

## Masterclass

### Masterclass on Soft Skills and Grief Counselling, Kolkata

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MOHAN Foundation, in collaboration with the Bengal Organ Donation Society and NATCO, held a workshop on "Soft Skills & Grief Counselling" from May 22-23, 2024, at Narayana Health RTIICS Kolkata.

The workshop was attended by nearly 80 participants from various government and private hospitals from Kolkata as well as from other parts of the country. The workshop aimed to equip healthcare professionals with the knowledge and skills necessary to support organ donation and transplantation efforts effectively, emphasizing sensitivity, empathy, and comprehensive understanding of the processes and challenges involved. A few highlights from the workshop are:

**Grief Counselling and Making the Ask**  
Techniques and approaches for counselling grieving families and sensitively broaching the subject of organ donation was discussed. "A NO is not always a NO" - An initial refusal for organ donation can get converted to a consent with appropriate communication strategies.

**Importance of Grief Counselling in Deceased Organ Donation - An Intensivist Perspective:** Insights from an intensivist on how grief counselling plays a crucial role in the context of deceased organ donation were discussed.

**Roleplaying Scenarios:** Participants engaged in simulated interactions with individuals who had experienced the loss of a loved one. These roleplaying scenarios

allowed them to practice handling emotional and delicate discussions with greater sensitivity and empathy.

**Communication and Body Language:** Addressed the importance of effective communication and non-verbal cues in interactions with grieving families and colleagues.

The two-day workshop concluded with a certificate distribution ceremony, where Mr. Ahmed Hassan Imran, Chairman of the West Bengal Minorities Commission, presented certificates to the delegates.



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