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(Deemed University u/s 3 of UGC Act, 1956)

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Value Added Course

Soft Skill Development


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VALUE ADDED COURSE

SOFT SKILLS DEVELOPMENT

LECTURE 1 – INTRODUCTION

- It seems like more and more of our young doctors are not working out as expected in private or institutional set up.
- They make very little effort to “fit in.” Does every single one of them think they are a “special case”?
- We often don't seem to appreciate that they are entering a pre-existing scene; joining an organization with its own mission, history, structure, rules, and culture; integrating with a group that has its own established dynamic; and engaging with individuals, each of whom has his or her own story and many of whom have been part of this scene in this organization for years on end or longer.

LECTURE 2 – THE STEADILY GROWING SOFT SKILLS GAP FROM OLDER GENERATIONS TO CURRENT GENERATION

- soft skills are mostly about “fitting in”—making an effort to conform one's attitude and behaviour to established standards of conduct—in order to engage and work together effectively with others in a shared enterprise.
- Of course, the older, more experienced people are always more or less annoyed by the attitudes and behavior of each successive new young generation
- Gen Z'ers are the first true “digital natives.” They learned how to think, learn, and communicate in a never-ending ocean of information. Theirs is an information environment defined by wireless Internet ubiquity, wholesale technology integration, infinite content, and immediacy. From a dangerously young age, their infinite access to information and ideas and perspectives—unlimited words, images, and sounds—is completely without precedent.

LECTURE 3: PROFESSIONALISM

Professionalism is something that is lacking in today's generation for a number of quite valid reasons-

- Being raised by micromanaging parents in a nuclear family
- Most of the current generation of doctors come straight from school to college to medical school to practice. Touch of real world is completely missing until one becomes a houseman or consultant
- They have become so accustomed to electronic communication that they are losing the ability to communicate well in-person.
- much of what older, more experienced people might see as matters of professionalism—attitude, self-presentation, schedule, and interpersonal communication—current generation is more likely to consider highly personal matters of individual style

LECTURE 4 : CRITICAL THINKING

- We just don't think on their feet the way they used to. We know a lot. But if we are not sure of something, we go right to their device.
- If there is not an obvious online resource to answer their question immediately, then they turn right to another person—whoever is available
- With computers, content providers, and grown-ups to do so much of their thinking for them, newer generation have hardly any experience digging deep, puzzling, and reflecting. They have a built-in expectation that learning curves are instant. They think of learning in small increments, filling skill and knowledge gaps as they run across them. The long learning curve is a rarity and a bit of a mystery to newer generation.

LECTURE 5 : FOLLOWERSHIP

- By the time we were growing up, “Question Authority!” was not a slogan anymore but a hackneyed cliché.
- We look at their relationship with any established institution, no matter how small or how large, and we think: “What do you have for me? And what currency do I need to use to get what I want/need from you?”

LECTURE 6: PERSONAL INTEGRITY

- Whatever you do in your career, always think about the big picture. All decisions have a knock-on effect on your career. Approaching your decisions with total integrity means that you will never regret anything you do.
- Having personal integrity does not mean that you don't have to develop a persona to represent the interest of your company, for instance, in the boardroom or during negotiations. It just means that this persona is integrated with your own personality. Therefore, your actions will seem authentic and more trustable.
- Living with integrity means that how you do one thing is how you do everything else. Therefore, you have no reason to feel any better or any worse on Monday than during the weekend. You must have seen at least one colleague of yours who comes in happily almost every Monday morning.

LECTURE 7: TAKING RESPONSIBILITY

- If you have the reputation of taking responsibility, people will value your contribution.
- Some people tend to blame others for their own mistakes. In most cases, those people have a hard time admitting that they made a mistake. Your weapon will be to act with integrity and take responsibility even for your mistakes. After a while, you will realize that making mistakes is essential in growing. If you don't make mistakes, you learn slower. If you are afraid of making mistakes, your contribution will be less valuable.

LECTURE 8: COMMUNICATION

- Communication not only complements all other soft skills, but it also enables you to take them to the next level.
- Communicating with others is not the only task that you should learn to be more successful. We will also focus on communicating with the person you spend the most time with in your life: yourself. Things you tell yourself determine your self-esteem,

shape your self-image, and can make you more confident. You will not be driven by your fears. You will allow yourself to grow beyond your current imagination.

