Conversations that Connect

- Belinda Fu, MD
  - Clinical Assistant Professor – *University of Washington, Family Medicine*
  - Director – *Mayutica Institute*
- Alex Reed, PsyD, MPH
  - Director of Behavioral Health Education – *University of Colorado Family Medicine Residency*
Faculty Disclosure

The presenter of this session has NOT had any relevant financial relationships during the past 12 months.
• Alex Reed, PsyD, MPH

The presenter of this session currently has the following relevant financial relationships (in any amount) during the past 12 months:
• Belinda Fu, MD — Director, The Mayutica Institute
Conference Resources

Slides and handouts shared by our conference presenters are available on the CFHA website at https://www.cfha.net/page/Resources_2019 and on the conference mobile app.
Learning Objectives

At the conclusion of this session, the participant will be able to:

• Explore how verbal and non-verbal behaviors affect interpersonal communication.
• Describe ways to make others feel validated and heard in conversations.
• Demonstrate strategies for expressing empathy in the context of challenging conversations.


Learning Assessment

• A learning assessment is required for CE credit.
• A question and answer period will be conducted at the end of this presentation.
Session Survey

Use the CFHA mobile app to complete the survey/evaluation for this session.
Join us next year in Philadelphia, Pennsylvania! Thank you!