

TwinTech Academy Business Management Solutions,
Chennai organized a seminar on

Effective Communication skills for Healthcare Professionals

On 20th May 2017

The seminar started with a warm welcome note and the need for Communication Skills in professional managers by **Shri A. Mahalingam, Managing Director** of the institution, he highlighted how a Communication in a healthcare setting is one of the most important tools that we have for providing great patient care and improving patient satisfaction.

Every patient who comes to a hospital has a team of people involved in providing care throughout their healing process: from doctors and nurses to housekeeping and culinary teams, and even their family and loved ones. With so many parties involved, it's understandable that missteps in communication could occur.

Dr. Ashok Babu a qualified trainer started the session with an "ICE BREAKER" which ensured each and every participant to know each other by names. He took the session for four hours on the topic, with lively examples, many video clippings, coupled with management games.

The Trainer highlighted to the trainees that in order to be the best 'Leader' one should not hesitate to work with his/her subordinates, and constantly Coach, Teach, Guide, Demonstrate, Counsel, Impart Knowledge, Train, and make his/her subordinates to apply the learned knowledge at the work place.

The Leader should check, cross check and double check his subordinate's work until satisfied and then give them full freedom at the workplace.

Trust should be watchword and by doing so, all subordinates will give their best and they will all take the responsibility of fulfilling the task. Responsibility without authority is futile and hence the Leader should give authority to certain level to his subordinates.

Knowledge if properly imparted will have its effect on one's attitude, and this will change one's behaviour providing him a new skill, and it will become a practice.

Healthcare Executives, Paramedical staff, Prof Ramakrishnan – Director, Mr B Sai Shankar of the TwinTech Academy were presented this unique and highly important seminar.

At the end of the session, Shri A. Mahalingam, Managing Director of TwinTech Academy made a quick announcement about the forthcoming Healthcare Seminars

1. A Seminar on **Competency Mapping** on Sunday, 18th June 2017.
2. Session on **Legal Issues Relating to Hospital Administration** 24th June 2017, Saturday
3. Session on **Healthcare Financial Management** Saturday, 01.07.2017
4. Seminar on **Healthcare Marketing and Leveraging Social media** for marketing on 05th August 2017, Saturday
5. A seminar on **Bio Medical Waste Management** on Sunday, 13th August 2017.

Announcement: International Society for Quality and Safety in Healthcare (ISQSH), United Kingdom, workshop on Certified Healthcare Safety Professional (CHSP) to be held on July 1 to 4th July 2017 at Chennai where Mr Mahalingam A is the regional associate for this unique program.

Seminars will be addressed by eminent speakers and Industry experts in this field. Refer website: www.chennaitwintech.com for registration and each seminar description in detail.