- When it comes to communication, most people give you universal rules such as “the first person naming a number loses at the negotiation table.” This theory is backed by information asymmetry. I have evidence to back up that in the path I am laying out, not naming a number first may more often backfire on you than you would think. It does not mean that it is always beneficial to name a number first, because some corporate environments may require you to play the negotiation game taking information asymmetry into consideration. However, assuming you advance to the top 5% of your profession, oftentimes you have enough leverage to bend the rules and earn more money.

LECTURE 9: TEAMWORK

- Professionals realize that they have to rely on other people.
- By taking charge and communicating effectively, you will be able to cooperate with your team better, for the purpose of solving meaningful problems better and faster than alone.

LECTURE 10: WORK ETHIC

- The code of a professional includes high standards when it comes to work ethic.
- Otherwise, the professional risks losing their integrity.
- Professionals learn how to work smart, take the initiative, and are able to cooperate with others when they need help.

LECTURE 11: LEADERSHIP

- By showing your professional attitude and taking responsibility, you encourage your team to adopt the same traits and become better people.
- Lead by example.
- Admit your mistakes, not to pretend that one is never wrong.

LECTURE 12 : MENTORSHIP

- Doctors look for mentors inside and outside the workplace.
- You can be a credible mentor even as a junior doctor. At least you have a perspective of telling others how you have overcome the difficulties of learning something new.
- A senior doctor can hardly recall past struggle with learning.
- You can teach others how to come up with professional solutions.
- Mentoring others is also a great way to fine-tune your own communication skills.

LECTURE 13: PROBLEM SOLVING

- The attitude of a doctor continuously challenges your problem-solving skills, as you keep working on meaningful problems in your career.
- A professional never settles for a symptomatic solution. A professional always digs more deeply to find and eliminate the root cause of a problem.
- Assuming that you get better at whatever you do on a regular basis, developing your problem-solving skills will be a side effect of professionalism and your integrity of wanting to become a true doctor.

LECTURE 14: TIME MANAGEMENT

- Another skill that seems to have little to no correlation with other soft skills.
- Assuming that you want to deliver a professional solution, it makes little sense to waste your time on things that don't matter from the perspective of your career.

LECTURE 15: EMOTIONAL INTELLIGENCE

- The more you develop your emotional intelligence, the better you become at essential soft skills.
- Emotional intelligence gets a lot of work done without much hassle.
- Emotional intelligence helps exceedingly in interpersonal communication and is really crux in soft skill development

LECTURE 16: ETIQUETTES

- Etiquettes refer to the customary code of polite behaviour in society or among members of a particular profession or group.
- They are extremely important in medical education and medical practice.
- Bedside mannerisms can decide whether or not a patient divulges an important clue to critical diagnosis.
- Etiquettes to be followed while interacting directly or indirectly with another medical personnel.

LECTURE 17: GROOMING

- While grooming may be considered by many as a less important aspect of soft skill, in practice, it can be very important how you project yourself on your patient.
- Most of senior doctors are always seen well groomed- for a reason.
- Tardy personal appearance can project yourself as lazy/ incompetent doctor.

LECTURE 18: VALUE OF SELF-ESTEEM

- Self-esteem is the act of respecting yourself. Opposed to some self-help advice, self-esteem is not about repeating "I love myself, I love myself," and it has not much to do with positive thinking either.
- Self-esteem is the immune system of your mind against stimulations of the outside world. People with very high self-esteem are virtually unstoppable. People with low self-esteem, on the other hand, are very easy to influence.
- Your self-image is often distorted by your own emotions. Today's world encourages you to choose a very easy and comfortable life. Whenever you find a problem, in the world of instant gratification, many sources encourage you to take a magic pill, claiming that most of the problems in life have been solved by someone.

LECTURE 19: PERFECTIONISM

- Many people think that perfectionism is a buzzword that does well in resumes.

- We should all stick to high standards in work, and in life. These high standards will never be perfect. Once you meet your standards, you have to calm yourself down saying, “I’m done; it’s good enough.”

LECTURE 20: COMBINING IT ALL TOGETHER

- A good, professional doctor is a good human being at his/her core
- Establishing work life balance is critically important irrespective of your field of work.
- Soft skills will determine whether your hard skills are of any use or not.