

Time	Activity
9:00 – 9:15 AM	Welcome and Introduction Overview of session objectives and relevance to clinical practice
9:15 – 9:45 AM	Session 1: Understanding Empathy in Clinical Care Difference between empathy and sympathy, impact on patient outcomes
9:45 – 10:15 AM	Session 2: Core Communication Skills for Residents Active listening, body language, patient-centered language
10:15 – 10:30 AM	Break
10:30 – 11:15 AM	Session 3: Handling Challenging Conversations Breaking bad news, dealing with anger, cultural sensitivity
11:15 – 11:45 AM	Interactive Activity – Role-play and scenario-based discussions
11:45 – 12:00 PM	Q&A and Wrap-up Summary of key takeaways and feedback collection