

Our Core Values



Document reference number NHCG-D-052-1
Document developed by National Directorate Public Involvement, Culture & Risk Management
Version number V1.0
Document approved by National Healthcare Communication Programme
Approval date December 2025
Revision date December 2027

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Making conversations easier

“

Transformation and participation takes work, requires courage and determination. It is about how we engage and interact with each other, how we speak to each other in a way that is that is open, yet respectful of difference. These values are ones we may be able to recall from traditions, but if not, they must be brought into being, renewed. There are decencies that are lodged in the heart of our Irishness, when it is expressed at its best, are surely among our greatest resources. Those decencies are the ones that urge us to spring to respond to each other's vulnerabilities, to see the merit of enhancing each other's capacities, of encountering and sharing care and love, of working together for common benefit in a public world that we share. It is important that we seek to reach always for the best of ourselves, and the best of what we might become, and that we allow that to guide our collective ambition for our country.

Inaugural Speech by President Michael D. Higgins
St. Patrick's Hall, Dublin Castle, 11 November, 2018

Note:

Compassionate communication in healthcare is like the leaves and branches of a tree, visible for all to see and hear. Supporting our conversations are enabling communication skills. At the core of these skills are values like the roots of a tree hidden underground. These values can be nurtured to bridge the gap between knowledge, technical skills, and authentic efforts to achieve partnership with the people who use our services.

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



I think I will
need some
help on this
journey.

There are
some **twists**
and **turns**.



Some **ups**
and **downs**.

What if I get
lost? If I don't
find the right
path?

Will you
stay with
me?

