

Session Agenda

Communication Skills & Work Ethics in Healthcare

Time: 9:00 am – 11:00 am

Time	Session	Key Focus
9:00 – 9:10	Welcome & Overview	Objectives, expectations, professionalism
9:10 – 9:35	Effective Communication in Healthcare	Clear, respectful, empathetic communication; teamwork & patient trust
9:35 – 9:55	Professional Work Ethics	Integrity, accountability, respect, ethical behavior
9:55 – 10:05	Break	—
10:05 – 10:30	Communication Skills in Practice	Role-plays: patients, families, colleagues
10:30 – 10:50	Common Challenges & Solutions	Ethical dilemmas, conflict management, professionalism
10:50 – 11:00	Key Takeaways & Closing	Practical tips, reflection, Q&A