

Facilitator 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.

How to become a Programme Facilitator:

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

To book into a workshop: 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.



eLearning
module



Book face-to-face
module workshop
(Part 1)



Book facilitator
skills workshop
(Part 2)



Access to facilitator
resources for the module



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

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



Facilitator Pathway



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

1

MODULE 1: MAKING CONNECTIONS (PART 1)
TIME: 2 hours
CREDITS: 4 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

2

MODULE 2: CORE CONSULTATION SKILLS (PART 1)
TIME: 4 hours
CREDITS: 5 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

3

MODULE 3: CHALLENGING CONSULTATIONS (PART 1)
TIME: 4 hours
CREDITS: 5 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

4

MODULE 4: COMMUNICATING WITH COLLEAGUES AND PROMOTING TEAMWORK (PART 1)
TIME: 4 hours
CREDITS: 5 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

5

MODULE 5: DEMONSTRATING EMPATHY (PART 1)
TIME: 2 hours. 4 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

6

MODULE 6: SHARED DECISION MAKING (PART 1)
TIME: 2 hours. 4 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

7

MODULE 7: MOTIVATIONAL INTERVIEWING (PART 1)
TIME: 3 hours. 5 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

8

MODULE 8: EMERGENCY SITUATIONS (PART 1)
TIME: 3 hours. 5 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

9

MODULE 9: RESPONDING TO PATIENT FEEDBACK (COMPLAINTS) (PART 1)
TIME: 4 hours. 5 CEUs/CPD points



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

10

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



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points

11

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



FACILITATOR: (PART 2)
TIME: 3 hours (virtual)
CREDITS: 3 CEUs/CPD points