

## Workshop: Soft Skills for Healthcare Professionals

Report by: Dr.Jayashree Gorde

### 1. Introduction:

The workshop on "Soft Skills for Healthcare Professionals" was conducted on August 31, 2024, at the Moringa Auditorium from 9:00 am to 4:00 pm. The primary objective of the workshop was to enhance the communication skills of healthcare professionals, aiming to improve their interactions in both personal and professional contexts.

The program began with an introduction of the resource persons by Dr.Jayashree Gorde. The trainers for the workshop were:

- Dr. Girija Mahale
- Dr. Rahul Bagale
- Ms.Tahera Lokhandwala
- Dr.Purwa Deshpande
- Ms.Nehal Pimpalkhare

### 2. Workshop Overview:

#### **Session 1:**

- **Self-Awareness:** Participants explored the importance of emotions through an engaging activity involving Bollywood songs representing different emotions (sadness, love, happiness, fear, Surprise and anger). This fun exercise helped attendees understand and express their feelings.
- **Self-Management:** This segment focused on techniques for managing emotions effectively.
- **Dealing with Difficult Patients:** Role-playing scenarios provided practical experience in managing challenging patient interactions.

#### **Session 2:**

- **Inter & Intra-disciplinary Communication:** This session included role plays and interactions that highlighted the importance of effective communication among professionals.
- **Team Building & Leadership:** Various scenarios and role-playing activities were used to develop team-building skills and leadership qualities.
- **Self-Care:** The final session focused on stress release through breathing exercises and other self-care techniques.

The workshop concluded with a thank-you note from Dr. Jayashree Gorde.

### **3. Attendance:**

The workshop was attended by over 110 participants from SUHRC, SMCW, SCOPE, Symbiosis society, SSBS and SCHC. The attendees provided positive feedback and expressed a desire to participate in similar sessions in the future.

### **4. Workshop Highlights:**

- Engaging activities and group discussions facilitated active participant interaction.
- Role-playing exercises allowed participants to practice and refine their communication skills in real-life scenarios.

### **5. Key Learning Outcomes:**

- Improved verbal and non-verbal communication skills.
- Enhanced active listening abilities.
- Strengthened interpersonal communication skills for more effective teamwork.

### **6. Participant Feedback:**

- Participants appreciated the interactive nature of the sessions and found the content highly applicable to their daily roles.
- Positive feedback was received regarding the knowledge and engagement of the workshop facilitators.

### **7. Conclusion:**

The "Soft Skills for Healthcare Professionals" workshop was a valuable experience, equipping participants with essential communication skills. The interactive sessions, practical activities, and positive feedback from attendees reflect the success of the workshop in meeting its objectives.

### **Training Sessions: Till date**

- **Dr. Pratibha Kane & SUHRC Team on October 29<sup>th</sup> 2023**
- **Dr. Shivkumar Iyer on February 23, 2024**
- **SCON Team on May 21 & 22, 2024**
- **Dr. Girija Mahale & Team on August 31, 2024**



