

“CRCs/CRPs: Sound Communication And Interpersonal Skills (CIS) Essential For Success”

CRCs Forum 

**Lee Kong Chian School of Medicine
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**Dr. Aamir Shaikh
Founder, Assansa**

Clinical Research (CR)

CR Professional (CRP) / CR Coordinator (CRC)

A **Clinical Research Professional (CRP)** is involved in one or more aspects of Clinical Research / Clinical Trials (GCP), and functions as a clinical investigator, sub-investigator, clinical researcher, research nurse, administrator, **Coordinator (CRC)**, consultant, or educator in clinical research/trial management.

Clinical Research (CR) – A Complex Human Endeavour

CR Professional (CRP) / CR Coordinator (CRC)

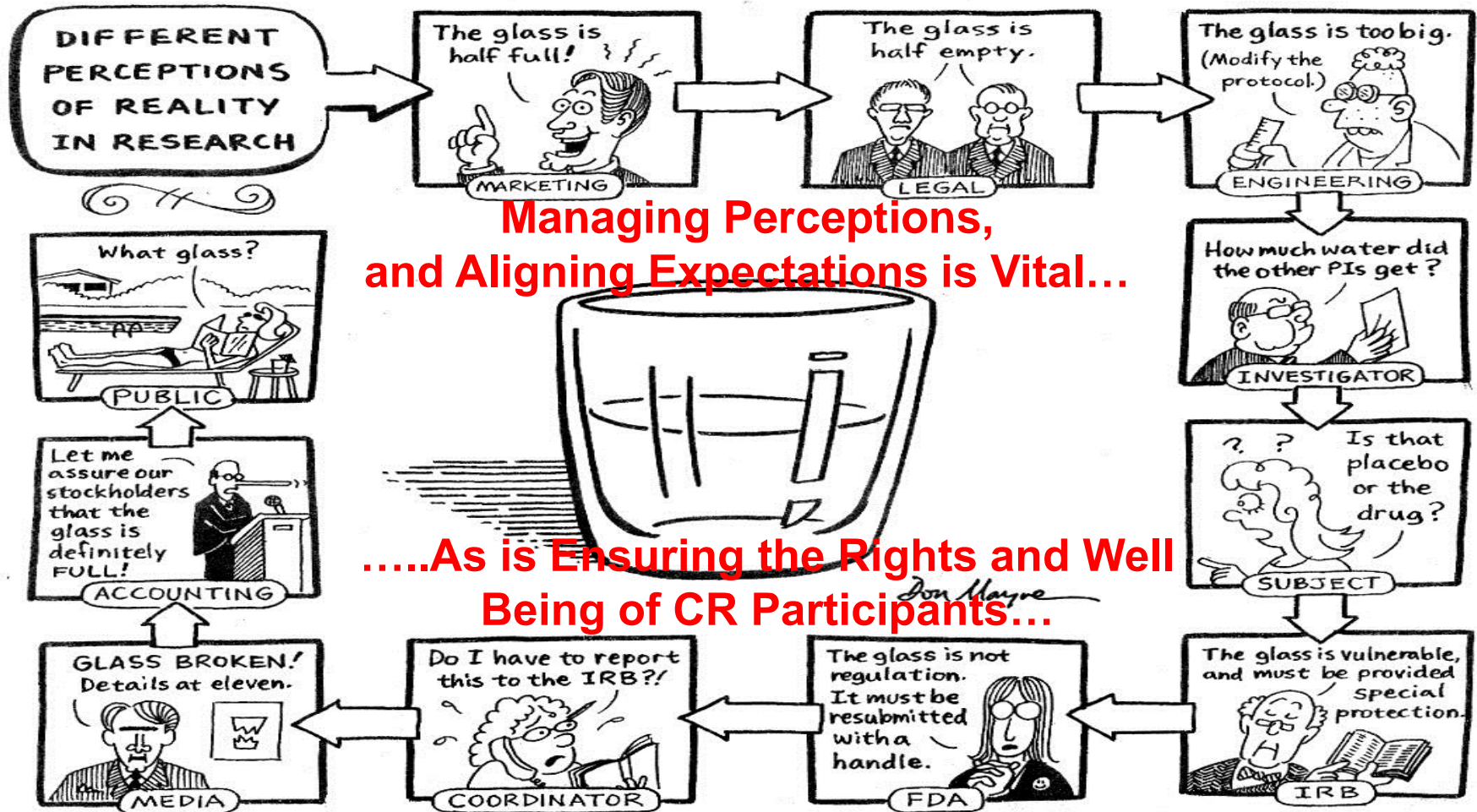
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CR is, above all, a complex human endeavor!
The diverse CR Stakeholders have their own expectation, interest, and perceptions of CR....

