

Learning Pathway

National Healthcare Communication Programme

The 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.



eLearning
module



Book face-to-face
module workshop



Access resources
on HSE website



Access coaching
and simulation

Click image to link to more information on each module

Modules 1-4 are core modules for all staff

Modules 5-11 are deep dives for further learning



**E-LEARNING MODULE:
MAKING CONVERSATIONS EASIER**
TIME: 45 minutes
CREDITS: 3 CEUs/CPD points



**MODULE 1:
MAKING CONNECTIONS**
TIME: 2 hours
CREDITS: 4 CEUs/CPD points



**MODULE 2:
CORE CONSULTATION SKILLS**
TIME: 4 hours
CREDITS: 5 CEUs/CPD points



**MODULE 3: CHALLENGING
CONSULTATIONS**
TIME: 4 hours
CREDITS: 5 CEUs/CPD points



**MODULE 4: COMMUNICATING
WITH COLLEAGUES AND
PROMOTING TEAMWORK**
TIME: 4 hours
CREDITS: 5 CEUs/CPD points



**MODULE 5:
DEMONSTRATING EMPATHY**
TIME: 2 hours
4 CEUs/CPD points



**MODULE 6:
SHARED DECISION MAKING**
TIME: 2 hours
4 CEUs/CPD points



**MODULE 7:
MOTIVATIONAL INTERVIEWING**
TIME: 3 hours
5 CEUs/CPD points



**MODULE 8:
EMERGENCY SITUATIONS**
TIME: 3 hours
5 CEUs/CPD points



**MODULE 9:
RESPONDING TO PATIENT
FEEDBACK (COMPLAINTS)**
TIME: 4 hours
5 CEUs/CPD points



**MODULE 10:
END-OF-LIFE CONVERSATIONS**
TIME: 4 hours
5 CEUs/CPD points



**MODULE 11 :
COMMUNICATION SKILLS FOR
HEALTHCARE LEADERS**
TIME: 6 hours
6 CEUs/CPD points

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To get started, log into HSEland www.hseland.ie. Click on 'Courses' (top of page), select 'Catalogue', then click on the 'Personal Effectiveness' catalogue icon, then on the 'National Healthcare Communication Programme' icon and enrol on the programme.



Participant supporting materials for each Module

- Patient stories
- Skills cards
- Interactive case studies
- Short explainer videos of each skill/animations
- Posters/Illustrations
- Podcasts
- Skills demonstration video clips and skills debrief sheets

Interested in becoming a Programme Facilitator?

Complete the 'Making Conversations Easier' eLearning programme. After you complete a Module workshop (see previous pathway) you can sign up for the interactive facilitator workshops for the modules that you want to deliver in your healthcare facility.

hseland.ie
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Facilitators Manual for each Module

- Summary of contents
- General instructions for facilitators
- PowerPoint slides and facilitator notes for slides and exercises
- Facilitator checklist for preparing and delivering the Module workshop
- Workshop documents (attendance register/self-awareness tool/ways of working/evaluation form/attendance certificate and action plan)
- Workshop video clips and skills debrief sheets