

COURSE COORDINATING TEAM

Course Coordinator

Prof. Meerambika Mahapatro

Course Co-Coordinator

Dr. Sarita Gautam

Dr. Monika Saini

Course Associates

Ms. Rita Rani

Dr. Sangita Mishra

Mr. Rahul Sharma



ABOUT THE INSTITUTE

The National Institute of Health and Family Welfare is a premier autonomous institute funded by the Ministry of Health and Family Welfare, Government of India. It has kept pace with the new thinking and substantially contributed to the health manpower development in the country.

NIHFW serves as an apex 'technical institute' as well as a 'think tank' to promote national health and family welfare programmes in the country through education and training, research and evaluation, consultancy and advisory services, specialized projects, etc.

Location of the Institute:

It is in South Delhi, near Jawaharlal Nehru University and Munirka DDA Flats. It is accessible from the Indira Gandhi International Airport and the New Delhi Railway Station, approximately 7 km and 15 km, respectively. Pre-paid taxis/auto-rickshaws are available.

Venue:

Teaching Block, NIHFW

COURSE FEE

There is a course fee of Rs. 3000/- per participant which can be paid through Online banking. This includes course materials, a working lunch, mineral water, and morning and evening tea with snacks for each participant. Boarding, lodging, and TA/DA expenses must be borne by the sponsoring organizations/ participants. The bank details are

Name of the Beneficiary : Director, NIHFW, New Delhi
Bank Name & Branch : SBI, NIHFW, Munirka, New Delhi
Account No. : 43901234540
IFSC Code No. : SBIN0001624
Branch Code No. : 01624
MICR Code no. : 110002056

ACCOMMODATION

Boarding and lodging facilities at applicable rates may be provided to the participants only within the Institute's campus subject to availability. Accommodation facilities for the participants will be provided upon prior request. The Institute will provide working lunch during the training period. The hostel email is hostelbooking@nihfw.org, and reception phone numbers are 011-26165959, 26166441-ext-326

Link for Registration

<https://forms.gle/njadS2Bf6Dpaisge6>

LAST DATE FOR RECEIVING NOMINATIONS

30th October, 2026

Participants are requested to make travel plans only on receipt of confirmation for participation from NIHFW.

Further Correspondence to be addressed to:

Prof. Meerambika Mahapatro

meerambika@nihfw.org

Phones. 2616 5959/2616 6441/2618 8485/2610 7773,

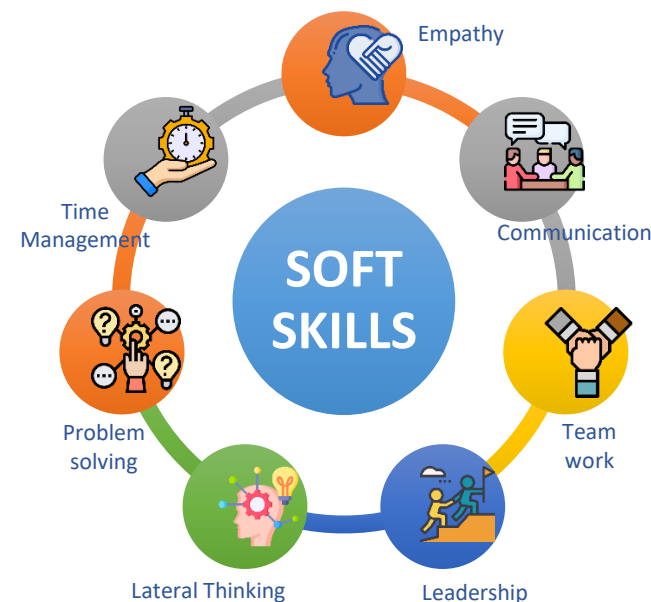
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Capacity Building in Soft Skills for Healthcare Providers

18 -20 November, 2026



The National Institute of Health & Family Welfare

New Delhi-110 067

Website: www.nihfw.ac.in

INTRODUCTION

**"A good physician treats the disease, while a great physician treats the patient who has the disease."
– William Osler"**

In the dynamic and demanding field of healthcare, delivering high-quality patient care requires more than just clinical expertise. As the healthcare environment becomes increasingly complex, the role of soft skills has become essential for healthcare providers. These skills are crucial for navigating the multifaceted responsibilities of the role and fostering a patient-centered approach.

Soft skills such as communication, teamwork, and emotional intelligence are increasingly recognized as essential for effective patient care. Despite their importance, these interpersonal skills often receive less emphasis in traditional training programs. Research highlights the critical role of these skills in achieving success in healthcare settings.

Our soft skills training program is specifically designed to enhance healthcare providers' interpersonal and communication abilities. It focuses on developing skills such as active listening, empathy, teamwork, and leadership. Through a participatory approach, the program aims to foster behavior change by emphasizing integrity, resilience, and alignment with organizational goals. By honing these skills, healthcare providers will be better equipped to manage patient relationships, contribute to a positive work environment, and improve overall patient care.

The program explains the importance of these skills, adapts to individual needs, applies to real-life situations, and employs problem-centered learning. This comprehensive approach seeks to enhance patient satisfaction, build a supportive healthcare culture, and elevate the quality of care provided.

GENERAL OBJECTIVE

To enhance healthcare providers' soft skills to foster a compassionate and supportive healthcare culture and improve the quality of healthcare delivery.

GENERAL OBJECTIVE

At the end of the training programme, the participants will be able to:

- Discuss the importance, significance and relevance of emotional intelligence
- Enhance effective leadership
- Develop knowledge and skill sets for teamwork
- Describe conflict management skills
- Enhance effective communication skills
- Develop time management
- Describe critical thinking, problem solving and decision making



COURSE CONTENT

The following topics/contents will be covered during the training:

- Effective Communication, Ethics, Governance, Time Management, and Team Building
- Empathy, Emotional Intelligence, Transactional Analysis, Lateral Thinking, Logical Reasoning, and Conflict Management
- Analytical Ability, Accountability, Integrity, and Leadership

METHODOLOGY

The training course will employ a range of experiential and participatory techniques to effectively engage participants and facilitate skill development. The medium of instruction will be available in both English and Hindi to accommodate diverse participants. The methodology includes the following components:

- Exercises
- Group Work
- Role Play
- Lecture Discussion
- Case Study
- Use of Audio Video Aids

NATURE OF PARTICIPANTS

The training program is designed to accommodate a diverse group of participants involved in various facets of the healthcare sector. The nature of the participants includes:

Government and private healthcare officials, Officers from NGOs, Officers involved in planning and implementation of National Health Programmes, Faculty and trainers of medical colleges and training Institutes, Nodal officials, and Team leaders will be accommodated.