigativecentre.com). Evaluation research using control groups and standardised assessment measures reveals that the structured learning activities promote sustained use of a range of good questions, and lead to shorter consultation times without loss of important information.

ENROLMENT

The cost for individuals is $950 AUD (plus 10% GST within Australia).

This covers full access to the online learning environment and a trainer.

EXPRESSIONS OF INTEREST

For more information about the Centre for Investigative Interviewing – including our other services such as customised training programs – please visit our website: investigativecentre.com

To register your expression of interest, email: info@investigativecentre.com