

## Training Course on Communication in Health Care Management for Medical & Allied Health Professionals



15-19, January, 2024



आरोग्यम् सुखसम्पदा

Department of Management Sciences  
The National Institute of Health & Family Welfare  
Baba Gangnath Marg, Munirka,  
New Delhi- 110 067

### ABOUT THE COURSE

The care of patients involves different health professionals who use communication as a primary tool for gathering information in order to diagnose, counsel, rehabilitate and build a therapeutic alliance with patients. Despite communication of being an important part of the health system management it is often seen neglected. There is an inevitable need to use effective communication approaches to support and strengthen the delivery of health care services. It is widely accepted that an effective communication approach in healthcare system would help to foster teamwork, boost confidence in decision making and improve working relationships. Keeping this in view a 5 days training course of "Communication in Health care management" will be conducted from 15-19 January, 2024.

### GENERAL OBJECTIVE

To enhance the competency of the participants and familiarize them with the knowledge of effective communication approaches in health care management.

### SPECIFIC OBJECTIVES

On completion of the training course the participants will be able to:

- Identify structural factors that foster and inhibit communication in health care contexts.
- Apply health care communication principles to develop effective communication approaches.
- Demonstrate capacity to develop health communication approaches to become better communicators with patients and other health care professionals.
- Foster a friendly environment for peer collaboration and inter departmental teams in health care management and delivery system.

### COURSE CONTENT

The course will broadly focus on the following:

- Health Behaviour in context with Social and Cultural issues .
- Communication in Health Care management : An Introduction.
- Types of communication (intrapersonal, interpersonal, group, and public Unit) .
- Elements, techniques and appropriate therapeutic uses of communication and role of Health Professionals .
- Patient-Caregiver Communication.
- Communication strategies for health care professionals.
- Communication in Emergencies.
- Communication among medical teams (health care groups, and health care organization).
- Leadership & Governance in Healthcare Management.
- Self-management tools in health care.
- Communication and Information Technology.

### COURSE METHODOLOGY

- Lecture cum Discussion
- Case Analysis
- Role Play & Group work
- Power Point Presentation

### COURSE DURATION

From 15-19 January, 2024 (Five days)

## ABOUT THE INSTITUTION



The NIHF, an autonomous organization, under the Ministry of Health and Family Welfare, Government of India, acts as an 'apex technical institute' as well as a 'think tank' for the promotion of health and family welfare programs in the country. The post-graduate education, training, research, evaluation, consultancy and advisory services in the field of health and family welfare have been a major focus of the institute. In order to facilitate continuous up-gradation of knowledge and skills of various health personnel across the country, the NIHF has been conducting training courses in different areas at regular interval. In this endeavour, the Department of Management Sciences, NIHF proposes to conduct a training Course on 'Communication in Health Care Management for Medical & Allied Health Professionals' from **January, 15<sup>th</sup> to 19<sup>th</sup>, 2024.**

### NATURE OF PARTICIPANTS

Health Care Professionals like Medical Officers, Dentists/ Nursing Officers/ Paramedical Officers and other related health professionals.

## COURSE COORDINATING TEAM

**Prof. Mihir Kumar Mallick**  
(Course Coordinator)  
**Department of Management Sciences**

**Dr. Ankur Yadav**

**Mr. Bacchu Singh**  
(Course Co-coordinators)

## HOSTEL ACCOMMODATION

Boarding and lodging facilities at applicable rates may be provided to the participants only within the institute's campus subject to availability on prior request. The Institute will provide working lunch during the training period. Hostel email for booking accommodation is - **hostelbooking@nihfw.org** and reception phone number : **011-26165959, 26166441 EXT-154/326**

## LAST DATE OF SENDING NOMINATIONS

The Last date of sending nominations is **January 4<sup>th</sup>, 2024**. Duly filled up Google form (*Link given below*) for registration with course fee is to be submitted. The registration acceptance will be on first come first serve basis.

[Click here for Registration Form](#)

## DETAILS FOR SUBMISSION OF COURSE FEE

There is a course fee of Rs.5000/- per participant which can be paid through online. The bank details for online payment is as follow:

Name of the Bank	:	<b>SBI, NIHF, Munirka, New Delhi-67</b>
Name of the	:	<b>Director, NIHF</b>
Account No	:	<b>10932790787</b>
IFSC Code No	:	<b>SBIN0001624</b>
Branch Code No	:	<b>01624</b>
MICR Code No	:	<b>110002429</b>

For further details,  
Please feel free to write to:

**Prof. Mihir Kumar Mallick**  
Course Coordinator  
(Professor and Head)

Department of Management Sciences  
NIHF

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