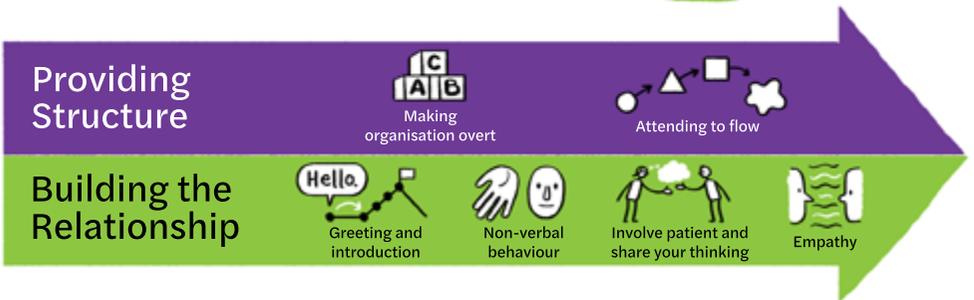
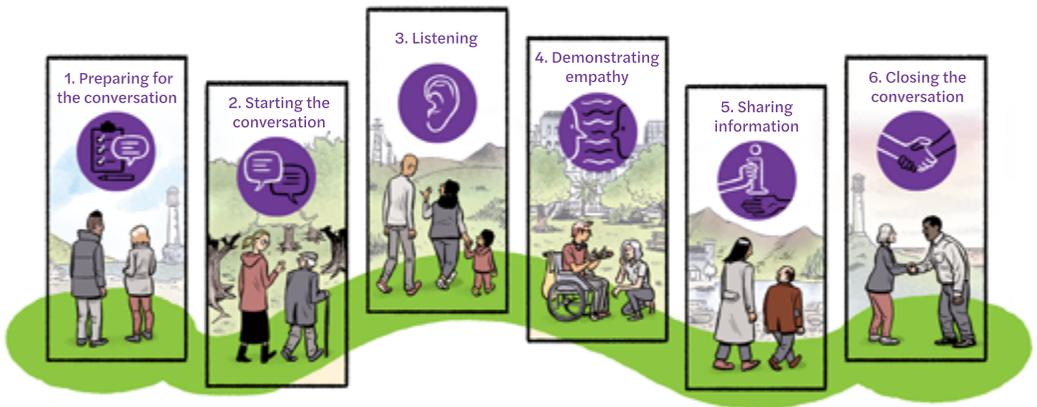


# Core Communication Skills



*Making conversations easier*



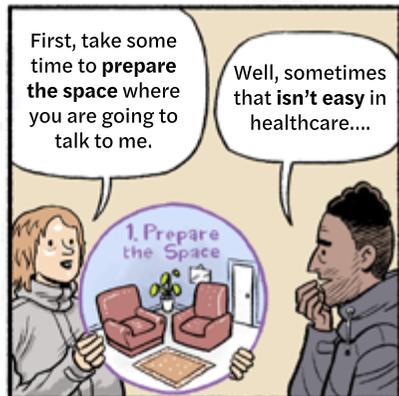
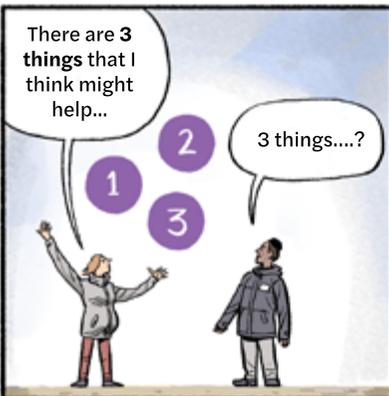
*I believe that involving a patient starts with wanting to understand what the situation is like for the patient, combined with being open to not having answers and to not showing the way. What if healthcare staff were more curious? What if they concerned themselves with what is important to this patient? What if they were to connect with patients as individuals, in ways that patients feel able to share what the disease and treatment is doing to them... What if healthcare staff were to regularly ask themselves whether they truly listened to their patients?*

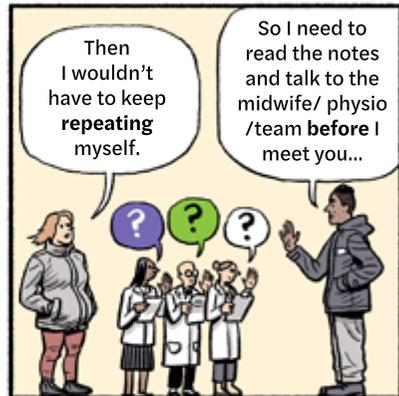
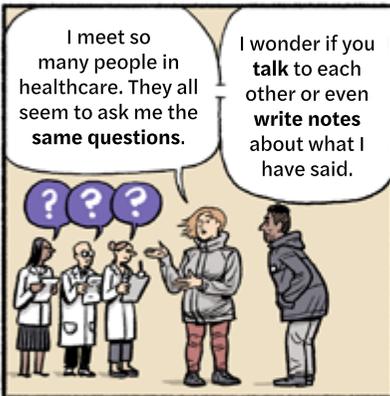
**Arwen H. Pieterse**

