POSSIBLE LEARNING OBJECTIVES HK CURRICULUM MS 2 MODULE 1 (INTRODUCTION)

Upon completion of this module, students will be able to:

1. **List specific benefits to both patients and physicians of good communication**
2. **Identify specific physician communication errors**
3. **Identify and demonstrate specific skills of emotional self-regulation**
4. **Describe the neurobiology of empathy, including the function and location of motor neurons**
5. **Identify and demonstrate specific ways of nonverbally conveying empathy**
6. **List simple verbal techniques that can improve patient's perception of physician empathy**

POSSIBLE LEARNING OBJECTIVES HK CURRICULUM MS 2 MODULE 2 (DIFFICULT INTERACTIONS)

Upon completion of this module, students will be able to:

1. **List specific physician factors that can lead to difficult interactions**
2. **Identify emotional cues in physicians and patients that may anticipate a difficult interaction**
3. **Correctly identify and apply the components of the ABC model for managing difficult interactions**
4. **Recognize and modify nonverbal ways physicians can express negative emotions toward patients**
5. **Correctly identify and demonstrate the Four Fs" of Best Practice Habits**

POSSIBLE LEARNING OBJECTIVES HK CURRICULUM MS 2 MODULE 3 (BREAKING BAD NEWS)

Upon completion of this module, students will be able to:

1. **List factors that can complicate the process of delivering bad news**
2. **Identify specific steps necessary to deliver bad news empathically**
3. **Identify and demonstrate specific errors physicians can make in delivering bad news**
4. **Discuss how unrecognized physician emotions in response to bad news about a patient may adversely affect communication**
5. **Demonstrate specific ways of eliciting the patient's perspective when delivering bad news**