

Compassionate Communication in Healthcare

TOPICS:

- **Professional communication strategies:**
 1. Training on verbal and non-verbal communication skills for diverse patient scenarios.
 2. Utilize courteous communication effectively
 3. Patient types and how to deal with them
- **Compassionate care to gain patients satisfaction:** Building capacity for authentic communication with the patients & visitors.
- **Deal with difficult situations effectively and smoothly:** Real case scenarios to practice problem solving skill
- **Enhance Personal Wellness to Improve Care:** Learn to build emotional resilience and adjust mental perspectives to provide compassionate care to patients.



THE PROGRAMME IS DESIGNED FOR:

Healthcare Administrators

Receptionists

Call Center Agents

Patient Experience Representative

Patients Experience Officer

MORE INFORMATION



30, May, 2024



9:00AM to 4:00PM



IMC Academy , Building 1

1500 SR