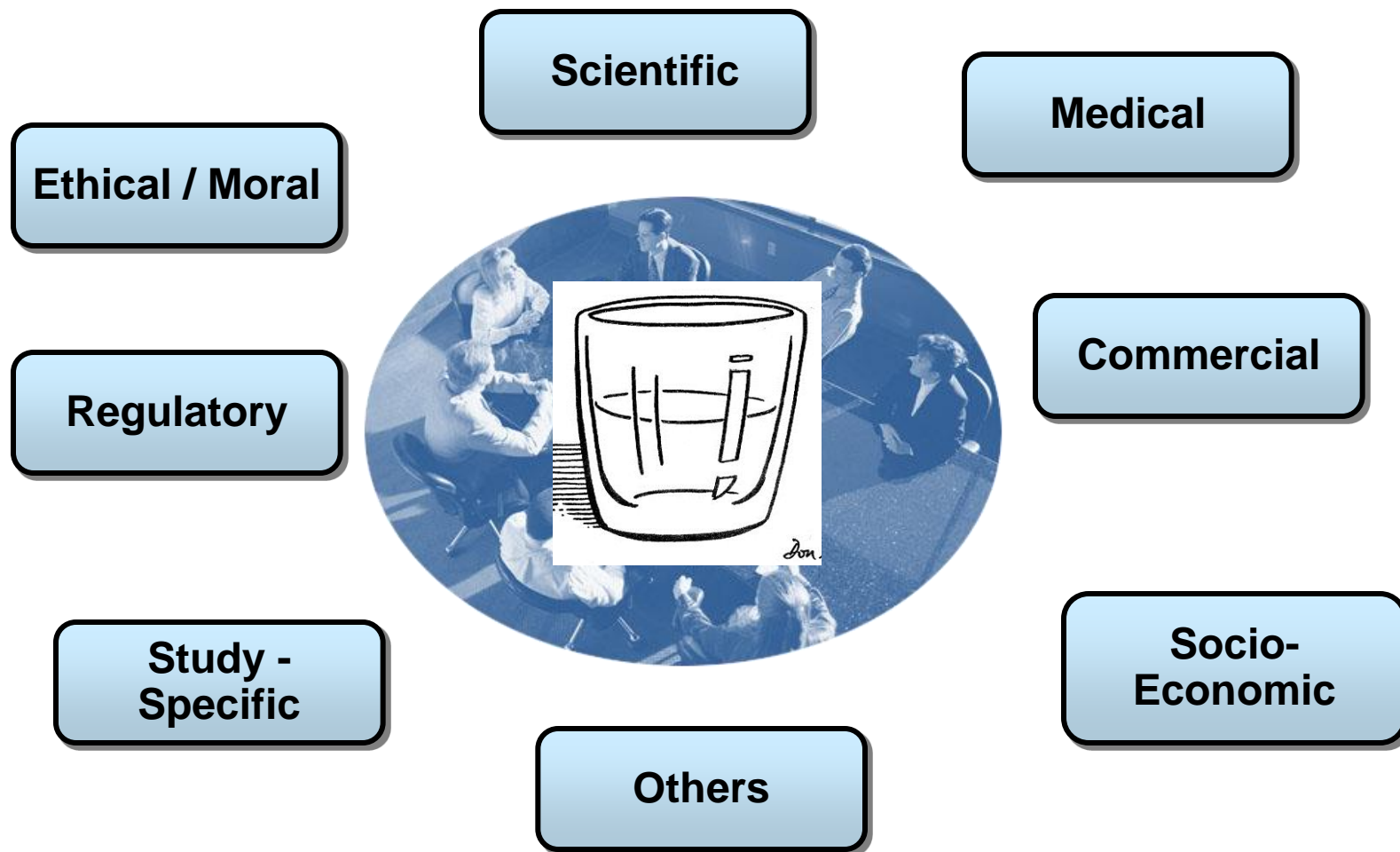
CR Is Above All A Human Endeavour

Every CR Stakeholder Has Own Expectation, Interest, And Perceptions.
These Need To Be Aligned As Feasible And Judiciously Managed....



