

MASTERCLASS IN MEDICAL SOFT SKILLS

PROGRAMME SCHEDULE

TIME	DOMAIN	SESSION	LEARNING OUTCOMES
0800-0830	REGISTRATION		
0830-0900	Skills Orientation	An Overview of Medical Soft Skills <i>Introduction to soft skill concepts, competencies and development</i>	<ul style="list-style-type: none"> Welcome, Introductions & ILOs. Conceptualise non-technical soft skills in medical context. List essential soft skills that underpin technical skills for safe and efficient patient care. Describe the importance of soft skills in healthcare. Strategise and develop a future plan for soft skill acquisition and development.
0900-0945	Lifelong Learning	Reflection <i>Reflective skills for lifelong learning and safe practice</i>	<ul style="list-style-type: none"> Define reflection and list the benefits. Discuss the use of different reflection models in medical practice.
0945-1030	Lifelong Learning	Human Factors <i>Human Errors & System Safety in Healthcare</i>	<ul style="list-style-type: none"> Discuss the role and value of human factors in healthcare. Describe the causes of human factor errors in healthcare. Analyse educational videos to understand and discuss the concepts of selective attention and situational awareness. Analyse real case studies to identify errors and comprehend the utility of human factors in clinical practice.
1030-1100	COFFEE BREAK		
1100-1130	Communication	Feedback <i>Principles & Models of Effective Feedback</i>	<ul style="list-style-type: none"> State the goals of feedback. Identify the components and barriers of effective feedback. Distinguish good and bad feedback. Describe an effective model for giving and receiving constructive feedback.
1130-1215	Communication	Team Communication <i>Tools for Team Communication & Collaboration</i>	<ul style="list-style-type: none"> Describe the tools to effectively communicate with team members. Use strategies to interact with healthcare staff for safe provision of routine and emergency care as a team.
1215-1300	Communication	Patient Communication <i>Principles & Techniques for Empathetic Communication with Patients & Families/Carers</i>	<ul style="list-style-type: none"> Discuss the use of patient-centric tools for doctor-patient interaction. Discuss communication strategies in special situations like breaking bad news, shared decision-making, family meeting, angry patient, end of life decisions.
1300-1345	LUNCH		
1345-1430	Ethics & Professionalism	Medical Ethics, Professionalism & Patients' Rights <i>Principles and application of ethics and professionalism in medical practice</i>	<ul style="list-style-type: none"> Outline the principles of medical ethics and professionalism in local and global context. Discuss patients' rights and responsibilities. Distinguish good and bad professional behaviours through video analysis. Examine a clinical problem and decide the best course of action using facts, values and logic.
1430-1515	Teamwork	Conflict Resolution <i>Recognising and Managing Conflicts in Healthcare</i>	<ul style="list-style-type: none"> Analyse the types, phases and effects of conflict. Identify the source and recognise the signs of conflict. Apply Thomas Kilmann & STATE Models in conflict management.
1515-1545	COFFEE BREAK		
1545-1645	Leadership	Emotional Intelligence & Personality <i>Personality Types & Emotional Intelligence for Leadership Effectiveness</i>	<ul style="list-style-type: none"> Understand and apply personality types in the context of leadership. Discuss the concepts, benefits and skills of emotional intelligence. Describe transactional analysis and discuss the concepts of ego state and life positions. Identify own personality type by completing a personality type indicator test and relate against preferred leadership style.
1645-1700	DEBRIEF, ASSESSMENT & EVALUATION		