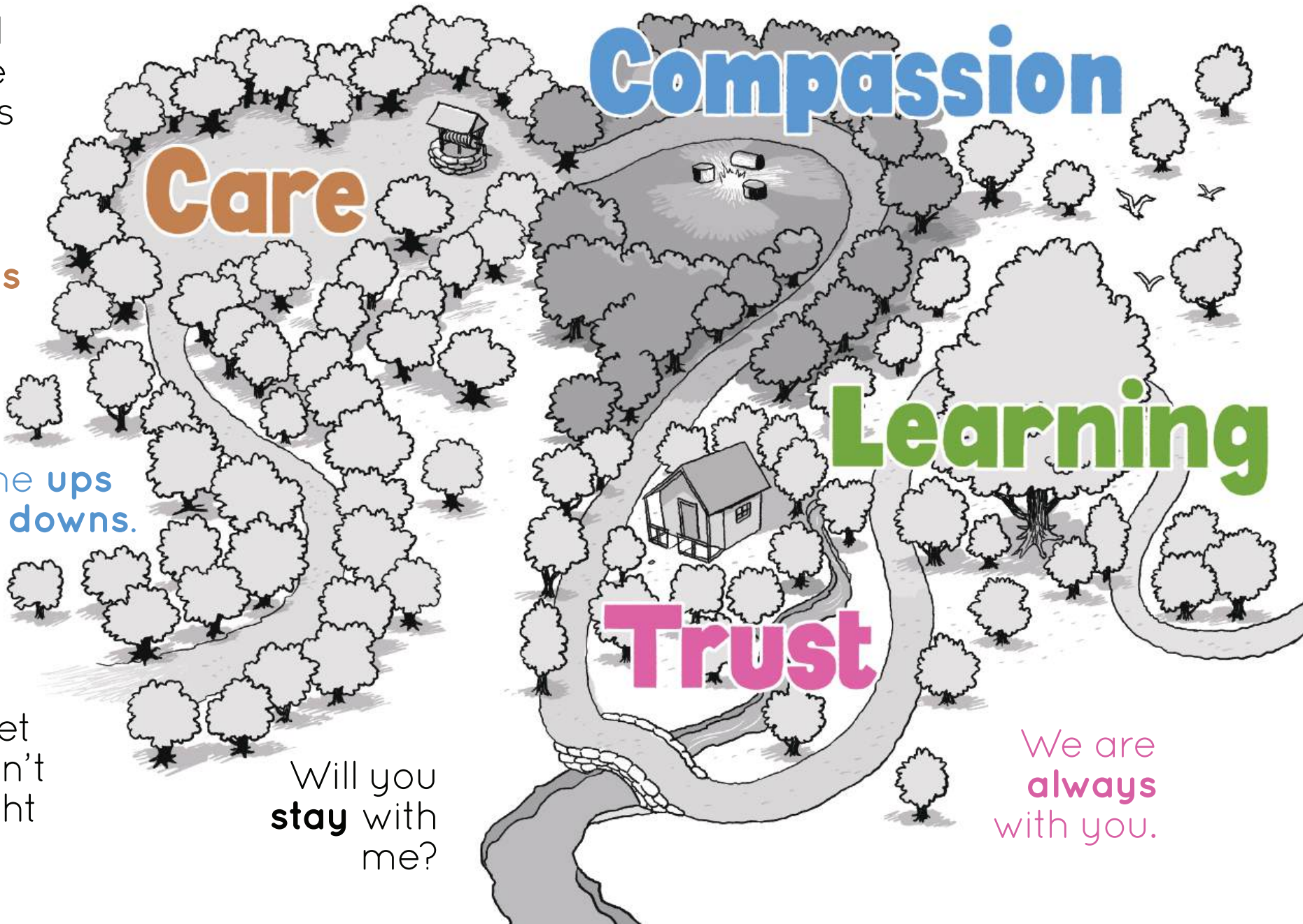
Compassion

Care

Learning

Trust

We are
always
with you.



Care





Hello.

What is
caring?



Caring is
presence.

Being consciously,
intentionally, **with me** in
this moment and bringing
nothing from the past.



Creating a **space**
for me to fully
express myself.

So the opposite
of talking then...
listening?

The opposite
of talking isn't
just listening...

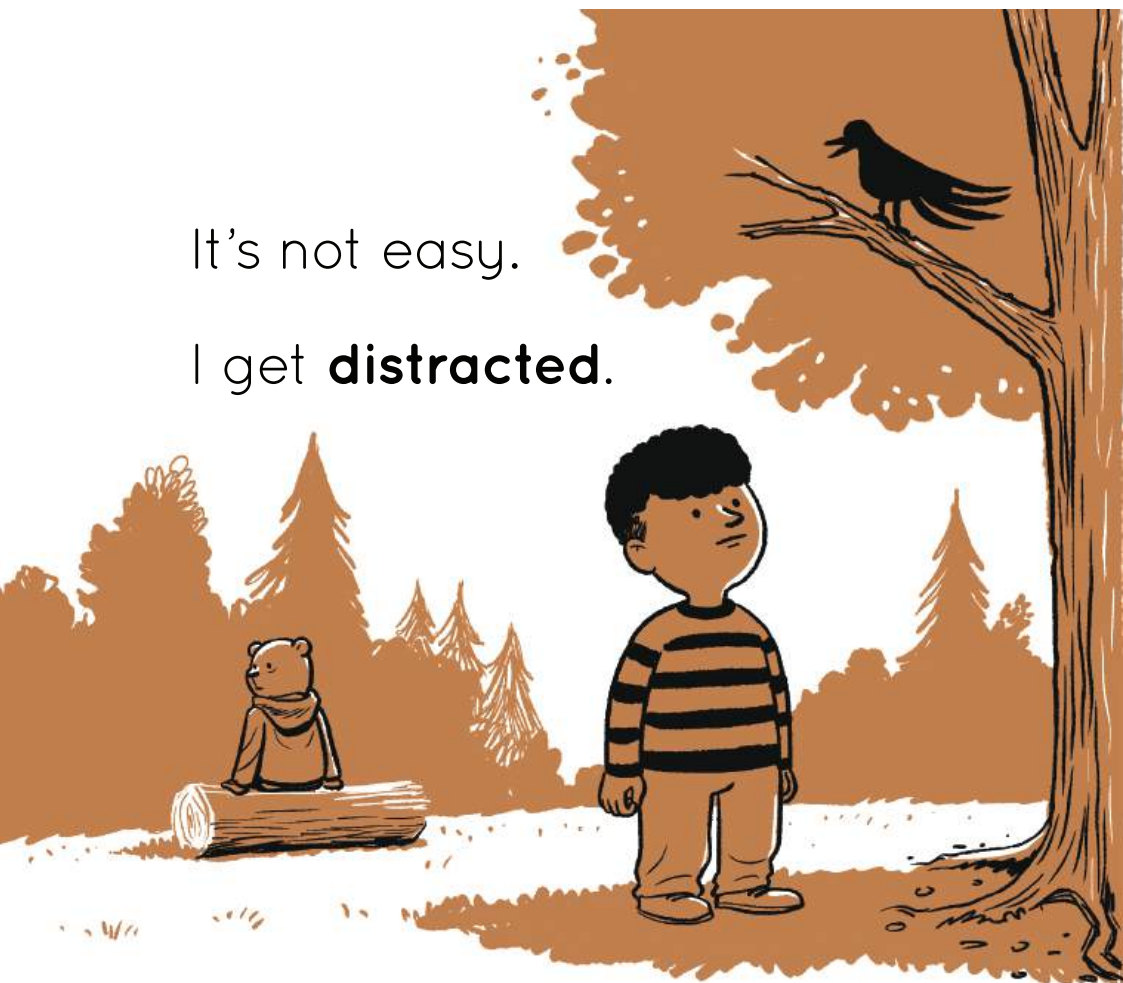
It isn't?

