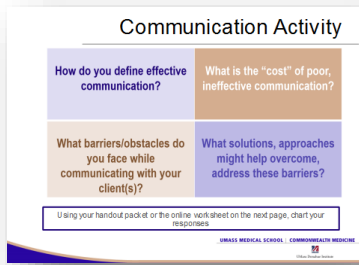


Commonwealth Medicine Client Relationship Management 101 Series

Client Communication

When accessing this online on-demand module as part of a group learning experience, we recommend using this workbook in place of the online activities contained in the online module.

Communication Activity



Work individually – Discuss as a group

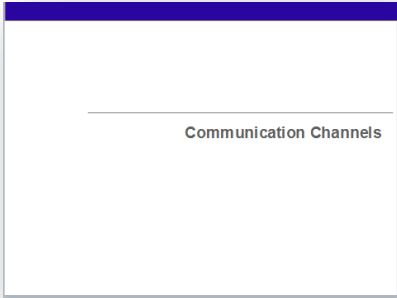
How do you define effective communication?

What is the cost of poor communication?

What barriers/obstacles do you face while communicating with your client(s)?

What solutions, approaches might help overcome, address these barriers?

Choosing the Best Communication Channel



Before this section begins: Work individually – Discuss as a group

Complete this brief assessment:

Selecting the best medium for communicating a given message is itself an important communication skill. There are critical factors to consider when choosing the most appropriate medium for a message.

*What is the right communication tool for the message you need to communicate?
(Select the best channel for each description)*

	Face-to-face	Telephone	Personal email or text	Social media or broadcast emails
1. Allows you to most effectively express the emotions behind the message				
2. Provides no permanent, verifiable record of the communication				
3. Delivers lean messages quickly				
4. Allows you to plan and control your message when dealing with a complex topic				
5. Can reduce the burden on the receiver to figure out how the pieces of a message fits together				
6. Can help control the emotional aspects of an interchange				
7. Can convey complex ideas and relationships quickly				
8. Is the most lean communication medium, offering the receiver few informational cues or feedback mechanisms				
9. Is often overused, creating productivity concerns				
10. Most appropriate for routine, clear situations				

Client Communication Process

Complete the “Client Communication Process” section of this module.

Work individually to complete the worksheet below:

Process Stage	Consultant action taken:	What the client feel during this stage:
ENGAGE		
LISTEN		
FRAME		
ENVISION		
COMMIT		

Discuss as a group: What do we gain at each step during this process?

ENGAGE	
LISTEN	
FRAME	
ENVISION	
COMMIT	

Inquiry and Advocacy Exercise

Handout: Inquiry-Advocacy Model and Skills Used

- Work in small groups (4-5 per group)
- Assign client and “advisor” roles – there may be multiples of each
- Using the “Tips for improved inquiry/advocacy” use the “What to do” and “What to say” to role play

Suggested meeting topic:

CWM must respond to a legislative requirement change that will impact the project you are working on in terms of:

1. *Scope*
2. *Budget*
3. *Timeline*

Our Mission: To help identify and create solutions that improve health and well-being, focused on those served by public programs



ACTION PLAN – Client Communications

1) Which client do I want to focus my learnings today on first? _____

2) What are some of the upcoming communication opportunities I will be having with this client where I can use what I learned today?

- _____
- _____
- _____

3) Which communication skills will likely have the most/best impact on my client in the upcoming interactions? How will I use them?