



## What will you get?

During this module you will:

- Describe the law of approach and avoid;
- Understand the importance of emotion;
- Identify the impact of emotion on communication;
- Name the five core emotional concerns;
- Consider the skills and tactics required to communicate in emergency situations;
- Reflect on and identify key skills and tactics you wish to practice to enhance your ability to communicate in emergency situations.

## How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

### For more information, please contact:

*(include name, telephone and email)*

### Get involved

Check out our website pages and Twitter & Instagram accounts to find out more about our workshops, view our case studies, videos, animations, reference cards and much more.

[www.hse.ie/nhcprogramme](http://www.hse.ie/nhcprogramme)

@NHCPprogramme



## MODULE

# Emergency Situations

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If you have completed Modules 1 and 2 of the National Healthcare Communication Programme, you will be familiar with the Calgary-Cambridge Guide and with the communication skills required to build relationships, gather and give information and so on. During this module we will introduce you to some of the skills and tactics used within Hostage and Crisis Negotiation. The Communication Framework used by crisis negotiators is both robust and flexible to meet their communication needs in any situation. From fast moving dynamic incidents (similar to the emergencies we encounter) through to slow time more considered deployments (similar to our daily routines), the framework is transferable to healthcare and is particularly helpful for those working at the sharp end.

## Educational methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants' own experiences in healthcare and the collective experiences of the group are used to enhance learning.

## Next workshop

VENUE:

DATE AND TIME:

## Context

Research evidence indicates that a healthcare team member's communication skills can have a profound impact on healthcare outcomes and on the experience of care for patients and their families. The ability of healthcare staff to listen, explain and empathise can influence the patient's capacity to follow through with treatment recommendations and empower patients and their families to find solutions to their health challenges. In addition, communication among healthcare team members can encourage good working relationships, job satisfaction and improve patient safety.

## National Patient Experience Survey

The Results of the National Patient Experience Survey (NPES) provide acute hospital services in Ireland with tangible evidence about what matters to patients and their families, about their journey through Irish Hospitals and identifies areas for improvement.

## The Programme

This Programme is designed to support healthcare staff to take a skilled, sensitive and person-centred approach to all conversations with patients, their families and with colleagues. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

## How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators will deliver the modules with support from the National Programme.

*This activity has been approved for 5 CPD Credits*