



Red River Valley Chapter

Presents

Learning to Communicate Effectively in Multidisciplinary Teams

Stephanie Christopher, MA, CCRC is a Research Laboratory Supervisor at the Medical College of Wisconsin and an adjunct instructor at Marquette University. She has worked as both a research coordinator and collaborator on a number of studies to assess and improve how physicians communicate with patients and families. In addition to coordinating studies, Stephanie plays an active role in designing communication studies, contributing to grant proposals, and writing research protocols and journal articles. Stephanie has an extensive background in communication theory and education, as well as experience facilitating the work of a large multi-disciplinary research team.

Wednesday, June 8th 11:00 am – 12:30 pm

Cetero Research, 4801 Amber Valley Parkway, Fargo, ND

Brief Program Description: Innovative clinical research is dependent on multi-disciplinary teams to envision, design and implement complex research protocols. The varied backgrounds and approaches can also cause clashes within a team, when team members from one field have trouble communicating with team members from other fields. Each team member brings not only the knowledge of their field, but also the norms and behaviors socialized into their field. Those contrasting norms can cause more than frustrations; they can be a serious detriment to team function. Team communication and collaboration can be particularly difficult when team members seek to protect their own power, control and authority.

This webinar will examine communication theory, group and team dynamics and how education and training influence communication behavior. The presentation will also examine how specific communication behaviors, such as use of direct language and non-verbal cues, impact clinical research team function. Successful conflict resolution techniques will also be discussed.

Program Objectives:

- 1 Identify barriers to effective team functioning.
- 2 Assess how different disciplinary backgrounds impact communication behavior and team dynamics.
- 3 Develop strategies for overcoming the barriers to effective team communication and function.

Program Agenda: Sign-in begins at 10:45 am, Webinar viewing from 11:00 am until 12:30 pm, Q and A to follow.

Target Audience: This webinar is intended for Clinical Research Associates (CRAs), Senior CRAs, Clinical Research Coordinators (CRCs), Clinical Research Administrators, Principal Investigators, Project Directors, Project Managers working for Biotech Companies, Contract Research Organizations (CROs), and Site Management Organizations (SMOs).

Registration Information: Register on-line by 06-08-11 at www.acrpnet.org (follow the Chapter link)

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| Cost: Chapter Member viewing – Free | Chapter Member CEUs - \$10 |
| Non-Chapter Member viewing - \$10 | Non-Chapter Member CEUs - \$10 (in addition to viewing fee) |
| Non-ACRP Member viewing - \$10 | Non-ACRP Member CEUs - \$25 (in addition to viewing fee) |

Payments will be made on-line (credit or debit card). For information regarding cancellation and refund policies, please refer to www.acrpnet.org.

Contact hour(s): Contact hours (1.5) have been applied for through ACRP. In order to receive contact hours, you will be responsible to complete the evaluation form. This form will be posted directly to your record on the ACRP website 10 days following the event and will be available to complete for 30 days.