



FEEL THAT? WANT TO IMPROVE?

Practice patient counselling and inter-professional communication skills, and have fun doing it.

Workshops for
team retreats . lunch and learns . university students
staff meetings . conferences and more

Working Without A Script

Improve client counselling and inter-professional communication skills, and have fun doing it.

Hone your skills in **person-centred care**, enhance **team collaboration** and aim for better **client satisfaction** with this workshop using training from **improvisational theatre**.

Traditional teachings in client counselling, using assessment forms and checklists, can promote rigid and “one size fits all” treatment plans, which takes the client’s experiences out of their care. The tools of improv in this workshop differ from simulation and offer a creative skill set you can use immediately to provide person-centred care that is truly intuitive, individualized, non-judgemental and collaborative for diverse populations.

Learn to confidently

1. Connect with clients to build trust
2. Advance a conversation and plan
3. Collaborate in a team and with clients
4. Contribute in rounds and team meetings
5. Be comfortable with silence
6. Roll with unexpected outcomes and change with creative problem-solving

Working with you

- Workshop objectives and duration tailored to the needs of your organization.
- Workshop delivered onsite at your workplace.
- A safe, respectful, non-judgemental and fun environment is created by the facilitator to practice these skills.

Facilitated by an improv coach and registered

healthcare professional: Krystal Merrells is a Registered Dietitian, Improviser and Storyteller. She has worked as a diabetes educator in hospitals, research and community health, focusing her professional development on health education and behaviour change. Krystal started improv in 2014. She teaches improv to students of comedy and to corporations looking to apply these skills to organizational development and culture. As improv has greatly honed her own skills, Krystal is often heard saying “**Improv is life!**”



For more information or to book a workshop, contact Krystal at:

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