

Empowering Healthcare Professionals' Interpersonal Skills with AI: UNLOK Education

In today's fast-paced healthcare environment, the need for continuous learning is more critical than ever. For healthcare professionals, mastering interpersonal skills, particularly in sensitive areas such as weight management, is a vital component of patient care. [UNLOK Education](#), the cutting-edge platform developed by [Kenes Group](#), is redefining medical education through AI-powered simulation courses on emotional intelligence offered for free.

AI and the Future of Sensitive Conversations

One of the most innovative courses on the UNLOK platform is the [AI-Powered Simulation Training: Mastering Sensitive Discussions on Weight Management](#) designed for the Kenes-initiated [Advanced Technologies & Treatments for Diabetes \(ATTD\)](#) community. This 15-minute, online training provides a novel way for healthcare practitioners to hone their skills in managing difficult conversations, particularly around lifestyle changes and weight management with **patients diagnosed with Type 2 Diabetes**.

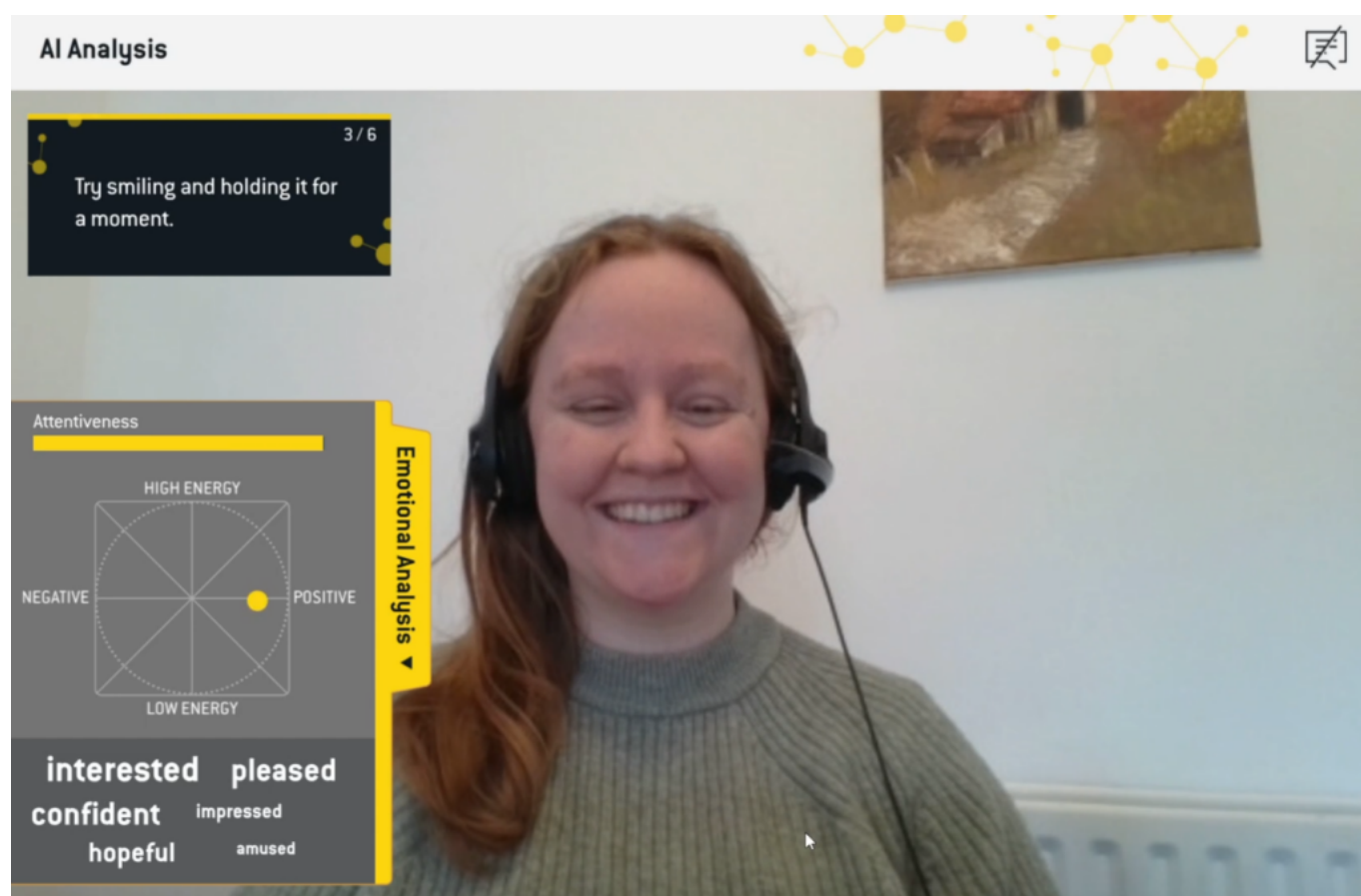
A unique feature of the course is its integration of *emotional recognition AI* and *generative AI*. The platform allows participants to engage in a pre-recorded, simulated video call with a virtual patient (an actress), where the AI analyses both the content and delivery of the conversation. The aim is to reflect how the healthcare professional's language and tone may be perceived, offering constructive feedback for self-

reflection and improvement□□.

