

HOSPITAL STAFF TRAINING PROGRAMME

Structured Soft Skills & Behavioural Training for Hospitals

Building on the successful in-house training model implemented at Teerthanker Mahaveer University Hospital, the *Centre for Teaching, Learning & Development (CTLD)* proposes to extend structured Soft Skills and Behavioural Skills Training to nearby hospitals and nursing homes.

Objectives of the Proposed Training:

- Improving patient interaction and service etiquette
- Strengthening compassionate care and emotional intelligence
- Enhancing teamwork and inter-department coordination
- Reducing grievances through effective communication and conflict handling
- Promoting a culture of professionalism and accountability

Proposed Training Modules (Customizable):

For Nursing Staff:

- Compassionate Care & Empathy
- Team Coordination
- Professional Behaviour in Clinical Settings

For Support Staff (Ward Boys, Housekeeping, Security):

- Service Etiquette
- Patient Assistance Etiquette
- Handling Difficult Situations

For Administrative & Front Office Staff:

- Professional Communication
- Grievance Handling
- Patient Experience Excellence

Training Methodology:

Training will be delivered through experiential learning approaches, including role plays, simulations, case studies, group discussions, and interactive activities. The sessions will focus on practical application in real hospital scenarios to ensure behavioural transfer.

Duration and Delivery:

- Each module is designed for 1.5 hours per session.
- Training will be conducted on-site at the hospital/nursing home.
- Batch size will be optimized based on participant numbers and operational feasibility.
- Scheduling will be aligned with hospital shifts and convenience.

Tentative Pricing Structure (Indicative & Negotiable):

- Per Session: ₹12,000 (Including GST)
- Half-Day Programme (2 modules): ₹20,000 (Including GST)
- Full-Day Programme (4 modules): ₹36,000 (Including GST)

Pricing may be customized based on the number of participants, frequency of engagement, and long-term association.

Mr. Utkarsh Gupta
*Executive Committee Member, MDP
Centre for Teaching, Learning &
Development (CTLD)*
Contact: 76693 37669
Email: utkarshgupta.ctld@tmu.ac.in

Mr. Ritu Rajan
*Sr. Executive Committee Member, MDP
Centre for Teaching, Learning &
Development (CTLD)*
Contact: 94102 81399
Email: riturajan.ctld@tmu.ac.in