



# Bonding: The Patient Relationship Management Program

**Some of the topics covered under this program are:**

- Understanding patients, their attendants, concerns.
- Patient Relationship Parameters.
- Developing empathy and Communications Skills.
- Body Language and its impact on patients trauma.
- Managing complaints and aggressiveness.
- Stress Externalization.
- Team Building and Motivation.
- Waiting Room Anxiety.
- Social Courtesies and Manners.
- Art of Listening.
- Interpersonal Relationship.
- Workplace Etiquette.

[https://oriel.in/bonding\\_prm.php](https://oriel.in/bonding_prm.php)