As Online Education Specialist [Nuria Fernandez](#), who spearheaded the project at Kenes Group, puts it: “We saw the potential to use emotional recognition AI to help healthcare professionals handle conversations with their patients more sensitively and without judgment”□.

By doing so, UNL0K addresses one of the most challenging aspects of patient care—building trust and rapport through empathetic communication.

AI-Powered Training: A New Frontier in Medical Education



The screenshot displays the UNL0K AI Analysis interface. At the top, a yellow banner reads "AI Analysis" with a molecular structure icon and a microphone icon. Below this, a dark blue box with yellow dots contains the text "3 / 6" and "Try smiling and holding it for a moment." The central part of the interface features a video feed of a woman with long brown hair, wearing a green sweater and a headset, smiling. To the left of the video feed is a yellow sidebar labeled "Emotional Analysis" with a downward arrow. The sidebar contains a "Attentiveness" bar, a circular diagram with "HIGH ENERGY" at the top, "LOW ENERGY" at the bottom, "NEGATIVE" on the left, and "POSITIVE" on the right. A yellow dot is positioned on the "POSITIVE" side. Below the diagram, a list of emotions is shown: "interested", "pleased", "confident", "impressed", "hopeful", and "amused".

The “Reality Check” module, designed in collaboration with the company [Make Real](#), specialised in immersive learning experiences, integrates emotional recognition and generative AI to offer a simulation where healthcare professionals can

practice delicate patient interactions. Participants engage in **simulated video consultations** using their device's camera and microphone, receiving **real-time feedback on their tone, language, and overall approach**, thanks to AI technology. The feedback acts like a mirror, offering insights into how they are perceived by patients, and allowing them to adjust their communication style and reflect on their interpersonal skills □.

According to feedback collected from users, the session has been praised for its interactive, human-centric approach to weight management conversations.

A post-session survey captured one participant's reflection: "Loved that this was an interactive session! I also appreciate being able to interact with participants internationally through the UNLOK Education"□.

This is a testament to how the platform not only fosters interpersonal skills but also provides a global context for collaboration and learning.

The short course is more than just a training tool; it's a *self-reflective* exercise. The AI not only critiques the technical aspects of the conversation but also evaluates subtle emotional cues. This personalised feedback is key to building confidence and honing the soft skills necessary for successful patient interaction□.

"We see the value of supporting healthcare professionals in strengthening their interpersonal skills and rapport with patients, and we are looking forward to implementing this technology for different scenarios within the various UNLOK Education communities", added Kenes Group Online Education Specialist Nuria Fernandez.

Bridging Technology and Human-Centric Care

The future of medical education is digital, and the AI-powered solutions offered by UNLOK are a testament to this shift. The platform equips healthcare professionals with the technical knowledge collected from several Kenes Group's conferences, while also addressing the *human* aspect of care – how to **communicate difficult news with empathy, professionalism, and respect** – through fully online educational initiatives.

With AI's growing role in healthcare, platforms like UNLOK ensure that professionals are not just technically adept but also emotionally intelligent, a skill that is becoming increasingly important in modern medical practice.

UNLOK Education's collaboration with ATTD sets a new standard for continuous medical education. Moreover, UNLOK fosters a **global learning community by connecting healthcare practitioners across borders**, allowing them to practice and exchange insights in a collaborative setting.

The platform's modules are tailored to address specific clinical challenges, combining theoretical knowledge with practical, hands-on simulations. By providing continuous feedback and fostering self-reflection, UNLOK equips healthcare professionals with the tools to improve their patient interactions and deliver more compassionate care. This forward-thinking approach to medical education is transforming how professionals engage in **lifelong learning**, ensuring they stay at the forefront of both medical advancements and human-centric care.

The team behind UNLOK Education



The integration of AI in medical training heralds a new era of professional development, where technology enhances technical and interpersonal skills. Nevertheless, behind the technology, there is a team of 15 experienced, talented, and forward-thinking professionals who are part of the Kenes Group Digital Team, spanning from Continuing Education Services, Partnerships and Grants, Digital and Online Education Specialists, Marketing, and more.

In the particular case of the ***AI-Powered Simulation Training: Mastering Sensitive Discussions on Weight Management***, the team found the perfect partner company Make Real during Europe's leading showcase Learning Technologies, held this past April in London. The ideation and production process involved members of the ATTD committee, specialists from Kenes Group and Make Real, and a professional actress directed by the team, all based in different locations around the world.

UNLOK Education technological platform was developed by the Kenes Group IT Team as a continuation of the VirtuOz platform which hosted all the PCO's virtual meetings during the pandemic. UNLOK was granted the IAPCO Driving Excellence Innovation Award 2022 and its evolution continues to provide 365-day, interdisciplinary education for healthcare professionals of all socioeconomic circumstances.

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Juliane Lissardi (MCO Group)
"With AI technology, it's managing to do now is demonstrating our creative talent."

Prague Congress Centre
"A substantial investment in technology adds to the premium nature of our brand."