Clinical Research Considerations And Dilemmas

Requires Sound CIS from CRCs/CRPs

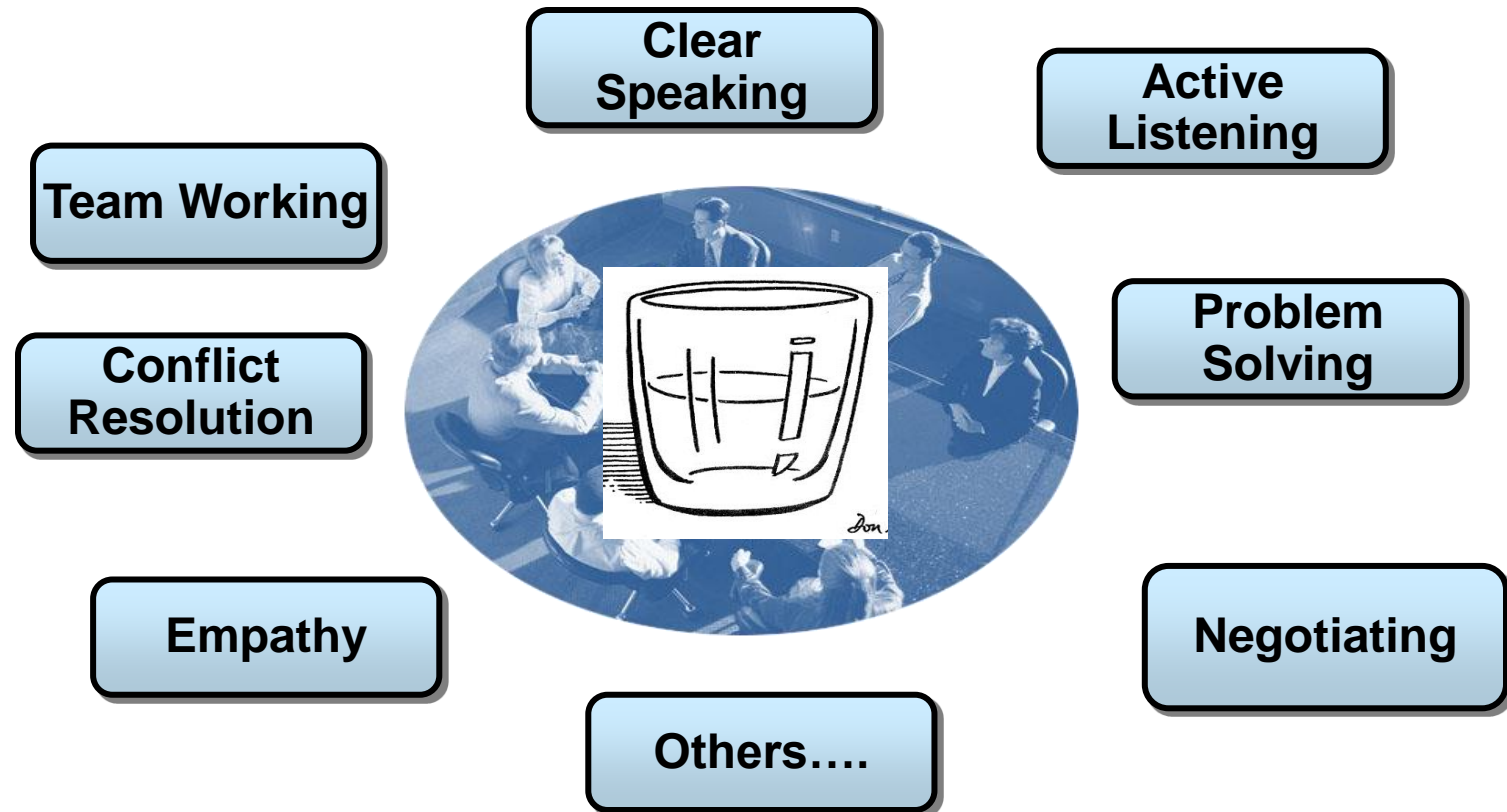


Communication And Interpersonal Skills (CIS)

- ◆ **Communication and Interpersonal skills (CIS)** are the skills that a person uses to communicate, interact with, and relate with other people.
- ◆ CIS are sometimes also referred to as people skills or **soft skills** (personally, I think they are the **hard skills**).
- ◆ The term "**interpersonal skills**" is used often in business contexts to refer to the measure of a person's ability to operate within business organizations through social communication and interactions with internal and external stakeholders. **These skills include**

Sound CIS - Core CIS Include...