No.
It's listening
and waiting...

...waiting
until the
right word
or action arises.



It's not easy.
I get **distracted**.



Sometimes I'm listening
to **fix** or to **argue** or to
tell my **own story**.

Caring happens when
you **leave aside** your
preconcieved ideas and
judgements.

Judgement
separates us?



You don't know me,
my life, my suffering,
how I feel.

I am unique.

I need you to
recognise that
and choose to be
present to me.



Caring is alertness
to the **unsaid**.

I may not be able to say
the words but my **nonverbal
cues** will say something
about how I am **feeling**.



How can
I become
more caring?



You will need
a **strong back**
and a **soft front**.



A **strong
back?**



Listen to the
voice within you.

Get in touch with feelings
of **care** and **kindness** for
yourself.



Why is that
important?

The more you care for and
listen to **yourself**, the better
you will be able to care for
others and hear what is
happening outside.



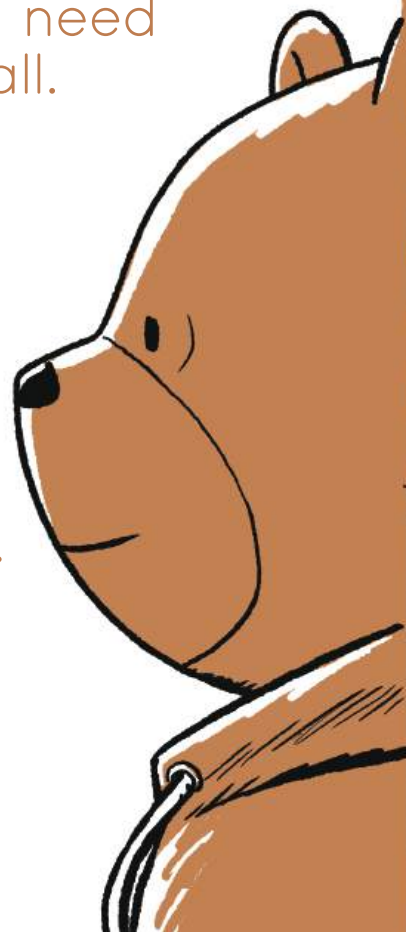
So the strong back
will help me have
a **soft front**....

...and an **open heart**.

