

10. Enhancing inter-personal skills of the healthcare providers for TB care and

Wednesday, 29 October 2014, 09:00 - 17:00

Room 125



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| Type | Workshop |
| Track | Civil Society |
| Topic | Community outreach |
| Organised by | World Vision |
| Duration | Full-day |
| Max attendees | 60 |
| Meeting type | Open meeting |
| Description | Timely and appropriate health seeking for TB is hampered by myths, stigma and discrimination. World Vision's experiences indicate that effective and skilled communication can mitigate these challenges and improve case detection and patient compliance. This one-day workshop is designed to enhance soft- skills of the participants, and utilise them effectively during different phases of TB case management (following 'cough to cure pathway') with phase-wise objective/s setting, fixing roles and responsibilities of various service providers to achieve those objectives and measuring results. |
| Target audience | Program managers, service providers, community caregivers, counselors, advocates, communicators who are involved in TB care and control and interested to improve quality of their services and TB treatment outcome through heightened soft skills. |
| Objectives | <ol style="list-style-type: none"> 1. To sharpen skills like communication, negotiation, time-management, team-building and conflict resolution 2. To help participants to utilise those skills effectively at different phases of cough to cure pathway 3. To equip participants with skills and tools to develop their organisational plan for soft-skill building |
| Expected outcome | 1) The participants will have clarity on a) the specific objectives set at different phases of 'cough to cure' pathway b) how to achieve those objectives through a set of appropriate and effective soft-skills and c) measure results. 2) They will be equipped with various soft-skills to establish effective, unbiased, transparent and supportive communication with TB affected and vulnerable population that can improve case detection, reduce defaulters, and ensure favourable treatment outcomes. 3) They will learn to develop realistic plans for soft-skills building for their organisations. |
| Keywords | TB control and care; soft-skills; cough to cure pathway; soft-skills building plan |
| Coordinator(s) | Sugata Mukhopadhyay (India), Gagik Karapetyan (USA) |
| Chair(s) | Vijay Kumar Edward (India), Dennis Thuralayil (USA) |
| Presentations | <ol style="list-style-type: none"> 1. Experience sharing of good practices of World Vision in soft-skill building for TB care Vijay Kumar Edward (India), Dennis Thuralayil (USA) 2. Develop organizational plan for soft-skill building for TB care through group works Sushma Cornelius (India), Blesson Samuel (India) 3. Basic elements of communication in healthcare Blesson Samuel (India), Sugata Mukhopadhyay (India) 4. Role-plays to enhance communication & negotiation skills Sushma Cornelius (India), Gagik Karapetyan (USA) 5. Enhance your time-management skills Blesson Samuel (India), Jose () 6. Conflict Resolution Blesson Samuel (India), Jose () 7. How to work in a team Sushma Cornelius (India), Gagik Karapetyan (USA) 8. Setting specific objectives at different phases of cough to cure pathway Sugata Mukhopadhyay (India), Gagik Karapetyan (USA) 9. How to achieve those objectives by utilizing different sets of soft-skills effectively and how to measure the achievements Sugata Mukhopadhyay (India), Gagik Karapetyan (USA) 10. Soft-skills to handle special cases like Drug-Resistant TB, TB/HIV co-infection, and Childhood TB Gagik Karapetyan (USA), Sugata Mukhopadhyay (India) |