



# MDP ON SOFT SKILLS FOR HEALTHCARE PROFESSIONALS



**International Institute of  
Health Management Research**

## 🌀 ABOUT IIHMR, DELHI 🌀



### **Our Mission**

The International Institute of Health Management Research (IIHMR), Delhi is an institution dedicated to the improvement in standards in health through better management of health care and related programs. It seeks to accomplish this through management research, training, consultation and institutional networking in a national and global perspective.

### **Thrust Area**

IIHMR, Delhi is engaged in policy issues, program planning, management and capacity building, mainly in the healthcare domain. It has been given 78th rank among top business schools in India in Oct. 2018 by outlook magazine. It undertakes research, training and consulting activities in the following areas:

Primary Healthcare Management - Programme Management and Evaluation - Health Economics and Finance - NGO Management and Networking Hospital Management - Healthcare IT Evaluation and Management -Population and Reproductive Health

### **Rationale**

Life skills develop abilities for adaptive and positive behavior that enable an individual to deal effectively with the demands and challenges of everyday life". WHO (1994). 'Adaptive' means that a person has adjustable and flexible approach in his life in different circumstances. 'Positive behaviour' indicates that a person is futuristic and remain calm and tackle the odd circumstances with great enthusiasm and tries to find out his way in tough situations. Hard Skills are rule based and are technical, scientific, predictable and tangible. On the other hand, Soft Skills/Life skills are



experience-based people related, behavioral, non-technical and intangible.

Healthcare industry is one of the fastest growing industry and many big investors are investing in the sector that results increasing competition. So careless and rude behaviour with patient is no longer acceptable in the era of competition.

Medical professionals deal with people when they are not in their normal state and are in trouble and pain. Therefore, it is important to understand not only their physical but also emotional and psychological state.

India is becoming a hub for medical tourism. Many people travel a lot to get medical care and are coming in our country. They expect good medical treatment with professional services. The trained staff in all manners can give the superior and competitive services at par with other countries.

Strong competencies can be built with well-mannered and trained staff. Strong technical skills along with good soft skills is the key for success for any organization and healthcare industry is no exception of it. Both the skills together can enhance client experience.

#### **Learning Objectives:**

- Enhanced workplace skills
- Professional behaviour improvement
- Better client satisfaction with quality services
- Personalised soft skills development plan

#### **Skills under Life Skills:**

Life skills cover the following ten skills as per WHO

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## **COURSE CONTENT**

### **Self-Awareness**

Includes recognition of 'self', our character, our strengths and weaknesses, desires and dislikes. Developing self-awareness can help us to recognize when we are stressed or feel under pressure.

### **Empathy**

Empathy is the ability to imagine what life is like for another person. It is understanding and care about other peoples' needs, desires and feelings.

### **Critical Thinking**

It helps us to analyse the situations and experiences based on logical thinking.

### **Creative Thinking**

It is related with generating new ideas, shifting perspective easily, conceiving of something new and elaborating building on other ideas.

### **Decision Making**

It can teach people how to actively make decisions about their actions in relation to healthy assessment of different options.

### **Problem Solving**

Helps us to deal constructively with problems in our lives. Significant problems that are left unresolved can cause mental stress and give rise to accompanying physical strain.

### **Interpersonal Relationship**

This may mean being able to make and keep friendly relationships, which can be of great importance to our mental and social well-being.

### **Effective Communication**

Means that we are able to express ourselves, both verbally and non-verbally

### **Coping with Stress**

Means recognizing the sources of stress in our lives, recognizing how this affects us, and acting in ways that help us control our levels of stress.

### **Coping with Emotions**

Being aware of how emotions influence behavior and being able to respond to emotions appropriately.

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## **TARGET AUDIENCE**

Healthcare executives and managers, medical doctors and practitioners, entrepreneurs and all other professionals associated with the healthcare sector directly or indirectly.

## **PEDAGOGY**

Lecture sessions & hands-on practical sessions - Experimental group activities - Case study discussions - Online support for participants for six months

## **PARTICIPATION FEE**

INR 21,000 (Residential) & INR 16,500 (Non-residential) for Indian participants and USD 780 (Residential) & USD 550 (Non-residential) for foreign participants. The fee covers tuition fee, background reading material, stay in air conditioning room (twin sharing), meals, internet access and airport transfers. 18% GST will be charged extra on the participant fee as applicable.

**Groups Discount:** Any organization sponsoring four or more participants to the program will receive a discount of 20% on the total fee payable.

**Maximum Discount:** Organization can avail themselves of both group and organization discounts, subject to a maximum discount of 20%.

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## THE RESOURCE PERSON

### COURSE DIRECTOR:



**Sumesh Kumar**  
Assistant Professor

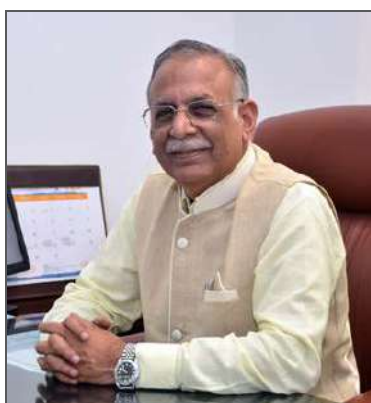
He is working as assistant professor in health economics. He holds M.A., M. Phil and Ph. D degrees in economics and MBA degree in finance. During over 17 years of working experience, he worked with different organizations and is well versed in industry projects, practical implications of economic theories, methods of data collection and analysis, designing of curriculum, institute/university administration and analysing government policies for economics and industry. He has published various articles and research papers in economics and management. He has been a key speaker in the soft skills programs and attended many MDPs/FDPs. He has also presented research papers in various international conferences. He has been practising life skills from last 12 years and has been done a couple of projects on it.