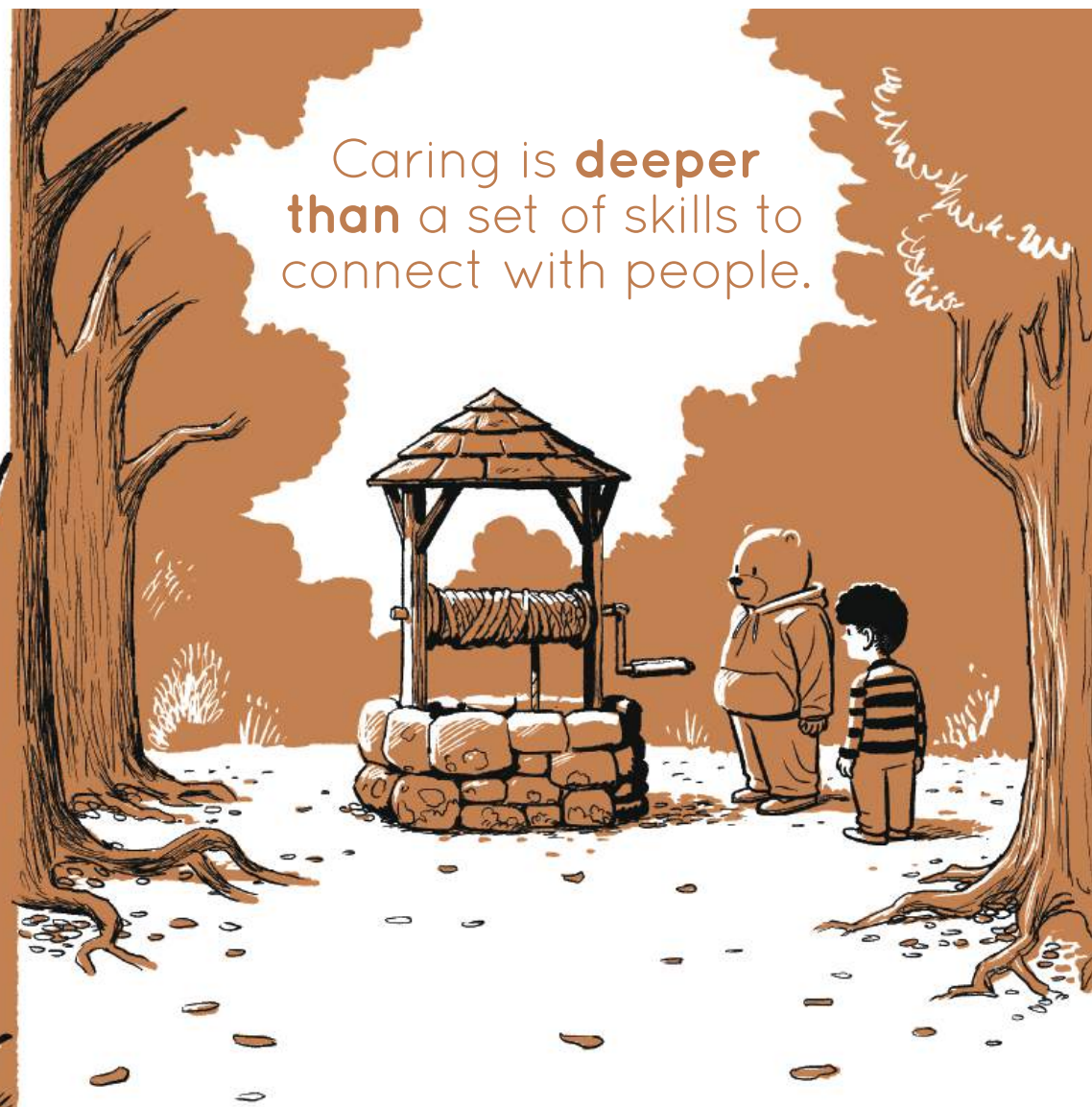
Is caring speaking
from an **open heart**?

You may not need
to speak at all.


You can
offer care
with your
eyes and
your **silence**.



Caring is **deeper**
than a set of skills to
connect with people.



Deeper?



Yes, caring is an understanding of the **heart**, in which we see the **beauty** in the other person.

It is an ongoing, ever-expanding realisation that we are all **connected**.

Compassion





Hello.

What do you think
compassion is?



A relationship
between equals.

It's sitting in
the darkness
with me.



Recognising
my pain without
trying to **fix** it.



I like
fixing
things.



We Know.

If I'm not fixing, then
what am I doing?



Doing is so much
easier for me.

Remember, you are
a human-**being** not
a human-**doing**.



I know.
For now, I need
you to '**be**' with me.



What can I do
while I am being?



Listen to me.
Look at me.
Tap into your own
emotions and
imagine what it is
like to walk in my
shoes.

They are **big** shoes.

Is there a difference
between compassion
and empathy?

Compassion is a **value**.



Empathy is the **skillset**
that brings it to life.



What are
the **skills**?



Be open to what you
are seeing and hearing
without judging me.

Recognise my **emotions**.

Ask me **questions**
to understand.

Reflect back to me
what you see and hear.

And, **ask** how
you can help.

Sometimes,
I worry that
I will get it
wrong.



Compassion doesn't
have to be **perfect**.



The essence of
compassion is
that it is **non-
judgemental**.



I will reach out to
you if I believe that
you can sit with me
in the darkness.

I think I might need to
take time to know and
understand **myself**.



When you
understand
your own
suffering,
it will be
easier to sit
with **mine**.

My suffering is a
reflection of yours.



Everything is **related**
to everything else.

We **resonate** when
we are connected.