**Note:**

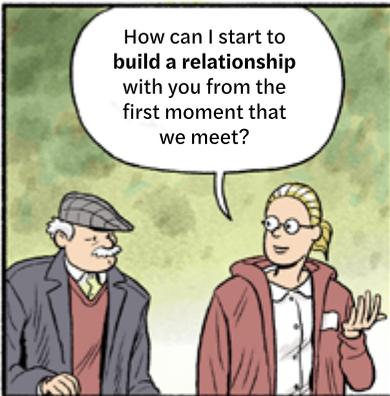
There are many different models for teaching and learning communication skills in health-care. The Calgary-Cambridge Guide is the preferred communication skills model in the HSE. It may help to think of communication skills as tools in a toolbox, to be applied as and when needed in many different types of healthcare conversation.

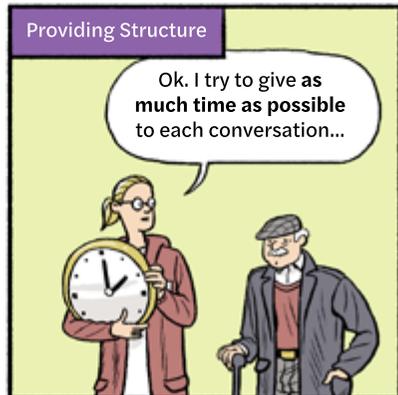
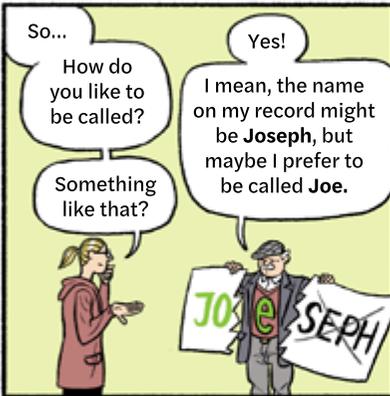
[Download the Calgary-Cambridge Guide here](#)

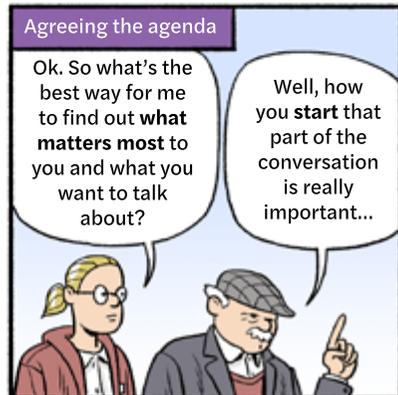
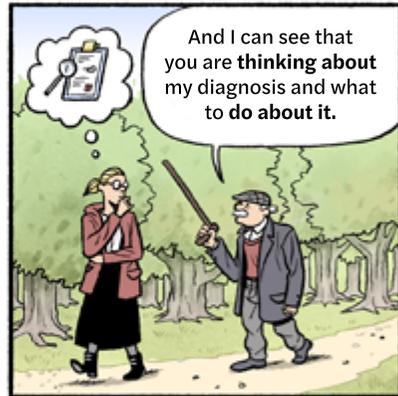


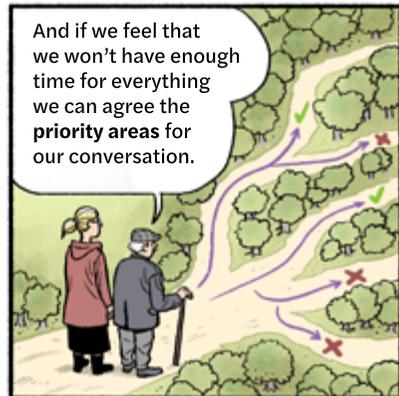
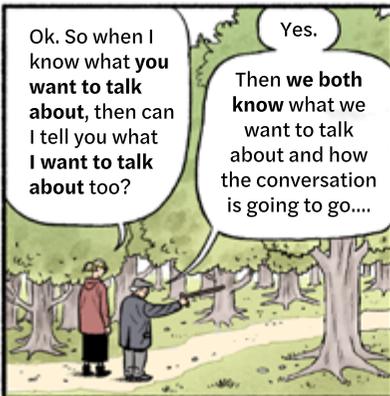
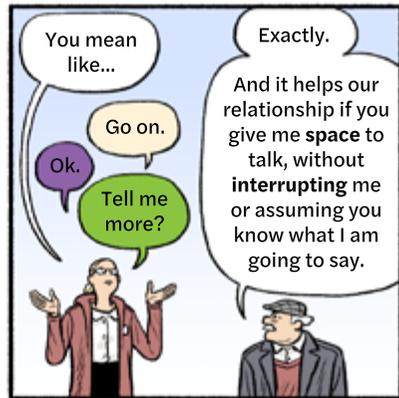
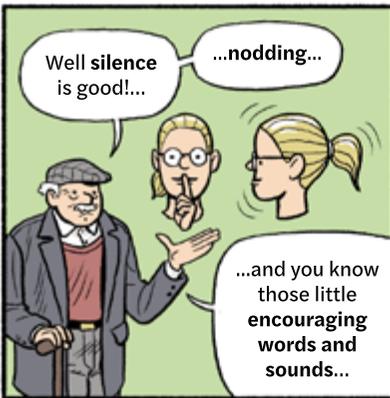