**Anandhi Ramachandran**  
Associate Professor

Dr Anandhi Ramachandran, Associate Professor, has a doctorate from University of Madras and postdoctoral research experiences from dept of Civil Eng. IIT, Madras and Lab of Membrane Biophysics & Biochemistry, NIAAA, National Institute of Health, Rockville, USA. She also has postgraduate diplomas in the areas of management, computer science, bioinformatics and public health informatics. She is a versatile speaker and has been invited to give lectures in various institutions. She has 22+ years of professional work experience in academics, research and software industry. She has published many articles in reputed journals and is in the editorial board of many journals. Dr Anandhi's research interests include public health informatics, development and evaluation of technology in healthcare, health data analytics and utilization of tools like GIS, mobile technology & social network analysis in health research for risk prediction, disease modelling and health

behaviour promotion as a part of life skills development.



**Sanjiv Kumar**  
Director

Dr Sanjiv Kumar did his MBBS and MD from AIIMS, New Delhi, DNB in MCH and MBA in Strategic Management. He has 41 years of experience in public health across 29 countries. He taught Preventive and Social Medicine as Lecture in University College of Medical Sciences, New Delhi. He then joined UNICEF and worked for 22 years as health specialist in India and as Chief of Child Survival & Development and Senior Advisor. His work covered strategic program reviews, planning, implementation, monitoring and evaluation, capacity building of semi-literate village volunteers, health workers, program managers, senior faculty of medical, nursing and paramedic colleges, strategic planning and managing of health programs. He has published more than 100 papers. His previous assignment was Executive Director at National Health Systems Resource Centre.



**Prof. Divya Aggarwal**

Divya has graduated from Delhi University in the field of Instrumentation. After that, she did her M.B.A specializing in Human Resources and Finance from Guru Gobind Singh Indraprastha University, Delhi. She has more than 14 years of Academic and consultancy experience and has diverse knowledge of the corporate world. She has carried out various projects related to strategy and HR viz., strategy evaluation, workforce planning, competency mapping, talent retention strategies at the corporate level. She has done projects for organizations like UNICEF and Public Health Foundation of India. She conducted Attitude Survey of Employees of HSBC Bank Ltd on 16 parameters on All India Basis and thereafter made Action Plan. She has conducted various trainings and workshops.



**Dr. Sanjeev Kumar**  
Ph.D., MBA

Dr. Sanjeev Kumar is a Sr. practicing communication, research and media professional with over 25 years of experience in the field. He has been a researcher, soft skills trainer, film maker, journalist, capacity building specialist, writer, strategist, head of division, project manager, mentor, adjunct faculty, and consultant and guest speaker. He has worked in the areas of health (HIV/AIDS, Family Planning, SRH, Disease Control programmes), population, rural development, nutrition, WASH and corporate social responsibility (CSR). He has worked with national and international NGOs, consulting firms, UN bodies, bilateral agencies, donors and foundations, corporates, central and state government ministries and departments. He has also worked with a range of media channels- films, advertising, radio, TV and new media.



**Ashok K Agarwal**  
Adjunct Professor

Prof. (Dr) Ashok K Agarwal is Former Director, School of Health Sciences, IGNOU, and at present working as Adjunct Professor at International Institute of Health Management Research (IIHMR), Delhi. After graduating from Armed Forces Medical College (AFMC), joined Central Health Service (CHS) in 1972. Completed MD (Health Administration), Diplomate National Board - DNB (Health and Hospital Admn) & DHSA from University of Leeds, UK. He visited more than 40 countries on various short term and long-term assignment of IGNOU, WHO/UNDP/GOI and others. Awarded Colombo Plan Fellowship to undergo one-year diploma course in health services administration (DHSA) at Nuffield institute, Leeds University (UK) 1981-82. He has 40 years' experience as a teacher, trainer, researcher and consultant in public health, health & hospital management, distance learning, quality assurance and accreditation. Currently, he is President of Indian Society of

Hospital Waste Management (ISHWM) since 2012, President of Association of community Health and Hospital Administrators (ACHHA) and Life member Indian Public Health Association.



**A K Khokhar**  
Professor and Dean (Training)

Dr A K Khokhar is a Medical graduate with three post graduations in the field of Health Care Administration and Hospital Administration. Besides working in different positions in ESIC Medical services for 36 years, he has been teaching as visiting faculty at FMS, University of Delhi, and Institute of Management Studies, YMCA, New Delhi, for 24 years. He has also been a visiting faculty of IIMMR, NIHFW, SAIL and NTPC. He has organized a number of courses on Hospital Administration for Senior Doctors during his tenure at ESIC. He has been the Editor of Journal of Hospital Administration of IHA for ten years. He has carried out a number of studies and surveys on the role of hospitals in primary health care and has written a book on Hospitals and Primary Health Care published by International Hospital Federation, London, UK. He has been proactive in developing professional management in hospitals and has developed a number of Case Studies. He has attended and

presented papers on different aspects of Hospital Management in various conferences at national and international levels.

**\*Other distinguish Speakers**

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**For registration and queries, please contact:**  
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