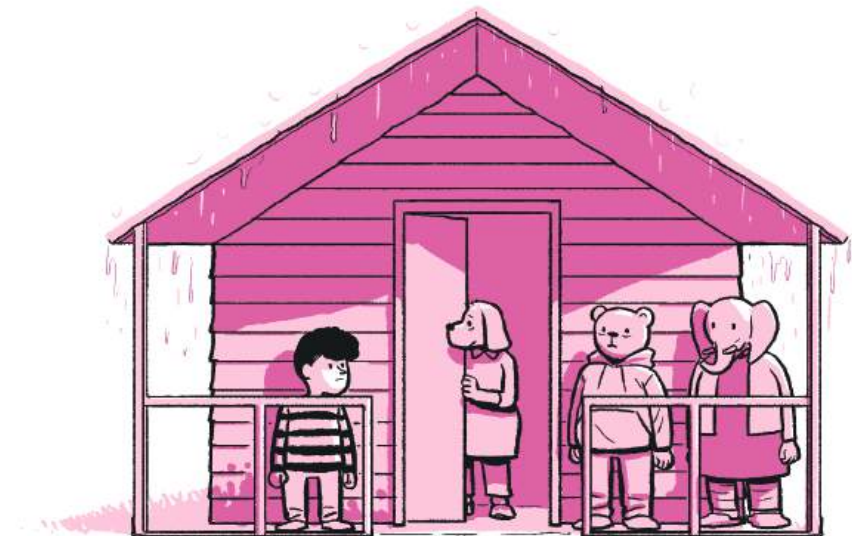
Trust





What is **trust**?

Trust is about
warmth.



Warmth?

Mmm-hmm.
Warmth and
competence.

How can I build
trust between us?

Balance your warmth
and competence.



Lean into
warmth first.

I need to
know that you
care for me...



... then I will
feel **safe**
with you...

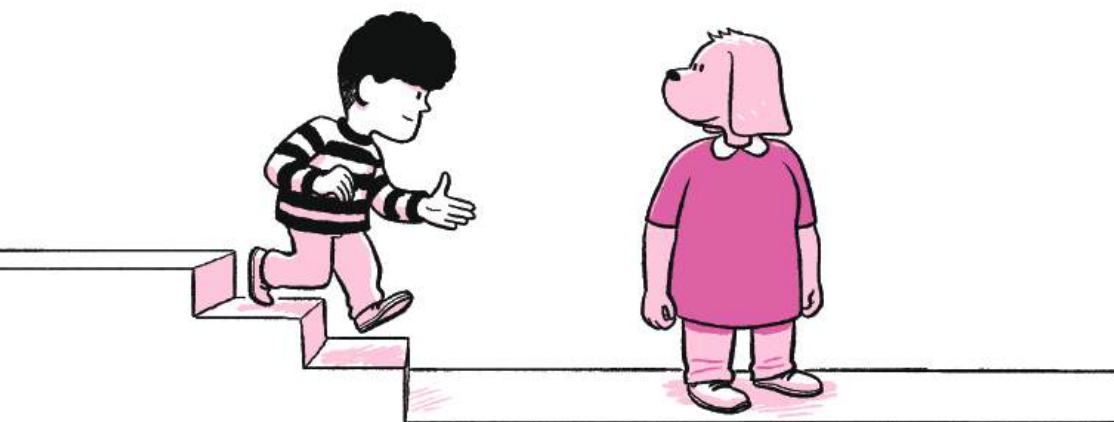


...and believe
that I can **rely**
on you.



What does
warmth look
like to you?

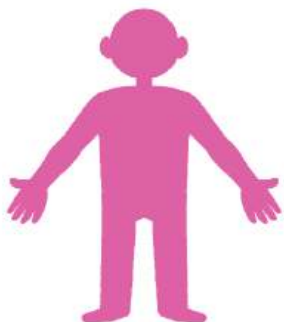
Walk beside
me on this
journey.



Get to know who I am.

Get on to **my level**.

It helps me level with you.



Keep your **body posture** open. I will
open up more to you.

Each **warmth cue** you use
builds a little more trust.

What is a warmth cue?



Making **eye contact**
with me builds trust.



Smiles and a **kind facial expression**
show your warmth.



Use **head tilts** to
show your curiosity...



...nods when I am speaking
for encouragement and
agreement...



...eyebrow raises
for engagement...



... and **touch** to
show your support.

Mirror me nonverbally
with your body language,
facial expression and the
kinds of words I use.

What will that do?

This will help
us to get on
the same
wavelength.

Then a sense of
connection and
trust will
emerge.



What about
my **voice**?

