

DIRECTOR'S CONFERENCE ON PROFESSIONALISM

"From Knowledge to Character, From Profession to Service"

Phoenix Paramedical & Nursing College, Pulwama, Kashmir

Pulwama, August 10, 2026: The Director of Phoenix Paramedical & Nursing College, Pulwama, Mr. Rather Gulzar Ahmad, today conducted a comprehensive conference for all students of the college in the college auditorium, focusing on the highly significant theme of "Professionalism in Healthcare."

The conference was organized with the objective of sensitizing students about the importance of professional conduct, discipline, ethical responsibility, communication skills, compassion, accountability and dedication towards their chosen healthcare professions.

Addressing the gathering, the Director emphasized that professionalism is much more than possessing a degree, wearing a uniform or securing employment. True professionalism is reflected through a person's character, discipline, attitude, integrity, competence, responsibility and commitment to serving humanity.

"Your profession tells people what you do; your professionalism tells people who you are."

Professionalism: Beyond a Qualification

Mr. Rather Gulzar Ahmad explained that healthcare is a profession built fundamentally upon trust. A patient places his or her health, dignity and sometimes life in the hands of healthcare professionals. Therefore, every nurse, technician, health worker and other healthcare professional must understand the enormous responsibility associated with the profession.

He told students not to restrict their educational objectives merely to passing examinations or obtaining certificates. Rather, they should acquire knowledge, develop practical competence and, most importantly, build strong character.

He encouraged students to ask themselves: Can I be trusted? Can I accept responsibility? Can I remain calm under pressure? Can I treat every patient with dignity? Can I work respectfully with my colleagues? Can I accept criticism and improve myself?

He described these as the real examinations of professional life, which take place every day rather than in an examination hall.

Iqbal's Philosophy of Self-Development

During his address, the Director referred to the philosophy and poetry of Allama Muhammad Iqbal, particularly his emphasis on self-development, courage, discipline and the pursuit of excellence.

*"Khudi ko kar buland itna ke har taqdeer se pehle,
Khuda bande se khud poochhe, bata teri raza kya hai."*

He explained that the verse carries a powerful message for young students: they must continuously develop themselves and should never remain satisfied with their present level of knowledge or achievement.

He encouraged students to build their knowledge, character, confidence, discipline and professional reputation, emphasizing that their future would ultimately be shaped not merely by their certificates but by the individuals they become.

*"Sitaron se aage jahan aur bhi hain,
Abhi ishq ke imtihan aur bhi hain."*

He said that students should remember that there are greater opportunities, greater responsibilities and greater challenges ahead, and that professional excellence requires continuous learning and dedication.

Discipline as the Foundation of Professionalism

A major part of the conference focused on discipline and punctuality. The Director emphasized that professionalism cannot exist without discipline.

He advised students to develop the habit of arriving on time, attending classes regularly, completing assignments, maintaining proper appearance and uniform standards, respecting institutional rules and demonstrating responsible behaviour.

He reminded students that attendance and punctuality should not be viewed merely as administrative requirements.

"Punctuality in education becomes responsibility in professional life."

He explained that while being late to a classroom may result in a warning, being late in a healthcare environment could affect a patient who is waiting for care.

The Healthcare Profession Is a Profession of Trust

Mr. Rather Gulzar Ahmad emphasized that healthcare professionals deal with people at some of the most vulnerable moments of their lives.

"Every patient is somebody's father, mother, brother, sister or child."

He advised students never to allow routine work to make them insensitive towards patients. While the hundredth patient may appear routine to a healthcare worker, that same encounter may represent one of the most frightening and important moments in the patient's life.

Every patient must therefore be treated with dignity, patience, compassion and respect.

Attitude Determines Professional Growth

The Director highlighted the importance of attitude in determining professional success. Knowledge can be taught and skills can be trained, but attitude must be developed from within.

Students were advised to avoid arrogance, excuses, unnecessary arguments, disrespect, blame-shifting, gossip and careless behaviour. Instead, they were encouraged to cultivate humility, patience, teamwork, gratitude, accountability, effective communication and emotional maturity.

"Never allow ego to become bigger than your profession."

Respect for Teachers and Mentors

The Director explained that students may sometimes receive criticism or correction from their teachers, but such correction should not be interpreted as humiliation.

"Correction is not humiliation. Correction is preparation."

A good teacher does not merely prepare students for examinations but prepares them for the realities and responsibilities of professional life. At the same time, teachers have an equal responsibility to guide students with knowledge, discipline, fairness, compassion and

professionalism.

Professional Communication and Behaviour

The conference also addressed the importance of professional communication. Mr. Rather Gulzar Ahmad advised students to understand that their language, tone, body language, telephone conversations, WhatsApp messages, emails and social-media activities all contribute to their professional identity.