Sound – Effective, Thorough, Wholesome



Sound CIS – Essential For Success

Sample Role Profile – CRC/CRP

Personal Attributes:

1. Organized and detail-oriented.
2. **Strong motivator/communicator** in a compact clinical team working with aggressive timelines.
3. **Good communication/negotiation skills** with participants/investigators, sponsors, and academic thought leaders; professional demeanor.
4. **Advanced written, oral, and interpersonal communication skills** including proficient knowledge of medical terminology.
5. Strong Computer skills (MS Office products)
6. Ability to **multi-task** - Strong **prioritization and organizational** skills.
7. Strong **problem solving** skills
8. Others

My Evolving CIS As A CRC / CRP

EVOLVING MY CIS AS A CRC / CRP

News | February 21, 2018

ACRP, Singapore Clinical Research Institute (SCRI) Partner To Raise CRC Professionalism In Singapore

The Association of Clinical Research Professionals (ACRP) and Singapore Clinical Research Institute (SCRI) recently announce a new partnership to raise clinical research coordinator (CRC) professionalism in Singapore.

Under the partnership, SCRI will leverage components of ACRP's Clinical Research Coordinator Boot Camp program to train CRCs employed within the local public healthcare system. Those components will form part of the SCRI Academy Clinical Research Coordinator Level 1 training program.

"We are honored to partner with SCRI in raising the level of CRC professionalism in Singapore," Kremidas says. "Building competence globally in clinical research is a critical goal in achieving our mission to promote excellence in clinical research, and we are thrilled to have the opportunity to positively impact clinical research in Singapore through this partnership."

"This partnership with ACRP will be useful for Singapore to further strengthen our capabilities as one of the preferred clinical trial sites in Asia," says Dr. Teoh Yee Leong, Chief Executive Officer of SCRI. "With better trained Clinical Research Coordinators, we will be able to produce high quality clinical trials to benefit our patients."



Cultivating Core CIS Competencies And Mindset

CRC/CRP - Cultivating Core CIS Competencies And Mindset

- ◆ I Chose To Be A CRC/CRP...
- ◆ Success To “Me” Is?
- ◆ My Personal Mission Statement (PMS)...
- ◆ My Personal Development Plan (PDP)...(CIS)
 - ◆ Core Competencies
 - ◆ Mindset

“Self-reflection is the school of wisdom”

Baltasar Gracian, 1601-58, Spanish philosopher



CRP/CRC - Cultivating Core CIS Competencies And Mindset

C - Clinical Research “Monitor/Coordinator” (Level 1 - Basic CIS)

- Qualification/Work-experience
- Technical/Professional Competency
- Independence and Team work

R - Relationship Builder/Manager (Level 2 – Advanced CIS)

- Level 1 +
- Subject Matter Expert
- Emotional Intelligence

P/C – People Connector (Level 3 – CIS Expertise)

- Level 2+
- Human Connect - Impacting and Influencing
- “Connecting the Dots” – Ambassador/Advocate

**Career
Growth -
Future
Managerial/
Leadership
Potential ?**



DOMAIN	COMPETENCY	EXPECTATION	ENTRY-LEVEL MONITOR
Communication and Teamwork	Relationship and Communication with Clinical Study Team Members and Investigative Site Staff	Communicates to effectively resolve compliance issues. Provides clear and technically accurate information and instructions, both orally and in writing. Maintains timely communication. Engages in effective discussions. Demonstrates attentive and active listening. Abides by communication plan and pathway.	Communicates to effectively resolve compliance issues. Provides clear and technically accurate information and instructions, both orally and in writing. Maintains timely communication. Engages in effective discussions. Demonstrates attentive and active listening. Abides by communication plan and pathway.

INTERMEDIATE MONITOR

Communicates to effectively resolve compliance issues. Provides clear and technically accurate information and instructions, both orally and in writing. Maintains timely communication. Engages in effective discussions. Demonstrates attentive and active listening. Abides by communication plan and pathway.

SENIOR MONITOR

Communicates to effectively resolve compliance issues. Provides clear and technically accurate information and instructions, both orally and in writing. Maintains timely communication. Engages in effective discussions. Demonstrates attentive and active listening. Abides by communication plan and pathway.

CLINICAL LEAD

Communicates to effectively resolve compliance issues. Provides clear and technically accurate information and instructions, both orally and in writing. Maintains timely communication. Engages in effective discussions. Demonstrates attentive and active listening. Abides by communication plan and pathway.

Confirms team members comply with professional communication standard.

Open For Discussion – Q&A



Thank You!



Helping Health Care Professionals Grow

Dr. Aamir Shaikh MD, DPBM
Founder
Health Care Consultant

34, Mehr Naz, Cuffe Parade, Mumbai - 400 005, India
Telefax: +91 22 22182036 Mobile: +91 9820802439
E-mail: aamirshaikh@assansa.com Web: www.assansa.com

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