

Excellence in Patient Experience & Involvement Training

Hospital Management
Dubai (UAE)
23 Nov - 04 Dec 2025

UK Traininig

PARTNER

A close-up photograph of chess pieces on a checkered board. In the foreground, a large, ornate gold king piece stands prominently. To its left, a smaller silver pawn is visible. Further back, another silver pawn is positioned. The background features concentric circles, creating a sense of depth and focus on the king piece.

Excellence in Patient Experience & Involvement Training

Ref: 321369_139163 **Date:** 23 Nov - 04 Dec 2025 **Location:** Dubai (UAE) **Fees:** 6600 **Euro**

Course Description

This comprehensive 10-day training program equips healthcare professionals with the knowledge and skills to excel in patient experience and involvement. Participants will learn patient-centered strategies, effective communication techniques, and cultural competence to enhance healthcare delivery and patient satisfaction. The course covers key aspects of patient engagement, from building clinical relationships to implementing patient-centered care frameworks.

Learning Objectives

- Develop and implement patient-centered care strategies
- Enhance communication skills for improved patient interactions
- Build cultural competence in diverse healthcare settings
- Design and execute patient engagement initiatives
- Evaluate and improve patient experience metrics
- Create a culture of continuous improvement in patient care

Course Modules

Day 1: Foundations of Patient Experience

- Understanding patient experience and its importance
- Key components of patient-centered care
- Patient experience metrics and measurement
- Case studies in excellence in patient experience

Day 2: Effective Communication in Healthcare

- Active listening and empathy in patient interactions
- Nonverbal communication techniques
- Delivering difficult news and managing expectations
- Communication strategies for diverse patient populations

Day 3: Building Strong Clinical Relationships

- Establishing trust and rapport with patients
- Collaborative decision-making in healthcare
- Managing patient expectations and concerns
- Strategies for long-term patient engagement

A graphic of a chessboard with several chess pieces (king, queen, rook, knight, and pawns) in gold and silver. The board is checkered and has concentric circles in the background.

UK Training
PARTNER

Day 4: Cultural Competence in Healthcare

- Understanding cultural diversity in healthcare settings
- Addressing language barriers and health literacy
- Culturally sensitive care practices
- Developing a culturally competent healthcare team

Day 5: Patient Engagement Strategies

- Designing effective patient engagement initiatives
- Leveraging technology for patient involvement
- Patient education and empowerment techniques
- Measuring the impact of patient engagement efforts

Day 6: Enhancing the Care Environment

- Creating healing and welcoming healthcare spaces
- Improving patient comfort and convenience
- Implementing patient-friendly policies and procedures
- Enhancing the overall patient journey

Day 7: Managing Patient Feedback and Complaints

- Effective complaint handling and resolution
- Turning negative feedback into improvement opportunities
- Proactive approaches to patient satisfaction
- Implementing a continuous feedback loop

Day 8: Patient Safety and Quality Improvement

- Integrating patient experience into safety initiatives
- Involving patients in quality improvement efforts
- Reducing medical errors through patient engagement
- Creating a culture of safety and transparency

Day 9: Leadership in Patient-Centered Care

- Developing a patient-centered organizational culture
- Change management for patient experience initiatives
- Empowering staff to drive patient experience excellence
- Aligning organizational goals with patient-centered care

Day 10: Measuring Success and Continuous Improvement

- Key performance indicators for patient experience
- Analyzing and interpreting patient feedback data
- Implementing continuous improvement processes

A graphic of a chessboard with several chess pieces. A large gold king piece is in the foreground, with a silver pawn and a silver knight behind it. In the background, there are concentric circles emanating from a point on the board.

UK Training
PARTNER

- Developing action plans for ongoing enhancement

Practical Wins for Participants

- Improved patient satisfaction scores and healthcare outcomes
- Enhanced communication skills for better patient-provider relationships
- Strategies to create a more patient-centered organizational culture
- Tools and techniques for continuous improvement in patient experience

Blackbird training cities



Amman (Jordan)



Amsterdam (Netherlands)

Accra (Ghana)

Annecy (France)

Baku (Azerbaijan)

Bali (Indonesia)

Bangkok (Thailand)

Bangkok (Thailand)

Barcelona (Spain)

Batumi (Georgia)

Beijing (China)

Beirut (Lebanon)

Berlin (Germany)

Birmingham (UK)

Bordeaux (France)

Boston, Massachusetts (USA)

Brussels (Belgium)

Cairo (Egypt)

Cape Town (South Africa)

Casablanca (Morocco)

Cascais (Portugal)

Copenhagen (Denmark)

Doha (Qatar)

Dubai (UAE)

Düsseldorf (Germany)

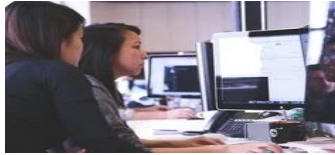
UK Training
PARTNER



Blackbird Training Category



Human Resources Management



Audit & Quality



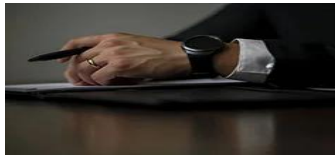
Finance, Economics & Markets



Marketing, Sales & Negotiation



Secretary & Admin



Governance, Risk, & Compliance (GRC)



Project Management



Technology & Digital Transformation



Procurement, Contracts & Supply Chain



Leadership & Management Development



Professional Skills & Career Enhancement



Oil, Gas & Energy Industry Specialization



Healthcare & Safety Management



Telecom Engineering



Hospital Management



Customs Management & Global Trade Compliance



Aviation, Transportation & Logistics



Board Members & C-Suite Development



Agile and Refinement



Business Strategy & Competitive Analysis

Operational Risk Management



Blackbird training Clients



MANNAI Trading
Company WLL,
Qatar



Alumina Corporation
Guinea



Booking.com
Netherlands



Oxfam GB International
Organization,
Yemen



Capital Markets
Authority,
Kuwait



Waltersmith Petroman Oil Limited
Nigeria



Qatar National Bank
(QNB),
Qatar



Qatar Foundation,
Qatar



AFRICAN UNION ADVISORY
BOARD ON CORRUPTION,
Tanzania



KFAS
Kuwait



Reserve Bank of
Malawi,
Malawi



Central Bank of Nigeria
Nigeria



Ministry of Interior
Kingdom of Saudi Arabia
KSA



Mabruk Oil Company
Libya



Saudi Electricity
Company,
KSA



BADAN PENGELOLA
KEUANGAN Haji,
Indonesia



NATO
Italy



ENI CORPORATE
UNIVERSITY,
Italy



Gulf Bank
Kuwait



المؤسسة العامة للتأمينات الاجتماعية
General Organization for Social Insurance
KSA



Defence Space Administration
Nigeria



National Industries
Group (Holding),
Kuwait



Hamad Medical
Corporation,
Qatar



USAID
Pakistan



STC Solutions,
KSA



North Oil company,



EKO Electricity



Oman Broadband



UNITED NATIONS
UN.



Authority for

UK Training
PARTNER



LONDON TRAINING PROVIDER



www.blackbird-training.com



training@blackbird-training.com



+44 7480 775526 / +44 7401 177335