MediSoftSkills

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** *Introduction to soft skill concepts, competencies and development*	• 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** *Reflective skills for lifelong learning and safe practice*	• Define reflection and list the benefits. • Discuss the use of different reflection models in medical practice.
0945-1030	Lifelong Learning	**Human Factors** *Human Errors & System Safety in Healthcare*	• 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 case studies to identify errors and comprehend the utility of human factors in clinical practice.
1030-1100		COFFEE BREAK	
1100-1130	Communication	**Feedback** *Principles & Models of Effective Feedback*	• 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** *Tools for Team Communication & Collaboration*	• 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** *Principles & Techniques for Empathetic Communication with Patients & Families/Carers*	• Discuss the principles of interpersonal and empathetic communication. • Describe the skills for effective listening and questioning. • 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** *Principles and application of ethics and professionalism in medical practice*	• 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** *Recognising and Managing Conflicts in Healthcare*	• 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** *Personality Types & Emotional Intelligence for Leadership Effectiveness*	• 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	