

# Harm Communication Training

*Building confidence, skill, and compassion for caring conversations*

Few conversations challenge healthcare professionals more than speaking with patients and families after a harm event.

For many professionals, these discussions come with little or no formal preparation. Without effective training, professionals may feel unprepared to engage – and missed opportunities to take accountability, show compassion, and promote transparency can deepen the suffering of everyone involved.

**Harm Communication Training** from **The Center for Harm Response** equips healthcare teams with practical tools, proven approaches, and the confidence to communicate openly and authentically after harm. Through highly interactive sessions, participants learn a disciplined framework for addressing what happened, supporting those affected, and sustaining trust in the patient-provider relationship.

The Center for Harm Response, **a collaboration between the Johns Hopkins Armstrong Institute and the University of Washington**, offers tailored communication training for everyone in your organization who may face these conversations, including:

- Clinicians and clinical leaders (e.g., medical and nursing directors)
- Patient safety, risk management, and patient relations professionals
- Key operational leaders (e.g., CQO, CCO, CMO, CNO)
- Claims, insurance, and legal professionals
- Some professionals – such as **clinicians** – benefit from foundational learning, including:
  - What to say, what to avoid, how to convey empathy and authenticity, and how to rebuild trust, even under pressure
- Others – such as those serving as **communication coaches** – bring real-world expertise and benefit from the opportunity to practice their skills and build upon their experience with training that includes:
  - Emotional self-regulation, pre-conversation preparation, managing challenging situations, refining conversational techniques, and strengthening their ability to coach others
- Some professionals seek to become **organizational trainers**, and benefit from additional preparation:
  - Adult learning theory and educational resources like presentations, communication guides, and practice cases

Trainings are available virtually or in-person, typically lasting **2–4 hours** depending on your audience and training goals. Each session is customized to your context, ensuring the right blend of instruction, discussion, and skill-building exercises.

## Why Choose The Center for Harm Response?

- **Evidence-informed & practical:** Our sessions are grounded in research and refined through decades of teaching, making them immediately applicable in real-world situations.
- **Expert-led:** You'll learn from pioneers in the field with deep experience helping healthcare teams communicate after harm with compassion and integrity.
- **Capacity-building:** We focus on creating sustainable local expertise — leaving your organization stronger, not dependent.

Learn more: ✉ **Contact Melissa Parkerton:**  
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