

Time	Activity
10:00 – 10:10 AM	<b>Welcome and Introduction</b> Course objectives and relevance to daily work
10:10 – 10:30 AM	<b>Session 1: Core Principles of Healthcare Ethics</b> (Respect, confidentiality, patient rights)
10:30 – 10:50 AM	<b>Session 2: Fundamentals of Effective Communication</b> (Active listening, empathy, clarity)
10:50 – 11:10 AM	<b>Session 3: Common Ethical and Communication Challenges in the Hospital</b> (Real examples and discussion)
11:10 – 11:40 AM	<b>Interactive Activity</b> – Role-play or small-group discussion of a case scenario
11:40 – 12:00 PM	<b>Debrief, Q&amp;A, and Closing Remarks</b> Key messages and practical takeaways