Use a calm, gentle,
warm tone of voice.
This conveys a sense
of care and support.

Your warmth will
trigger mine and
I am more likely
to see you as
trustworthy.



What else?

Trust begins
with feeling
heard and
respected.

Start a
conversation
with me.

Open a **safe space** for
me to tell my story.

You need to be just
as comfortable
asking questions
as giving answers...

Why is that important?

You cannot know what matters
to me until you **ask** me!



After you
ask me,
be **silent**.

Give me **time**
to answer.

I think silence makes me
feel **uncomfortable**...



Your silence
acknowledges
me as a person.



Listen **between** and **beyond**
the words for my emotions
and concerns.

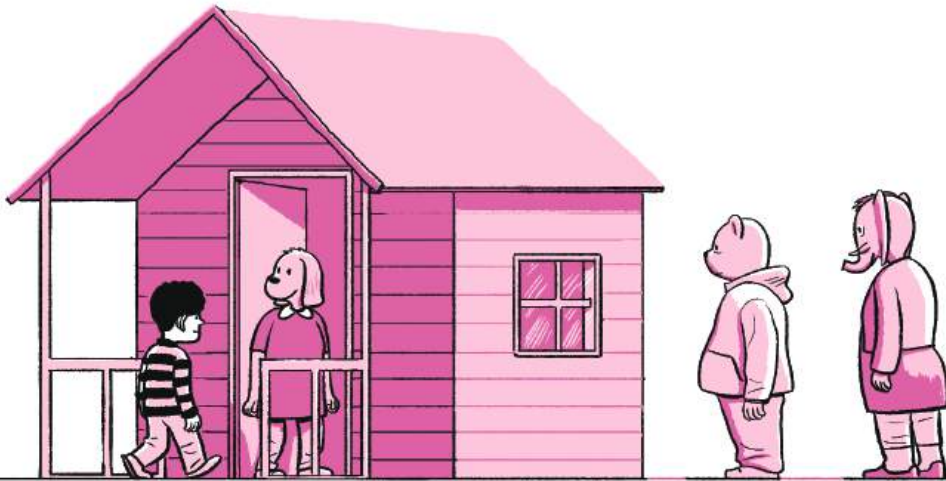


Repeat back
to me what
you think you
have heard.

I need to feel **known**
and **understood**.



What about
when I am
talking to you?



Use **plain language**,
small chunks of
information and
pause often to check
my understanding.

So trust takes time
and patience?

Yes! They are the
elbow grease of
our relationship.



Learning





I have gathered a
lot of knowledge
over the years.

You have **a lot**
of information
in your head.

Sometimes I worry
that it stops me from
seeing the person in
front of me!

You do not know what
is important to me until
you ask me and I have
told you...



I used to know that.
You can know it again.

Sometimes all
this information
gets in the way.



Mmm-hmm.

What
can I do?



Keep your mind open.
Be **humble** and **curious**.

