



IHS Division of Diabetes Treatment and Prevention

Communication Skills Training: *Problem Solving Among Co-workers*

Release Date: April 1, 2008
Expiration Date: April 1, 2009

Target Audience: Health care providers working in Special Diabetes Programs for Indians (SDPI) grant programs.

Activity Overview:

The IHS Division of Diabetes Treatment and Prevention recognizes that communication skills are critical and central to ongoing success and satisfaction of programs and their participants in the SDPI programs. Despite the excellent knowledge base and training of many who work within SDPI programs, few people are provided with education in communication practices. With this in mind, a series of trainings was developed that will not only increase the knowledge of communication skills, but also provide SDPI program staff with experience in the communication process.

Description: *Problem Solving Among Co-workers*

Whether working with clients or colleagues, having good problem-solving skills enhance collaboration and team work. Working together as a team can enhance work satisfaction, increase productivity, provide support and improve personal connections. Instead of trying to solve problems once they have occurred, problem-solving models provide a framework to tackle problems as they arise. In this training, you will see a problem unfolding and have the opportunity to view and practice problem-solving skills.

The training consists of a series of short videos with quiz questions and coaching on problem solving skills, a short quiz and an evaluation.

Learning Objectives

At the end of this training, you will be able to:

- Identify the steps in problem solving
- Apply skills that enhance problem solving
- Describe related communication skills that enhance problem solving (i.e., listening skills, nonverbal communication, questioning and reflection)
- Describe one change you can make in your practice as a result of completing this training

We encourage you to complete the training in one sitting; it takes approximately one hour to complete. Print the presentation handout so you can follow along and take notes. This will help you successfully complete the quiz. You can start and stop the training, but you will need to note where you stop as the program does not keep track for you.

NOTE: If you stop once you start the final section with the quiz and practice session, your answers will not be saved. Your computer will not remember your answers, nor will it score your quiz unless you complete the final section in one sitting.

If you have trouble viewing this training on-line, check your system to make sure you have the appropriate hardware and software. If you have any questions, please send an email to diabetesprogram@ihs.gov.

Continuing Professional Education (CE) Credit Information

To receive CE credit, you must view the entire training, successfully pass the quiz (score equal to or greater than 80%), and complete an evaluation. You will be able to print a "Certificate of Continuing Education Credits" online following the training.

Accreditation Statements:

The Indian Health Service (IHS) Clinical Support Center is accredited by the Accreditation Council for Continuing Medical Education to sponsor continuing medical education for physicians.

The IHS Clinical Support Center designates this continuing education activity for 1 hour of Category 1 credit toward the Physician's Recognition Award of the American Medical Association. Each physician should claim only those hours of credit he or she actually spent in the educational activity.

The American Academy of Physician Assistants (AAPA) accepts this AMA Category 1 credit for physician assistants.

The Indian Health Service is accredited as a provider of continuing education in nursing by the American Nurses Credentialing Center Commission on Accreditation.

This activity is designated 1 contact hour for nurses.

The Indian Health Service (IHS) Nutrition and Dietetics Training Program (NDTP) is accredited by the Commission on Dietetic Registration to sponsor continuing professional education for Registered Dietitians. This activity has been awarded 1 CPEU. The IHS NDTP number is NU006. Each attendee should only count the number of hours for each activity attended.

Faculty and Program Planning Committee

Wendy Sandoval, PhD, RD, CDE

Training Officer
IHS Division of Diabetes

Tom Taylor, DDS
Web-based Video Producer
IHS Division of Diabetes

Lorraine Valdez, RN
Deputy Director
IHS Division of Diabetes

Kelly Acton, MD
Director
IHS Division of Diabetes

Gordon Quam, RN
Project Officer
IHS Division of Diabetes

Julie Jojola, Secretary
IHS Division of Diabetes

Cecilia Kayano
Kayano Design/Write, Inc.
Consultant
IHS Division of Diabetes

Christine Fiore, PhD
Professor
University of Montana
Dept. of Psychology
Missoula, MT 59812

Joyce Hocker, PhD
Psychologist/Communications Consultant
Faculty Affiliate, Depts of Psychology and Communication Skills
University of Montana
Missoula, MT 59802

Disclosure Statements

All planning committee members, and all faculty for this series of trainings have completed the disclosure process and have indicated they have no significant financial relationships or affiliations with any product or commercial manufacturer that might constitute a conflict of interest. Additionally, each faculty member has indicated that he or she will identify any experimental or “off-label” uses of any medications, and will use generic names or multiple trade names when discussing medications.

Hardware/Software Requirements:

Flash Player 8 or higher

Windows	Macintosh
Intel Pentium II 450MHz or faster processor (or equivalent)	PowerPC G3 500MHz or faster processor
128MB of RAM	128MB of RAM

Operating systems and browsers

Flash Player 8 is supported on the following operating systems and browsers:

Windows

Platform	Browser
Microsoft Windows 98	Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL 9, Opera 7.11 or later
Windows Me	Microsoft Internet Explorer 5.5, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL 9, Opera 7.11 or later
Windows 2000	Microsoft Internet Explorer 5.x, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later
Windows XP	Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later
Windows Server 2003	Microsoft Internet Explorer 6.0, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, CompuServe 7, AOL 9, Opera 7.11 or later

Macintosh

Platform	Browser
Mac OS X v.10.1.x, 10.2.x, 10.3.x, or 10.4.x	Internet Explorer 5.2, Firefox 1.x, Mozilla 1.x, Netscape 7.x or later, AOL for Mac OS X, Opera 6, Safari 1.x or later

To view video segments - 500kbps (broadband, such as: DSL, cable modem, T1 or faster)