- Instead of simply saying, “I don't know,” a professional may say, “I will check and get back to you.”
- Instead of saying, “It is not my responsibility,” a professional should demonstrate a willingness to assist and find a solution wherever possible.
- In place of arguing, a professional can say, “I understand your concern; let us find a solution.”

He emphasized that good communication builds trust, reduces conflict and strengthens teamwork.

Confidentiality and Professional Ethics

The Director strongly emphasized the importance of confidentiality and ethical conduct in healthcare.

- Never treat patient information as a subject of gossip or casual discussion.
- Protect patient dignity and privacy.
- Do not photograph a patient without proper authorization.
- Do not share reports or personal information irresponsibly.

He stressed that a true professional protects the dignity of a patient even when the patient is unable to protect it himself or herself.

Social Media and Professional Identity

Mr. Rather Gulzar Ahmad advised students to exercise responsibility on social media. Before posting anything online, students were encouraged to ask themselves:

“If my teacher, principal, patient or future employer sees this tomorrow, will I still be proud of it?”

He emphasized that responsible digital behaviour is now an important component of modern professionalism.

Compassion: The Soul of Healthcare

The Director highlighted that technical knowledge alone cannot make a person an excellent healthcare professional. Students can learn anatomy from textbooks, pharmacology through lectures and clinical procedures through practical training, but compassion must be developed through character and human values.

A smile, a kind word, a respectful greeting, patiently explaining a procedure or comforting an anxious patient can have a profound impact.

“Never become so technically skilled that you forget to remain human.”

Healthcare as a Service to Humanity

The Director connected professionalism with the higher purpose of healthcare—service to humanity. Referring to the Qur'anic teaching regarding the sanctity of human life, he

reminded students of the profound responsibility associated with saving and protecting life.

“And whoever saves one life—it is as if he has saved all of mankind. — Qur'an 5:32”

He said that every time a healthcare professional helps a person in pain, comforts a frightened patient or performs a duty honestly, that individual contributes to the dignity and wellbeing of humanity.

He encouraged students to regard their profession not merely as a means of earning a livelihood but also as an opportunity to serve society with dignity and compassion.

Accountability: Accept Responsibility

Another important theme was accountability. The Director advised students not to develop the habit of blaming others for their failures or shortcomings.

- Accept mistakes.
- Learn from weaknesses.
- Work harder when you struggle.
- Accept constructive criticism.
- Rise again after failure.

“A professional does not run away from responsibility; a professional accepts responsibility and learns from experience.”

He described accountability as one of the strongest characteristics of a true professional.

The Five P's of Professionalism

As a practical message for students, the Director presented five essential principles of professionalism:

- 1. Punctuality — Respect time and understand that time is an important professional responsibility.
- 2. Preparation — Never stop learning and always prepare yourself for greater responsibilities.
- 3. Professional Conduct — Respect patients, teachers, colleagues, institution and society.
- 4. Patient-Centred Service — Always protect the dignity, safety and wellbeing of the patient.
- 5. Personal Integrity — Do the right thing even when nobody is watching.

He urged students to make these five principles a permanent part of their professional character.

“You Are the Shaheen” — Iqbal's Message to Youth

Towards the conclusion of the conference, Mr. Rather Gulzar Ahmad invoked another powerful message from Iqbal:

*“Tu shaheen hai, parwaz hai kaam tera,
Tere saamne aasman aur bhi hain.”*

He explained that the message represents courage, ambition and the refusal to settle for mediocrity.

He encouraged students not to limit themselves by saying, “I am only a student.” Today's students may become tomorrow's nurses, technicians, healthcare administrators, educators, researchers and leaders.

“Leadership does not begin with a designation. Leadership begins with self-discipline.”

Becoming Worthy of the Profession

The Director concluded by asking students to think beyond employment and salary. He urged them not merely to become qualified, but to become competent, dependable, trustworthy and respected professionals.

“Do not aim merely to become employed; aim to become employable, dependable and worthy of trust.”

“Do not aim merely to obtain a certificate; aim to develop character.”

“Do not aim merely to earn a salary; aim to earn respect.”

“Do not aim merely to become a healthcare worker; aim to become a healthcare professional.”

A Message to the Students

The conference concluded with a strong message to the students to remain committed to learning, discipline, ethical conduct and service.

Mr. Rather Gulzar Ahmad called upon the students to carry forward the values of the institution and to remember that the healthcare profession demands not only knowledge and technical competence but also integrity, compassion, responsibility and humanity.

He reminded the students that the true measure of education is not merely what a student knows, but what kind of human being and professional that education produces.

**STRIVE TO LEARN.
STRIVE TO LEAD.
STRIVE TO SERVE HUMANITY.**

The conference served as an important platform for students to reflect upon their responsibilities as future healthcare professionals and reinforced the institution's commitment to developing not only academically competent students but also disciplined, ethical, compassionate and responsible professionals dedicated to the service of humanity.