Day 1: Trigger videotape critique: 1 hour

- By reviewing a trigger videotape of the doctor-patient encounter, students identify and discuss effective/ineffective communication behaviours

Day 2: Skills practice - Role-play and videotape review: 6 hours

- Pairs of students take turns role playing a doctor-patient encounter
- When students act as simulated patients they create the clinical scenario themselves in advance of the session
- During the seminar, all role plays are videotaped and reviewed by the group.
- All students receive feedback on their communication skills from peers and facilitator(s) using a checklist
- Discussion of differential diagnoses for each clinical scenario