AHPI ACADEMY

CERTIFIED TRAINING PROGRAM ON

EFFECTIVE COMMUNICATION

PATIENT CARE AND TEAM COLLABRATION



In Partnership With;

Aviation Expertise Group: "RAS Skill Share"

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INTRODUCTION

Clear communication is at the core of safe, compassionate, and efficient healthcare delivery. From frontline staff to senior clinicians, every interaction impacts outcomes, experience, and morale. AHPI Academy, in collaboration with RAS Skill Share (with proven excellence in communication training in aviation), introduces a 1-day, high impact training program designed to empower hospital teams with essential communication tools — for both patient-cantered care and team coordination. Whether it's handling patient distress, bridging departmental gaps, or improving shift handovers — this program is your step toward a culture of connection, clarity, and collaboration.

ABOUT THE PROGRAM

This full-day program blends real-world healthcare experience with structured communication techniques. It includes interactive lectures, role-plays, group discussions, and simulation-based learning to ensure participants practice, reflect, and internalize the key principles. Participants walk away with not just knowledge — but confidence and actionable tools to transform their communication at work.

Duration: One Day | 6 Hours

TARGET PARTICIPANTS

This program is ideal for:

- Doctors, nurses, and clinical staff
- Front office executives
- Patient and guest relationship officers
- Hospital administration teams
- Operations and department managers

Essentially, anyone who is the face or facilitator of patient care and internal collaboration in a hospital.

WHY THIS TRAINING MATTERS

In today's high-pressure healthcare environments, clear, compassionate, and coordinated communication saves lives, reduces errors, and uplifts morale. This program empowers your staff to not only speak — but to connect, collaborate, and care with confidence.

SESSIONS

- Foundations of Effective Communication in Healthcare
- Patient Interaction and Empathetic Listening
- Internal Communication – Across Roles, Departments, and Shifts
- Managing Difficult Situations – With Patients and Colleagues
- Constructive Feedback, Teamwork and Collaborative Culture
- Closing Session: Communication Pledge and Key Takeaways

CERTIFICATION

This 1-day training program offers an engaging and practical learning experience through a blend of lecture sessions, group work, role plays, and interactive exercises tailored to real-life hospital settings. Participants will receive a Certificate of Participation upon completion of the program, acknowledging their commitment to improving communication standards in healthcare.

FEE STRUCTURE

Category	Fee	Participation Limit
In-House Program for Organisations	1,25,000+ taxes/ Organization	30 Participants

FEE SUBMISSION

Bank Account Details

Name: Association of Healthcare Providers (India)
Bank: Standard Chartered Bank
A/C No.: 52215718042
IFSC: SCBL0036020