

Report  
Training Workshop on Communication skills  
For postgraduate students (Batch 1)  
1 April 2019

A one day workshop on communication skills was conducted by CMET which was attended by 18 postgraduate students from 2017 and 2018 January admission batches of the Institute.

**Session 1 Introduction to importance of soft skills, Verbal and non verbal communication in Medical Profession** (Resource person – Dr Neelkamal Kapoor):

The Training workshop started with brainstorming session on need and emphasis on good communication skills required by a medical professional in all spheres of his/her work domain including Doctor patient communication and also communication with team members including peers. Various attributes of a good and effective communication were discussed, Barriers in communication were also highlighted.

**Session 2 WHO Guidelines for doctor patient interaction** (Resource persons – Dr Rekha Lalwani & Dr Sheetal Kotgirwar):

This session started with introduction of 'WHO Guidelines on Doctor Patient interaction and communication'. These guidelines include This was followed by a group activity which included debriefing of scenarios displayed in videos of doctor patient interaction based on these guidelines.

**Session 3 Communication in community** (Resource person – Dr Sanjeev Kumar):

Interaction of a doctor in community settings was discussed in this session. Identification and categorization of different individuals and strategies to engage with them were discussed. How to deal with individuals in community for health education and also for research was discussed.

**Session 4 Communication in hospital setting** (Resource person – Dr Shashank Purwar & Dr Bhavna Dhingra)

This session had two activities. The first one was a communication quiz in which real life situations were given to groups and their reactions and thoughts were sought followed by discussion and brainstorming about them. This was followed by group activity 2 in which scenarios were given to groups and they were asked to enact role plays on these. There was debriefing of the role plays and discussion about how best to handle such situations was done.

The training session ended with certificate distribution and vote of thanks by the Member secretary CMET.

# Centre for Medical Education Technology All India Institute of Medical sciences Bhopal