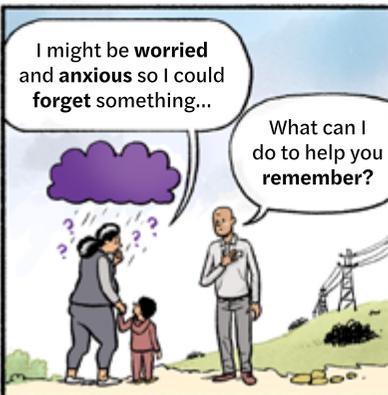


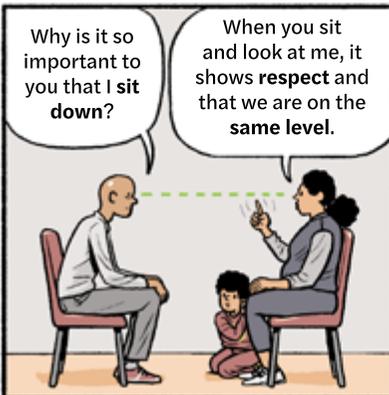
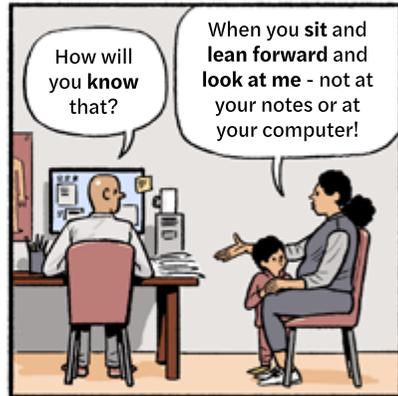


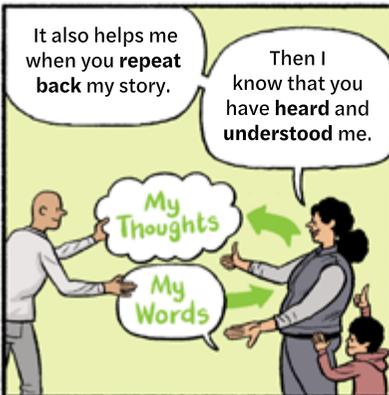
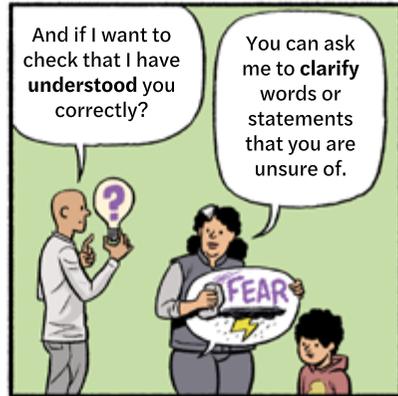


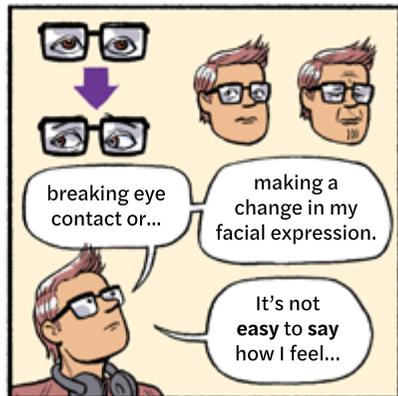
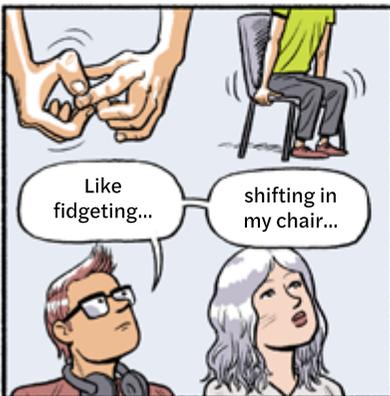
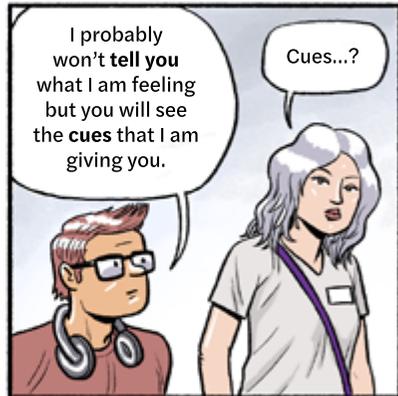
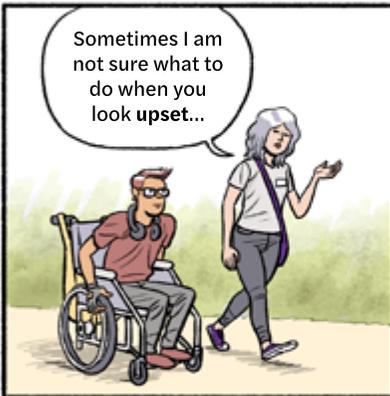


