



An Stiúrthóireacht um Ardchaighdeán
agus Sábháilteacht Othar
Oifig an Phríomhoifigigh Cliniciúil

National Quality and
Patient Safety Directorate
Office of the Chief Clinical Officer

QPS TALKTIME



A community of quality and patient safety improvers

QPS TalkTime

Special from Irish Association of Directors of Nursing and Midwifery Conference

Thursday 6th October, 2022 12:45 to 13:30

To Register: <https://bit.ly/TalkTimeIADNAMConference>

(you will receive a confirmation email with instructions)



Effective Communication When Time is Tight and The Stakes Are High Supporting Quality and Patient Safety

GUEST SPEAKER

Cathy MacDonald, As a Hostage and Crisis Negotiator and Advisor, Cathy MacDonald describes herself as a communication practitioner. She spent much of her police career deploying to incidents, advising commanders and developing practical communication / negotiation tactics and strategies to help in any situation, including the really tough ones. Cathy now shares those tactics and strategies with other organisations through her business Art of Communication. They are easily transferable and are well suited to those working at the sharp end.

REASONS TO JOIN US:

- Learn of the communication framework used within hostage and crisis negotiation.
- Learn time saving tactics from that framework that can be easily transferred in support of Patient Safety (Law of Approach / Avoid and Core Emotional Concerns)
- Learn the right time to talk, to listen, to offer a solution (Timing is the most under estimated important element of effective communication)

OUR CO-HOSTS ARE

- **Fiona Hanrahan** Director of Midwifery & Nursing, Rotunda Hospital, Dublin and Honorary Vice President Irish Association of Directors of Nursing and Midwifery (IADNAM) Irish Association of Directors of Nursing & Midwifery.
- **Dr Maureen Flynn**, Director of Nursing, QPS Connect Lead with Office of Nursing & Midwifery Services Director, and the National Quality and Patient Safety Directorate.

Coming from IADNAM Conference 2022

IADNAM is a network of midwifery and nursing leaders from all disciplines, established to develop, promote and support excellence in healthcare. This special event will bring a flavour of what's going in Carlow Co. Kilkenny this year for those who can't be there in person. The theme of this years conference is "No Frontiers – People & Technology, Sustainable Coalitions for Success"

UPCOMING QPS TALKTIME

No. 3 of Autumn Series, Tuesday 11th September 13:00, QPS TalkTime Live from National Patient Safety Office Conference

Register below:

<https://bit.ly/TalkTimeLiveNPSOConference>

NATIONAL QPS DIRECTORATE

The National QPS Directorate provides a regular lunch time 1 hour webinar series focusing on quality safety and improvement. Running approximately every two weeks (in term time). It is open to all those interested in improving quality. Join individually or together as a group to assist in building your own local QPS networks.



[https:// bit.ly/QPSTalkTime](https://bit.ly/QPSTalkTime)



@QPSTalkTime



Stephen.Barrett@hse.ie