



DUPHAT 2010
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15 March 2010

WORKSHOP NO. 3

DUPHAT Managerial Skills Workshop

Dates: 17 March 2010

Timings: 09:00 to 13:00 (one day only)

**Venue: Dubai International Convention Centre,
DWTC complex, Sheikh Zayed Road, Dubai, UAE**

**Total Fee:
Dhs. 500**

**1
DAY**

W3

Soft Skills Development

In a Complex, competitive & challenging professional environment that exists nowadays, soft skills could represent a hidden Curriculum to optimize personal growth in addition to professional success. The effective management of interpersonal skills are a core in the personal & professional development whether to facilitate day to day conversations or to build long term strategic relationships, from which the **De-escalation skills** are a major support through providing some tools for Managing **Aggression &** tough situations to reduce the potential for any violent behavior; add to this the various elements of nonverbal communication that supports the professional communication in all aspects. In a modern world full of diversity the brief knowledge about different cultures could be a valuable addition to communicate effectively.



**Presenter:
Dr. Amr Ismail**

Regional Product Manager
Al Baker Trading Est.

I am interested to attend DUPHAT 2010 Management Workshop 3; SOFT SKILLS DEVELOPMENT (W3)

Full Name

Designation **Department**

Hospital/PHC..... **Staff No**.....

Tel. No. **E-mail ID** **Signature**.....

In order to facilitate the Training leave Application please obtain the approval from your Direct Head/Line Manager and from Professional development Unit or Education Committee in your respective facility.

**Total Fee
Dh 500**

Certificates awarded on completion of the 1 Day Workshop

FAX NO. : 04-2192289

PLEASE NOTE YOUR SEATS ARE CONFIRMED ONLY WHEN YOU RECEIVE A CONFIRMATION NUMBER

Further enquiries: Tel. 04-2192601