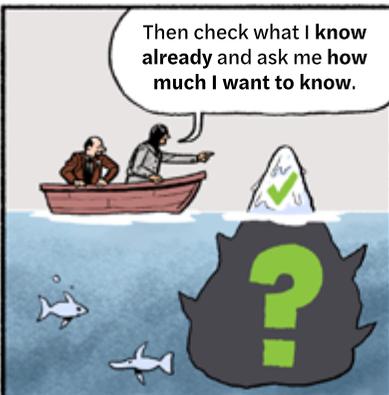


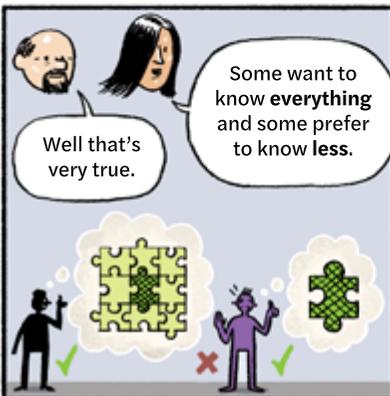
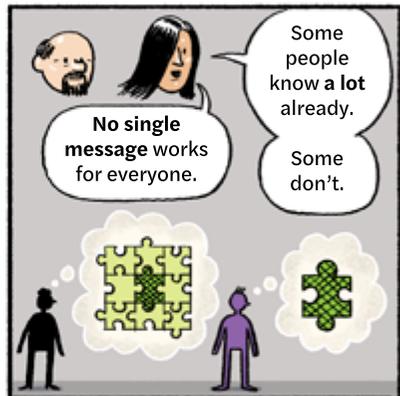


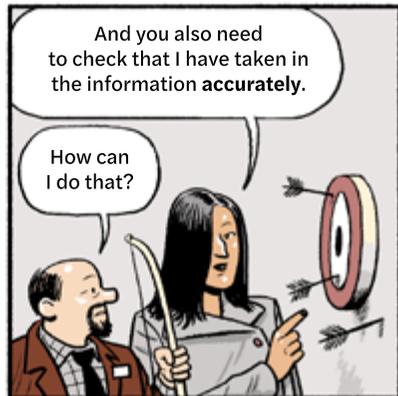
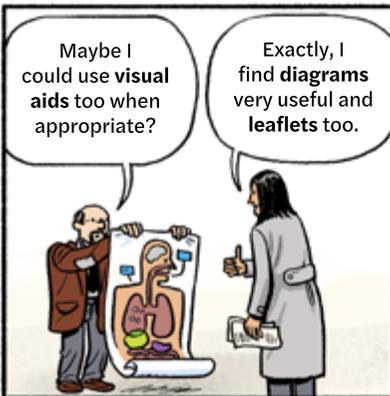
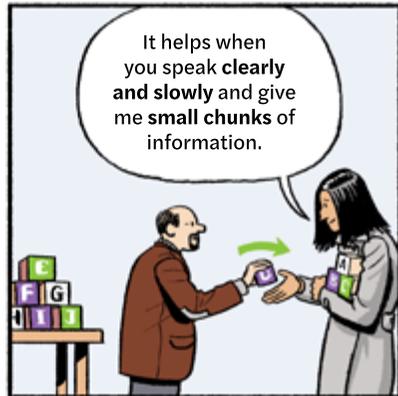




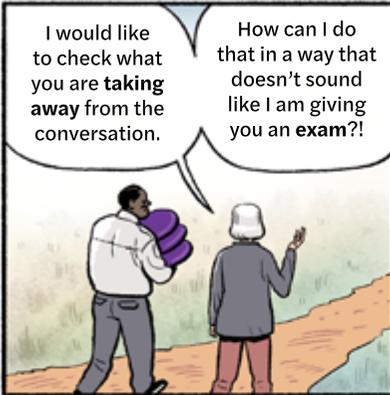














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