

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.

*Better
communication
leads to
better care*



At IAPCON 2027
Bhubaneswar, Odisha
February 2027



One Day Workshop
Doctors, Nurses and
other Healthcare Professionals



Interactive
Case-based

Experiential
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



Scan to Register

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

Conference Managers
SEM Events and Meetings Pvt. Ltd.
Shikha Goel: +91 81714 92255

