



# **Human Values and Soft Skills training Hands-on Workshop**



**Guest Speaker:  
Dr. Balaji Arumugam  
Professor & HOD**





# Introduction

A comprehensive hands-on workshop on Human Values and Soft Skills was conducted at Al Ameen Nursing College with the objective of enhancing interpersonal competencies and ethical awareness among nursing students. The session was delivered by Dr. Balaji Arumugam, who provided practical insights into the importance of values and behavioral skills in healthcare settings.

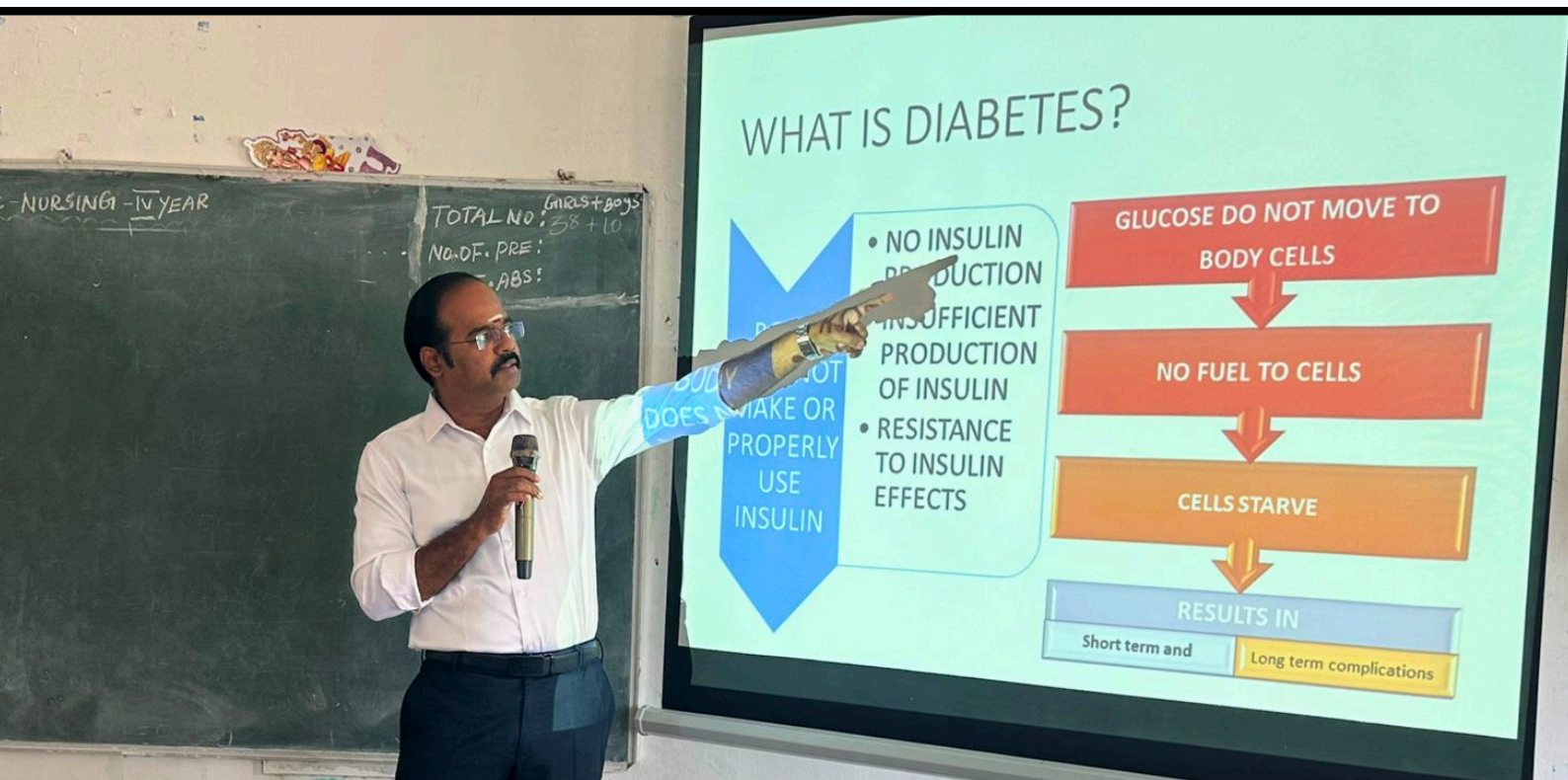
The workshop was interactive in nature and focused on bridging the gap between theoretical knowledge and real-life clinical practice.



