



## PBI Education News

### New Online Course: Managing Clinician- Patient Conflicts

A breakdown in clinician-patient communication is not only stressful, but can adversely impact patient care. Our interactive course is appropriate for all healthcare professionals who wish to learn strategies to improve communication, mitigate conflicts, and have more positive and productive patient interactions.

[Take Free Trial](#)

2 CME/CE Hours | Self-paced | \$89

[Register Today](#)

This course addresses:

- Internal and external factors that cause communication breakdowns

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Upcoming Courses](#)

### September Courses:

#### Professional Boundaries and Ethics

September 6-8 | Irvine, CA  
September 27-29 | Chicago, IL

#### Medical Ethics (ME-22)

September 6-7 | Irvine, CA **SOLD OUT**  
September 28-29 | San Francisco, CA

#### Medical Records

September 7-8 | Irvine, CA  
September 28-29 | Chicago, IL

#### Prescribing: Opioids, Pain Management, and Addiction

September 28-29 | Chicago, IL

- Personality disorders: understanding them and working with them
- Patients with chronic pain and/or addiction issues
- Strategies for de-escalation
- Managing defensive behavior in the clinician or patient
- Managing non-compliant behavior

PBI Education | [www.pbieducation.com](http://www.pbieducation.com)



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