

MEGAN COLE *SAMPLE WORKSHOP OUTLINES*

I. BALANCING ENGAGEMENT AND OBJECTIVITY

The course consists of six interlinked workshops that explore ways of balancing engagement and objectivity in the physician-patient encounter, or in any communication event.

The instructor is a professional actor with a specialty in using actors' techniques to understand how to connect with others without losing track of ourselves.

A list of selected resources will be provided.

Session 1: **Fundamental Principles of Balance**

The essential components of a good balance between thought and feeling are *witnessing* and *choosing behavior*. We will interactively explore these skills and consider why they are so important.

Session 2: **The Two Basic Skills: Focus and Self-Watch**

Two important mechanisms for leaving our "baggage" outside the door are *focusing the imagination* and *conscious breathing*. These two are crucial for accessing the awareness that leads to intentional behavior.

Session 3: **The Evaluation Skill: Action-Objective-Obstacle**

This is an important tool that provides a simple objective means of *analyzing the* components of a problematic encounter in order to clarify content.

Session 4: **The Hidden Reality: Status**

Status refers to the *shifting hierarchical relationships* inherent in all human encounters. We will look specifically at how status, conceived as a state of imbalance, functions in a medical content.

Session 5: **Internal Realities: Subtext**

Awareness of *perspective* is critical to good communication. We will explore how subtext (unexpressed internal meanings) and nonverbal signals (gesture, body language, vocal tone) affect the messages we send.

Session 6: **External Realities: Context**

An equally critical aspect of *perspective*, context includes the external elements of an event that can affect its meaning. We will also revisit the course skills and consider the ways they interlink.

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