**Training program:**
- 4-5 90-minute small group modules with simulated patients.
- Two 60-minute individual coaching sessions using feedback sessions videotaped before the intervention.

**Daily clinical and teaching practice**

**Measures**
- Written comments: Number and type of residents' poor and good communication skills identified in 3 videotaped clinical encounters.
- Videotaped feedback: Number and type of communication skills addressed interactively during 3 feedback sessions.

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**Intervention group**

**Pre-intervention phase**

**Intervention phase**

**Post-intervention phase**

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**Control group**

**Measures**
- Written comments: Number and type of residents’ poor and good communication skills identified in 3 videotaped clinical encounters.
- Videotaped feedback: Number and type of communication skills addressed interactively during 3 feedback sessions.

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**Pre-intervention phase**

Month 0 (M0)

**Intervention phase**

- M1 to M3
- M4 to M6

**Post-intervention phase**

- M9 to M12