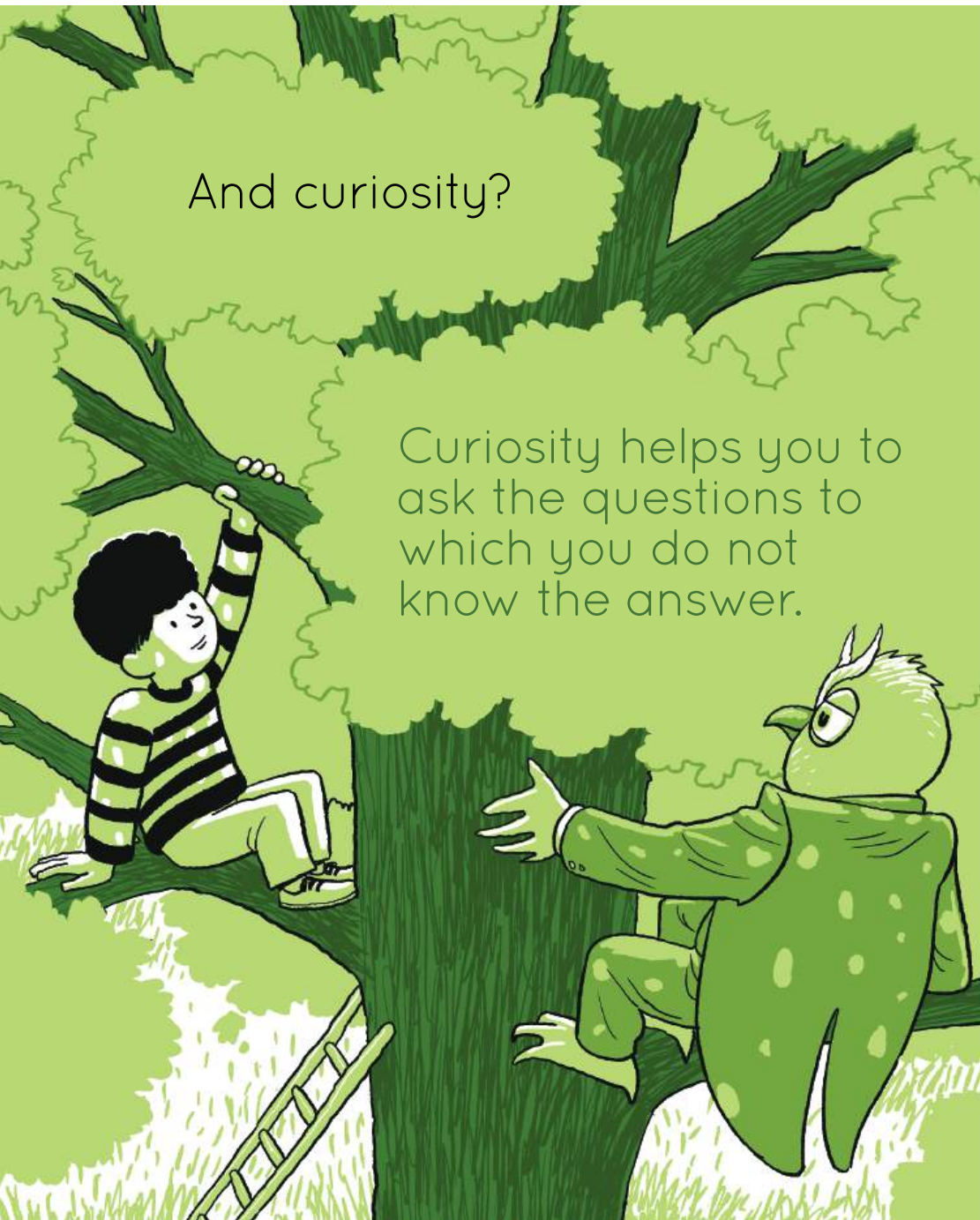
Humble?

Humility allows you to
acknowledge that my
expertise might be as
valuable as yours.



Mmmm.

With humility, you
can acknowledge
uncertainty, delegate
control, and allow my
lived experience and
preferences to emerge.



And curiosity?

Curiosity helps you to
ask the questions to
which you do not
know the answer.



What about my expertise?

Your expertise can
fuel a natural impulse
to jump into action.

I like jumping!



We know!

I need you to care by
'asking'...

learning about what
is important to me.

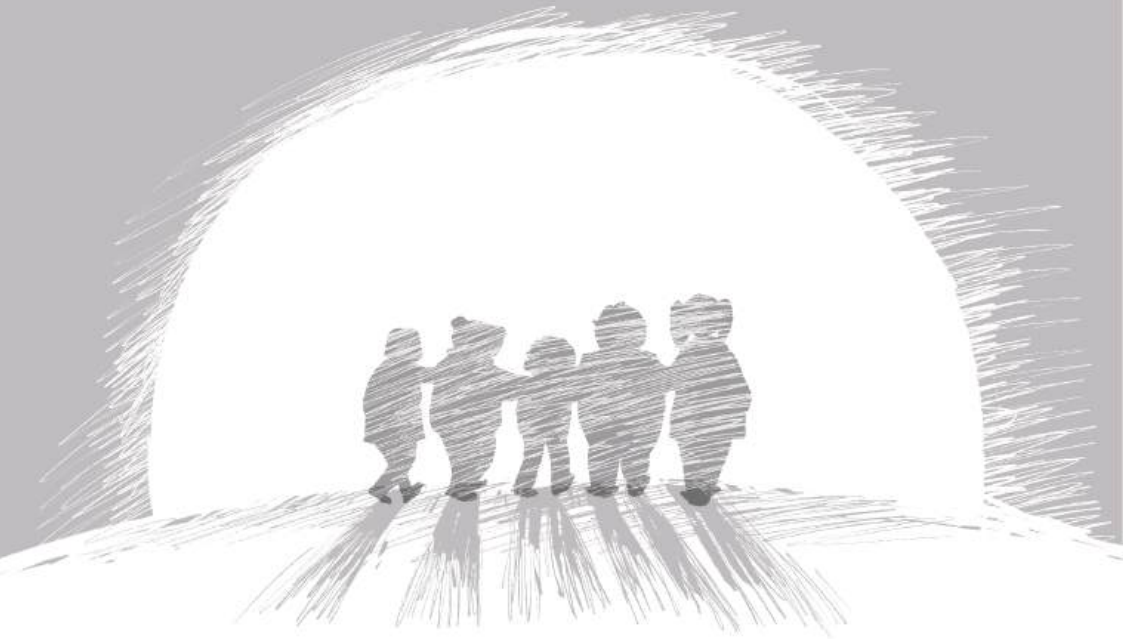
Then we can
combine our
learning to
make better
decisions
together.



