IAPCON 2027
BHUBANESWAR

SIKSHA 'O' ANUSANDHAN
(DEEMED TO BE UNIVERSITY)

Indian Association of Palliative Care

One Day Workshop on

Healthcare Communication Skills

From Empathy to Difficult Conversations

Essential Communication Skills for Healthcare Professionals

Building the skills to connect, communicate and care.



At IAPCON 2027
Bhubaneswar, Odisha
February 2027

One Day Workshop
Doctors, Nurses and other Healthcare Professionals

Interactive | Experiential
Case-based | Role-play oriented

Session 1 - BASIC COMMUNICATION LIFE SKILLS

Building the foundation for compassionate healthcare communication

9:00 – 9:30	**Registration & Pre-workshop Engagement** Self-assessment | Ice-breaker | Expectations
9:30 – 10:00	**Why Communication Matters in Healthcare** PPT + Discussion | Interactive activity
10:00 – 10:45	**Developing Cognitive Empathy** PPT + Group activity + Paired exercise *"I understand you."*
10:45 – 11:00	**Tea Break**
11:00 – 12:00	**From Cognitive Empathy to Compassionate Behaviour** PPT + Demonstration + Role play *"I understand you, I care about you, and I will help you."*
12:00 – 12:45	**Communication Microskills Laboratory** Triads – Practice + Feedback
12:45 – 1:00	**BCLS Challenge** Case-based group activity *"What would YOU say?"*

Leave with practical skills you can use immediately in your daily practice.

Session 2 - ADVANCED COMMUNICATION LIFE SKILLS

Managing emotionally challenging and high-stakes conversations

2:00 – 2:20	**Introduction to ACLS** PPT + Discussion *"When communication becomes difficult..."*
2:20 – 3:20	**Communicating Bad News (CBN)** PPT + Demonstration + Role play *"How we deliver difficult information matters."*
3:20 – 3:35	**Tea Break**
3:35 – 4:15	**Collusion Management** PPT + Case discussion + Role play *"How much does the patient want to know?"*
4:15 – 5:00	**Clinical Anger Management** PPT + Role play *"When the waiting room boils..."*
5:00 – 5:30	**Integrated Simulation Challenge** One patient – multiple conversations (Empathy + Compassion + CBN + Collusion + Anger)
5:30 – 5:45	**Personal Communication Action Plan** STOP | START | CONTINUE
5:45 – 6:00	**Post-workshop Reflection & Closing** Evaluation | Key takeaways | Certificates

Key Features

- Practical Communication Tools
- Interactive Group Activities
- Real-life Role Plays
- Expert Facilitators
- Take-home Resource Sheets

Because every conversation matters

Conference Secretariat
Prof Sukdev Nayak
Organizing Secretary, IAPCON 2027
HOD, Dept. of Palliative Medicine, IMS and SUM Hospital

Scan to Register

Conference Manager
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