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### Effective communication with patients and staff: Insights from negotiation and mediation literature to help resolve disputes

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We aim to identify barriers to effective communication with patients and staff. Illustrate key insights and techniques from Mediation and Negotiation fields that help in communicating effectively with patients and staff. We will review the mediation and negotiation literature to show the important insights and techniques to improve communication skills. We believe that these key insights and techniques from mediation and negotiation fields can help Physicians to improve their communication and relationships with patients and staff, leading to improved patient and employee satisfaction.

#### Biography

Sameer Rehman is a 4<sup>th</sup> year Postgraduate Radiology Resident Physician at Hartford Hospital in Connecticut. He has completed two years of surgical training and healthcare focused MBA prior to starting Radiology Residency. He has published several research papers and written book chapters in disciplines of Surgery, Radiology and Healthcare Economics. He aims to improve healthcare delivery by developing an efficient healthcare model via research and innovation. His clinical interest lies in Interventional Radiology/Oncology.

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