

# **2025 Pain Care Skills Training (PCST) & Substance Use Disorder (SUD) Combined Agenda**

## **Easy Communications Skills for Difficult Situations (Pain & SUD cases)**

**Presented by: Dr. Jeremy Edwards and Dr. Alison Wiesenthal**

**Offered: 20 August 2025, 1230–1530 PM ET**

**Location: Partnership for Public Service, 6th Floor – Room 605**

**Course Description:** This class will focus on providing learners with clear, objective and effective communications techniques that can be used across multiple scenarios in healthcare, including breaking bad news, difficult patient encounters, and complex care situations. Using a combination of didactic learning and standardized patients, this workshop will ensure that learners have the tools necessary to have clear and effective communication in any clinical situation.

### **Learning Objectives:**

1. To review the incidence and impact of difficult or poor communication in the healthcare setting.
2. To describe strategies that can be used to improve communication with others in difficult situations.
3. To demonstrate common pitfalls and mistakes made in communication
4. To allow learners to practice skills with standardized patients in various medical scenarios.

### **20 August 1230–1530 PM ET**

1230-1245	Historic Perspective on Communication in Healthcare
1245-1315	Review of Basic Communication Skills
1315-1345	Standardized Patient Session #1
1345-1400	----- BREAK -----
1400-1430	Review of More Advanced Communication Skills for Difficult Conversations
1430-1530	Standardized Patient Session #2