



An Stiúrtóireacht 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 the IADNAM  
Conference 2022

Thursday, 6<sup>th</sup> October, 2022

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

# How we are running today's session



- You will be muted but the chat is open throughout - please post any questions or comments there and we will address them after the presentation.



- If your tech fails, don't worry – we're recording it so you can watch video and access the slides at your convenience. Audio is available via your PC or dial in:

Telephone no: Irish: 01-5260058 / UK: +44-20-7660-8149

Event number: 2731 693 7621

Please feel free to continue the discussion on Twitter: @QPSTalktime / @NationalQPS

@IADNAM1 / @CathyAofC / @NurMidONMSD / @mapflynn



- Please help us to improve our QPS TalkTime Webinars by completing a short feedback form (pop up window before you log out).



- Please note the ChatBox will also be saved for learning purposes.



- You will receive an email from QPS TalkTime confirming your attendance.

- **To get started ... we invite you to**

Share using the chat box

- Your name, work and where you are joining us from ...
- Finish this statement:

***When was the last time you felt properly heard?***

# Speaker today



**Cathy MacDonald**, Hostage and Crisis Negotiator Advisor and 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.

## In conversation with



**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.



# COMMUNICATING AT THE SHARP END

When Time Is Tight  
and the Stakes Are High





## COMMUNICATION TACTICS

From the World of Hostage and Crisis Negotiation

CONNECT

UNDERSTAND

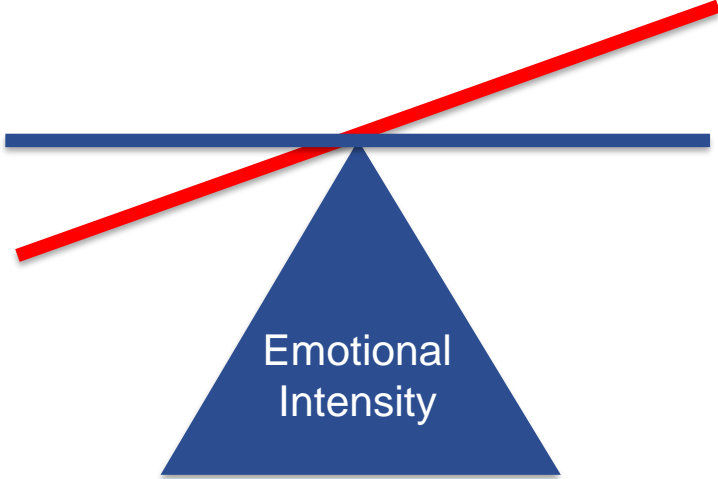
COMMUNICATE

INFLUENCE

BEHAVIOUR CHANGE



# THE IMPORTANCE OF EMOTION



**Ability/Desire To Listen**  
Biases prevail. We hear part of the message and sometimes none at all

**Word Choice**

**Pace, Pitch & Tone**  
The energy and the feelings behind the words are conveyed verbally

**Reasoning**  
Emotion dominates our ability to reason  
The higher the emotion the more difficult it is

**Non Verbal**  
Emotion moves quicker than our ability to hide it. Face and Hands in particular but the whole body tells a story





