

<b><i>Negotiation and Communication Skills for Utilization and Case Managers</i></b>	
<b>Objectives</b>	<ul style="list-style-type: none"> <li>➤ Recognize the sets of communication skills</li> <li>➤ Identify the meaning and impact of experience</li> <li>➤ Recognize the core components of negotiation</li> <li>➤ Clarify the difference between practical and theoretical knowledge</li> </ul>
<b>Overview (outline)</b>	Communication and negotiation skills are vital for working in today's health care environment. How are your skills? Do you know the sets of communication skills? Are you familiar with the core components of negotiation? Come to this session to find out.
<b>Honorarium Fee</b>	<b>Contact MEMS</b>
<b>CE Information</b>	<b>Contact MEMS</b>