

## Report - Staff development programme on communication and soft skills

A staff development programme on communication and soft skills was organized by college of nursing AIIMS, Bhubaneswar on 5<sup>th</sup> April 2023. Effective communication and soft skills not only improve relationships, but also improve efficiency.

A total of 42 ANS and SNOs of various departments were registered for this workshop. Pre-test given to all delegates prior to the workshop. The programme was inaugurated by Dr, Asha P Shetty, Professor -cum-Principal, College of Nursing at 9.50 am She stated that this programme can facilitate the participants to adapt different stress management techniques , Technical Skills, Leadership and Management skills also enhance Personal and Professional Development.

A total of six sessions were conducted by different resource persons from various departments of AIIMS, Bhubaneswar to highlighted different topics.

The first session was conducted by Dr Vinaykumar Hallur, Associate professor, Dept. of Microbiology. He enthusiastically discussed about team work skills and how to work as a team and collaborate with colleagues to provide quality care to patients.



The next session was started at 10:45 am, by Mr. Nanda Kumar Paniyadi, Assistant professor, CON, AIIMS, Bhubaneswar. He discussed about assertiveness skills. He elaborated the key components of assertiveness like clear communication, confidence active listening, respectful communication, how to deal with criticism and how assertiveness skills can improve personal and professional life, which helps to build a healthy relationship among colleagues and subordinates.



Further the next session-3, was continued by Dr. Shree Mishra, Assistant Professor, Dept. of Psychiatry, AIIMS, Bhubaneswar from 12 pm onwards. She discussed about stress management and how an individual can incorporate this stress management skills in their day to day life. She highlighted the role of social support and positive self talk to reduce stress and increase resilience.



Session 4 was continued from 2:15 pm after the delicious lunch break. by Dr. Debapriya Bandyopadhyay, additional professor, dept. of biochemistry AIIMS, Bhubaneswar. This session covered soft skills training at work place. Soft skills are personal attributes that enable people to interact effectively and harmoniously with others in the workplace. He further explained how these skills can significantly affect an employee's productivity, work relationship and overall job performance.

The next session was by Dr. Ramadass Balamurugan, Additional Professor, Department of Biochemistry on "Time management skills", which started at 3pm.

He discussed about how to manage distractions and even 20% efforts can produce 80% output. As he stated that today's fast paced world is bombarded with information, it is crucial to develop effective time management skills like setting clear goals, prioritizing your work, managing distractions and using time blocking for different tasks.



The last session of the day, started at 4:00pm, was taken by Dr. Binod Kumar Patro, Professor, Department of CMFM on "Conflict resolution". He talked about how crucial it is for nurse leaders to know about conflict resolution techniques for effective ward management. Different Conflict resolution skills like Collaboration, Accommodation, Compensation, Negotiation, etc were discussed in this session



At the end all delegates received the certificates of Participation from Dr. Asha P Shetty, Principal cum CNO, CON, AIIMS Bhubaneswar.



Overall, the Staff Development Programme was tailored to the needs of the organisation and its staff members to provide most effective soft skills training possible as it is essential for any health care organisation to build positive relationship among its employees.