Emotional Intelligence and Soft Skills for Healthcare Training Course

23 - 27 Nov 2026

Kuala Lumpur

5200 € (Per Person)

Ref: #HSM9245_106718

Course Introduction / Overview:

In the high-stakes environment of modern healthcare, technical proficiency alone is no longer sufficient for optimal patient outcomes and professional longevity. The ability to understand and manage emotions, both in oneself and in others, is a critical determinant of success. This course delves into the essential domains of emotional intelligence and soft skills, tailored specifically for the unique challenges faced by medical professionals. Drawing upon the foundational work of pioneers like Daniel Goleman, author of "Emotional Intelligence: Why It Can Matter More Than IQ," this program moves beyond theory to provide practical, evidence-based strategies. Participants will learn to enhance patient communication, improve team collaboration, and build personal resilience to combat the growing issue of physician burnout. At BIG BEN Training Center, we have designed a curriculum that addresses the core of patient-centered care, focusing on empathy, active listening, and conflict resolution in clinical settings. This training is an investment in developing a more compassionate, effective, and sustainable healthcare practice, ultimately leading to improved patient satisfaction, better team dynamics, and greater career fulfillment for medical professionals who master these indispensable skills.

Target Audience / This training course is suitable for:

- Physicians and Consultants.
- Surgeons and Anesthesiologists.
- Nurses and Nurse Practitioners.
- Medical Residents and Fellows.
- Physician Assistants.
- Allied Health Professionals (Therapists, Technicians).
- Hospital Administrators and Clinical Managers.
- Patient Services and Relations Staff.
- Medical Students.

Target Sectors and Industries:

- Hospitals and Medical Centers.
- Private Clinics and Group Practices.
- Specialty Healthcare Facilities.
- Long-Term Care and Rehabilitation Centers.
- Public Health Organizations.
- Governmental Health Agencies and Ministries of Health.
- Medical Research Institutions.
- Pharmaceutical and Medical Device Companies with clinical staff.

Target Organizations Departments:

- Clinical Departments (e.g., Surgery, Internal Medicine, Pediatrics).
- Nursing Departments.
- Emergency Medicine.
- Patient Experience and Relations.
- Human Resources and Professional Development.
- Medical Administration and Management.
- Quality Assurance and Improvement.
- Graduate Medical Education.

Course Offerings:

By the end of this course, the participants will have able to:

- Develop a strong foundation in the core components of emotional intelligence.
- Apply active listening and empathetic communication techniques to build patient rapport.
- Manage high-stress situations and difficult conversations with patients and families effectively.
- Enhance interdisciplinary team collaboration and resolve workplace conflicts constructively.
- Recognize the signs of burnout and implement strategies for personal resilience and well-being.
- Lead medical teams with greater emotional awareness and motivational skill.
- Improve diagnostic accuracy by fostering more open and honest patient communication.
- Navigate ethical dilemmas with heightened sensitivity and clearer judgment.

Course Methodology:

The training methodology at BIG BEN Training Center is designed to be immersive, practical, and highly interactive, ensuring that theoretical concepts are translated into tangible skills. We move beyond traditional lectures to create a dynamic learning environment where participants actively engage with the material. The course heavily utilizes role-playing exercises that simulate real-world clinical scenarios, such as delivering difficult news or managing a conflict with a colleague. Case studies drawn from actual medical practice will be analyzed in small groups to explore the impact of emotional intelligence on patient outcomes and team effectiveness. Facilitated group discussions will encourage peer-to-peer learning and the sharing of diverse experiences and perspectives. Participants will receive constructive feedback from both the instructor and their peers to refine their skills in a supportive setting. The program integrates self-assessment tools to help professionals identify their emotional intelligence strengths and areas for development, fostering a journey of continuous personal and professional growth. This hands-on approach ensures that participants leave the course with the confidence and competence to apply their new skills immediately in their demanding work environments.

Course Agenda (Course Units):

Unit One: The Foundation of Emotional Intelligence in a Clinical Setting

- The five pillars of emotional intelligence.
- Self-awareness and recognizing emotional triggers in high-pressure environments.
- The neuroscience of emotion and its impact on clinical decision-making.
- Techniques for self-regulation and managing stress during long shifts.
- Assessing your personal emotional intelligence profile.
- The direct link between physician EI and patient satisfaction scores.
- Understanding the impact of unconscious bias in patient interactions.

Unit Two: Empathetic Communication and Building Patient Rapport

- The distinction between sympathy and clinical empathy.
- Techniques for active and reflective listening.
- Decoding non-verbal cues from patients and their families.
- Building trust and psychological safety in the first few minutes of a consultation.
- Communicating complex medical information with clarity and compassion.
- Strategies for engaging in shared decision-making with patients.
- Navigating cultural differences in communication styles.

Unit Three: Managing High-Stakes Conversations and Conflict Resolution

- A structured approach to delivering bad news.
- De-escalation techniques for handling angry or distressed patients and families.
- Managing patient expectations and addressing complaints professionally.
- Frameworks for resolving conflicts with colleagues and interdisciplinary team members.
- Giving and receiving constructive feedback within the medical hierarchy.
- Apologizing effectively after a medical error or adverse event.
- Negotiating treatment plans and navigating disagreements.

Unit Four: Emotionally Intelligent Leadership and Team Collaboration

- Leading medical teams with empathy and emotional awareness.
- Fostering a culture of psychological safety and open communication.
- Motivating and engaging team members to prevent compassion fatigue.
- The role of emotional intelligence in effective clinical supervision and mentorship.
- Facilitating efficient and collaborative team meetings and handovers.
- Managing the emotional dynamics of interprofessional teams.
- Building cohesive teams that thrive under pressure.

Unit Five: Building Resilience and Preventing Professional Burnout

- Identifying the early signs of burnout in oneself and others.
- Stress management techniques tailored for the healthcare environment.
- The practice of mindfulness and its application in clinical work.
- Strategies for maintaining work-life integration and setting boundaries.
- Developing a personal resilience and well-being plan.
- Creating a supportive peer network to combat professional isolation.
- Transforming moral distress into positive action and advocacy.

FAQ:

Qualifications required for registering to this course?

There are no requirements.

How long is each daily session, and what is the total number of training hours for the course?

This training course spans five days, with daily sessions ranging between 4 to 5 hours, including breaks and interactive activities, bringing the total duration to 20 - 25 training hours.

Something to think about:

How might the systematic integration of emotional intelligence training into medical school curricula reshape the future of patient care and physician well-being?

What unique qualities does this course offer compared to other courses?

This course distinguishes itself by moving beyond generic soft skills training and immersing participants in the specific, high-stakes context of healthcare. Unlike programs that offer a theoretical overview, our curriculum is built on a foundation of real-world clinical scenarios, ethical dilemmas, and communication challenges that medical professional face daily. We place a significant and unique emphasis on the prevention of physician burnout, equipping participants not just to manage others, but to manage their own well-being and build sustainable, fulfilling careers. The methodology focuses on experiential learning, such as role-playing difficult patient conversations and analyzing case studies of team conflicts, ensuring that skills are not just learned but practiced and internalized. Furthermore, the course content is deeply rooted in contemporary research, linking emotional intelligence directly to measurable outcomes like diagnostic accuracy, patient adherence, and team efficiency. It is designed not as a remedial course for communication deficits, but as an advanced professional development program for high-performing individuals seeking to achieve mastery in the art, as well as the science, of medicine.