



What Will MAs Learn?

- Build understanding of the types of communication including verbal, non-verbal, and written communications, for various audiences
- Nuances and variations in communication skills such as negotiation, conflict management, and facilitation
- Professional development and goal setting
- Time management and balancing priorities
- Knowledge on legal and ethical responsibilities of the medical assistant

Cost & Model

- \$180 (\$20/hour of content)
- 9 hours of content completed
- Participants receive a certificate of completion that can be used for re-certification
- For registration information, contact:
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