When you listen to
me and we **work
together**, you support
my confidence and
commitment to what
I need to do next.



Something deep
inside us wants **care**
and **compassion**.



When we experience it,
trust awakens, and our
learning becomes
active and **creative**.



Can I ask you
something?

Of course.

Why do these
four words feel
important?

Care



Compassion



Trust



Learning



They are your **values**.

Values?

A way of
being that is
important
to you.

It dwells **deep**
inside you.

How can I live these words or... what did you call them... **values**?



CareCompassionTrustLearning

You **practice** them.

Live **into** them.

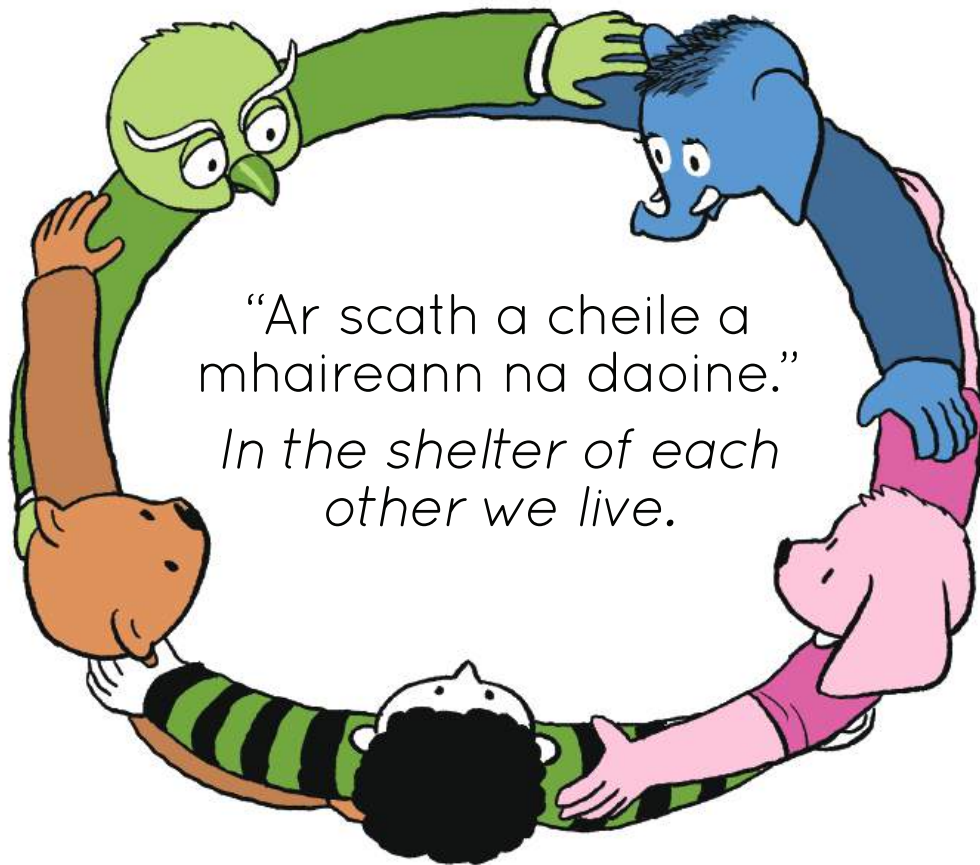
Then what you **think**,
say and **do** will align
with your values.

When we're in touch
with our values,
we realise we are
all **connected**.



Our everyday
experiences with
thoughts and emotions
are **shared** with the
rest of humanity.





“Ar scath a cheile a
mhaireann na daoine.”
*In the shelter of each
other we live.*