

Facilitator Pathway

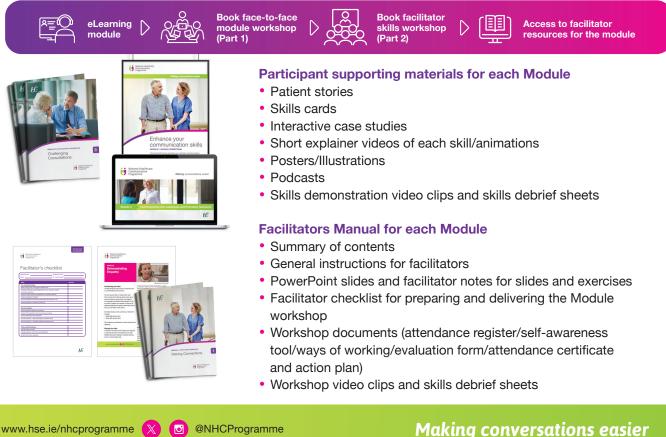
National Healthcare Communication Programme

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.



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



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



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



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



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



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FACILITATOR: (PART 2)

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



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



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



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



MODULE 9: RESPONDING TO PATIENT FEEDBACK (COMPLAINTS) (PART 1) 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



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



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Making conversations easier





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