



The Empathy Effect: Countering Bias to Improve Health Outcomes Workshop

**Click here
to register!**

**January 14, 2019
8:00 AM - 12:30 PM**

**NO COST!
Space is limited.
First come,
first served!**

Target Audience

Individuals and healthcare professionals who work in a health center/clinic and come into contact with patients and families

Learning Objectives

- List two of the three premises for empathy-based care
- Identify the elements of the IN GEAR model for empathy conveyance
- Identify two internal or external cues associated with interactions that invite judgment
- Name at least one counter cue to shift from a view of judgment to one of understanding
- Demonstrate at least two empathy conveyance skills.

**Earn
4.5
CME/CE Credits!**

Location:

Community Health Association Inland Southern Region
621 E. Carnegie Drive, Suite 180, San Bernardino, CA 92408

**Workshop developed
by:**



Institute for
Healthcare
Communication

In partnership with:



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