

Optum



Relias Spotlight Series

March 2024

This month we are focusing on effective communication. The definition of communication, according to Merriam-Webster, is “a process by which information is exchanged between individuals through a common system of symbols, signs or behavior.”

Why It Matters: In our daily lives, we find ourselves interacting with many people. In each encounter, we are communicating. Sometimes communication is nonverbal and expressed by our actions, while other times, it is verbal. Regardless of the style, communication impacts our relationships. Effective communication is more than just transferring information, it is a skill that can be developed to enhance our exchanges.

When engaging in a conversation, there are several things to think about. The words you use are only a piece of the puzzle. Tone and rate of speech can impact understanding. Body language, including facial expressions and gestures, contribute to the delivery of your message. It is helpful to consider how you are being perceived by the other person. We can't control another person's reaction to information. However, we can be intentional when speaking, which could impact the outcome of a discussion.

Relias has just released a series focusing on “Talking to Children.” This series includes courses on Behavioral Health, Death and Dying, Divorce, Serious Illness and several other current topics impacting youth.

When looking to expand your education and improve your skills, we encourage you to log into [Relias](#) and explore the following modules:

Class	Course	CEU
Skills for Effective Communication	REL-PAC-0-SEFFCOM	1.0
Communicating Effectively	REL-ALL-0-COMME	0.25
Talking to Children about Behavioral Health	REL-BHC-0-TCABH	1.0
Talking to Children about Death and Dying	REL-BHC-0-TCADD	1.0
Talking to Children about Divorce	REL-BHC-0-OTCAD	1.0
Talking to Children about Serious Illness	REL-BHC-0-TCASI	1.0

We appreciate the work you do each day with our members. Thank you for providing access to behavioral health services to Idahoans!

Sincerely,
The Optum Education and Training Team