Giltsberg & Co
"Our digital new project will make our city more accessible for everyone."

Kenes Group
Empowering Healthcare Professionals Through AI-Powered Training

Empowering Healthcare Professionals' Interpersonal Skills Through AI-Powered Simulation Training

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In today's fast-paced healthcare environment, the need for continuous learning is more critical than ever. For healthcare professionals, mastering interpersonal skills, particularly in sensitive areas such as weight management, is a vital component of patient care. UNLOK Education, the cutting-edge platform developed by Kenes Group, is revolutionizing medical education through AI-powered simulation courses on emotional intelligence offered for free.

AI and the Future of Simulated Conversations

One of the most innovative courses on the UNLOK platform is the **AI-Powered Simulation Training: Managing Sensitive Discussions on Weight Management**, designed for the **Novus Medical Advanced Technologies & Treatments for Diabetes (NATD)** community. This interactive training provides a novel way for healthcare providers to enhance their skills in managing difficult conversations, particularly around lifestyle changes and weight management with patients diagnosed with Type 2 Diabetes.

A unique feature of the course is the integration of emotional recognition AI and generative AI. The platform allows participants to engage in simulated conversations with a virtual patient in an acting, where the AI analyzes both the content and delivery of the conversation. The aim is to reflect how the results can provide useful language and tone may be perceived, offering constructive feedback for self-reflection and improvement.

An Online Education Specialist Narda Fernandez, who spearheaded the project at Kenes Group, puts it: "We see the potential to use emotional intelligence to help healthcare professionals handle conversations with their patients more sensitively and without judgment". By doing so, UNLOK addresses one of the most challenging aspects of patient care: building trust and rapport through respectful communication.

AI-Powered Training: A New Frontier in Medical Education

The **Healy Clinic** model, designed in collaboration with the company **Healy Real**, specialized in remote learning experiences, integrates emotional intelligence into its curriculum. It offers a simulation where healthcare professionals can practice delicate patient interactions. Participants engage in simulated conversations using their own avatars, receiving real-time feedback on their tone, engagement, and level of approach. Thanks to its training, the feedback acts like a mirror, offering insights into how they are perceived by patients, and allowing them to adjust their communication skills to meet the needs of their patients.

According to feedback collected from users, the simulation has been praised for its interactive, human-centric approach to weight management conversations. A participant survey captured user participants' reflections: "Since this was an interactive session, it also appeared to be able to interact with participants more effectively through the UNLOK Education". This is a testament to how the platform's ability to simulate interpersonal skills also provides a critical context for collaboration and learning.

The short course is more than just a training tool; it's a self-reflection mirror. The AI not only critiques the technical aspects of communication but also identifies subtle emotional cues. These nuanced feedbacks help in building confidence and refining the soft skills necessary for successful patient interaction. "You see the value of supporting healthcare professionals in strengthening their interpersonal skills and empathizing with patients, and we can keep learning by incorporating this technology for different contexts with the values of the Education Center and the patient's experience."

Integrating Technology and Human-Centric Care

The future of medical education is digital, and the AI-powered solutions offered by UNLOK are a testament to this shift. The platform equips healthcare professionals with the technical knowledge selected from academic Grand Rounds conferences, while also addressing the human aspect of care – how to communicate difficult news with empathy, professional conduct, and respect – through guided role-playing exercises.

With its goal of making healthcare education more accessible, UNLOK ensures that professionals are not just technically sound but also emotionally intelligent, a skill that is becoming increasingly important in modern medical practice.

UNLOK Education's collaboration with ATED sets a new standard for continuous medical education. Moreover, UNLOK fosters a global learning community by connecting healthcare professionals across borders, allowing them to practice and exchange insights in a collaborative setting.

The platform's modules are tailored to address specific challenges, combining theoretical knowledge with practical, hands-on simulations. By providing continuous feedback and fostering self-reflection, UNLOK equips healthcare professionals with the tools to improve their patient interactions and deliver more compassionate care.

The forward-thinking approach to medical education is transforming how professionals engage in lifelong learning, ensuring they stay at the forefront of both medical advancement and human-centric care.

The Transformative UNLOK Education

The integration of AI in medical training heralds a new era of professional development, where technology enhances technical and interpersonal skills. Furthermore, by embracing technology, healthcare professionals can stay abreast of the latest advancements, ensuring they are equipped to handle the complexities of modern medicine.

In the particular case of the **AI-Powered Simulation Training: Managing Sensitive Discussions on Weight Management**, the course has the perfect partner company **Healy Real**. Using **Learnings** training, **Healy Real** and **UNLOK** have joined forces to create a powerful learning experience. The platform's interactive nature, combined with the expertise of **Healy Real**, offers a comprehensive and engaging educational experience, equipping healthcare professionals with the skills and confidence needed to excel in their roles.

UNLOK Education's technological platform was developed by the Kenes Group IT Team as a continuation of the **VirtuOz** platform which hosted all the PCO's virtual meetings during the pandemic. UNLOK was granted the **IAPCO Driving Excellence Innovation Award 2022** and its evolution continues to provide 365-day, interdisciplinary education for healthcare professionals of all socioeconomic circumstances.