# OBJECTIVES OF THE WORKSHOP



The workshop aimed to inculcate essential human values among students, strengthen their communication and interpersonal skills, and enhance their professional behaviour in healthcare settings. It also focused on promoting empathy, compassion, and ethical responsibility, which are critical for patient-centered care.



## Session Overview

The session was conducted using a combination of lecture, discussion, and hands-on activities. Real-life clinical examples and situational case scenarios were discussed to help students understand the relevance of soft skills in their day-to-day professional life. The speaker ensured active participation from the students throughout the session.



# Understanding Human Values in Healthcare

The speaker elaborated on the concept of human values and their significance in the healthcare profession. Values such as honesty, integrity, respect, empathy, and compassion were explained in detail. It was emphasized that these values form the foundation of trust between patients and healthcare providers and are essential for delivering quality care.



# **Importance of Soft Skills in Nursing Profession**

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The session highlighted that soft skills play a crucial role in the nursing profession alongside technical knowledge. Skills such as effective communication, teamwork, adaptability, and emotional intelligence were discussed as necessary competencies for nurses to function efficiently in diverse healthcare environments.

## **Communication Skills**

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The speaker explained the importance of both verbal and non-verbal communication in patient care. Concepts such as active listening, clarity in speech, and understanding patient cues were discussed. Common barriers to communication were also addressed, and students were guided on how to overcome them in clinical practice.





## **Empathy and Patient Care**

The importance of empathy in nursing was emphasized as a key factor in improving patient satisfaction and outcomes. The speaker explained how understanding a patient's emotional and psychological condition can enhance the quality of care and build a strong therapeutic relationship.



## **Teamwork and Collaboration**

The session focused on the importance of teamwork in healthcare settings. The speaker explained how effective collaboration among doctors, nurses, and other healthcare professionals leads to better patient outcomes. The role of mutual respect and coordination in a multidisciplinary team was also discussed.

# TIME MANAGEMENT AND PROFESSIONALISM

The importance of managing time efficiently in a clinical environment was highlighted. Students were taught how to prioritize tasks and maintain discipline in their work. Professional qualities such as punctuality, accountability, and dedication were emphasized as essential traits for a successful healthcare professional.



## STRESS MANAGEMENT AND EMOTIONAL INTELLIGENCE

The speaker discussed the challenges of stress in the healthcare profession and provided strategies to manage it effectively. The concept of emotional intelligence was explained, focusing on self-awareness, self-control, and maintaining a positive attitude even in difficult situations.

# HANDS-ON ACTIVITIES AND ROLE PLAY

The workshop included practical sessions where students actively participated in role plays and group discussions. These activities helped students apply theoretical concepts to real-life situations, particularly in patient communication and problem-solving scenarios.



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# ETHICAL PRACTICES IN NURSING

Ethical principles in healthcare were discussed in detail, including patient confidentiality, informed consent, and respect for patient rights. The speaker also addressed common ethical dilemmas faced by nurses and the importance of making morally sound decisions.





## **OUTCOME OF THE WORKSHOP**

The workshop was highly beneficial for the participants as it improved their understanding of human values and soft skills. Students gained confidence in communication, developed empathy, and recognized the importance of professionalism in their future careers.



## **Feedback by Audience**

The session by Dr. Balaji Arumugam was informative, engaging, and impactful. It provided valuable insights into the integration of human values with professional skills, which is essential for delivering holistic patient care.

