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Core Concepts
1. Overview – Geoff Gordon, MD, Oregon Health & Science University
2. Mindfulness and Reflection in Clinical Training and Practice – Ron Epstein, MD, Rochester University
3. Therapeutic Aspects of Medical Encounters* – David Brody, MD, University of Colorado; Dennis Novack, MD, Drexel University
4. Balance, Self Care – Jeff Christensen, PhD, Legacy Health System, Portland, Oregon

Essential Elements
5. Structure and Content of the Medical Interview – Auguste H. Fortin VI, MD, MPH, Yale University; Francesca Dwamena, MD, Robert C. Smith, MD, ScM, Michigan State University
6. Build a Relationship – Julian Bird, MD, Kings College, London; Steven Cole, MD, SUNY at Stony Brook
7. Open the Discussion – Beth Lown, MD, Harvard University; Ron Saizow, MD, University of Oklahoma
8. Gather Information – Beth Lown, MD, Harvard University
9. Understand the Patient’s Perspective – Beth Lown, MD, Harvard University
10. Share Information* – Beth Lown, MD, Harvard University
11. Reach Agreement – Beth Lown, MD, Harvard University
12. Provide Closure – Beth Lown, MD, Harvard University

Advanced Elements
13. Responding to Strong Emotions* – Barry Egener, MD, Legacy Health System, Portland, Oregon
15. Communication Across Cultures – Calvin Chou, MD, PhD, University of California, San Francisco; Ellen Pearlman, MD, New York University; Cathy Risdon, MD, McMaster University
16. Promoting Adherence and Health Behavior Change* - Michael Goldstein, MD, Brown University; F. Dan Duffy, MD, University of Oklahoma, Tulsa; Rob Schochet, MD, Johns Hopkins University
17. Informed Decision-making – Clarence Braddock, MD, Stanford University
18. Exploring Sexual Issues – Rich Frankel, PhD, Indiana University; Elizabeth Edwardsen, MD, University of Rochester; Sarah Williams, MD, New York University

Communicating in Specific Situations
20. Family Interview – Kathy Cole-Kelly, MD, Case Western Reserve University; Tom Campbell, MD, Rochester University
22. The Adolescent Interview – Ken Ginsberg, MD, Oana Tomescu, MD, University of Pennsylvania
23. The Geriatric Interview – Brent C. Williams, MD, MPH, University of Michigan; James T. Pacala, MD, MS, University of Minnesota
24. Tobacco Intervention – Michael Goldstein, MD, Brown University and Institute for Healthcare Communication; Susan Swartz Woods, MD, Oregon Health & Science University
25. Motivating Healthy Diet and Physical Activity – Geoffrey Williams, MD, Rochester University
26. Anxiety and Panic Disorder – Steven Locke, MD, Harvard University
27. Communicating with Depressed Patients* – Steven Cole, MD, SUNY at Stony Brook
28. Domestic Violence – Nielufar Varjavand, MD, Drexel University; Dennis Novack, MD, Drexel University
29. Alcohol: Interviewing and Advising* – William Clark, MD, Harvard Medical School; Sharon Parish, MD, Albert Einstein College of Medicine
30. The Clinical Assessment of Substance Use Disorders* – Barbara A. Schindler, MD, Drexel University College of Medicine; Ted Parran, MD, Case Western Reserve
31. Medically Unexplained Symptoms and Somatization – Francesca Dwamena, MD, Michigan State University; Felice Milan, MD, Albert Einstein College of Medicine; Auguste H. Fortin VI, MD, MPH, Yale University; Robert C. Smith, MD, ScM, Michigan State University
32. Advance Directives – Robert Arnold, MD, University of Pittsburgh; Krista Hirschmann, PhD, Lehigh Valley Hospital Network
33. Giving Bad News* – Timothy Quill, MD, Anthony Caprio, MD, Catherine Gracey, MD, Margaret Seaver, MD, Rochester University
34. Communication near the End of Life* – Muriel Gillick, MD, Harvard University
35. Discussing Medical Error – Peter Barnett, MD, University of New Mexico
36. Terminating the Doctor/Patient Relationship – Peter Lichstein, MD, Wake Forest University

Communicating with Colleagues
37. The Oral Presentation – Alicia Monroe, MD, University of South Florida, et. al.
38. Communication within Health Care Teams – Cathy Risdon, MD, McMaster University; Marla Rowe, MD, Wayne State University; Zeey Neuwirth, MD, PhD, Harvard University; Anthony Suchman, MD, Rochester University
39. Talking with Impaired Colleagues – Peter Barnett, MD, University of New Mexico
40. Giving Effective Feedback* – Burt Landau, PhD, Drexel University College of Medicine
41. Professionalism: Boundary Issues* – Elizabeth Gaufberg, MD, MPH, Harvard Medical School
42. Effective Clinical Teaching – Dennis Novack, MD, Allison Ferris, MD, Burton Landau, PhD, Drexel University; Ronald Saizow, MD, University of Oklahoma

*Facilitator Guide available with agenda detail, role plays and evaluation forms for one-hour learning sessions.