# CORE EMOTIONAL CONCERNS

Roger Fisher and Dan Shapiro



## APPRECIATION

Feeling Valued



## AFFILIATION

Connection - Belonging



## AUTONOMY

Freedom - Control



## STATUS

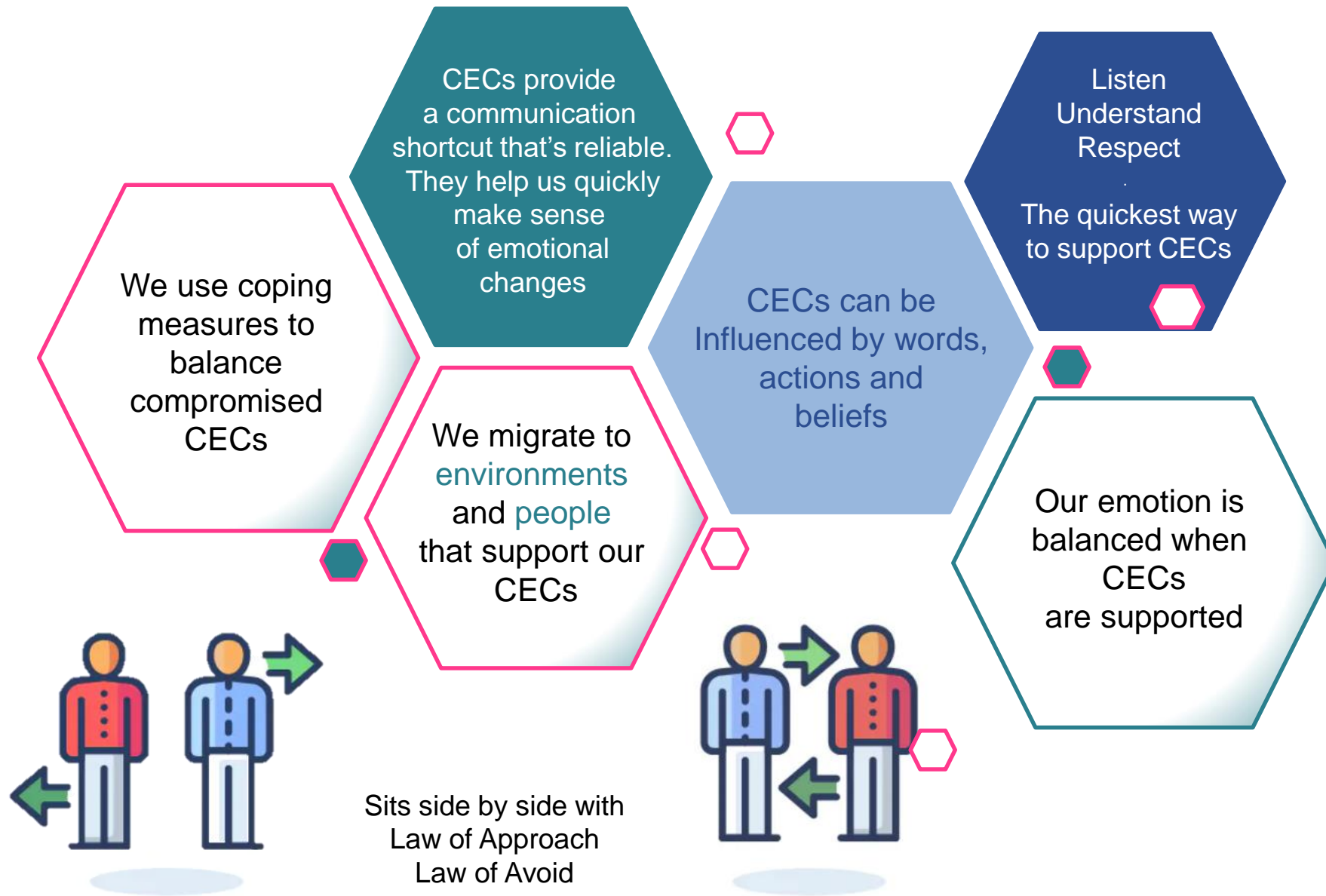
Unconditional Positive Regard



## ROLE

Purpose – Goal - Reputation





## HOW WE USED CORE EMOTIONAL CONCERNS IN NEGOTIATION



Kidnap



Protest Groups



Siege Incidents



Suicide Intervention

## HOW WE USED CORE EMOTIONAL CONCERNS IN OTHER AREAS OF BUSINESS



Self Management



Staff Meetings





Complaints





Staff Appraisals



**MODULE**  
Emergency Situations



## Core Emotional Concerns



Building a Better Health Service | Seirbhís Sláinte Níos Fearr á Forbairt



Link to the full programme

## TAKE AWAY TASK



HOW CAN YOU USE THEM?



WHY DO PEOPLE SAY WHAT THEY SAY  
AND DO WHAT THEY DO?

BECAUSE THEY CAN AND IT WORKS !





WHAT IS  
IMPORTANT  
TO US

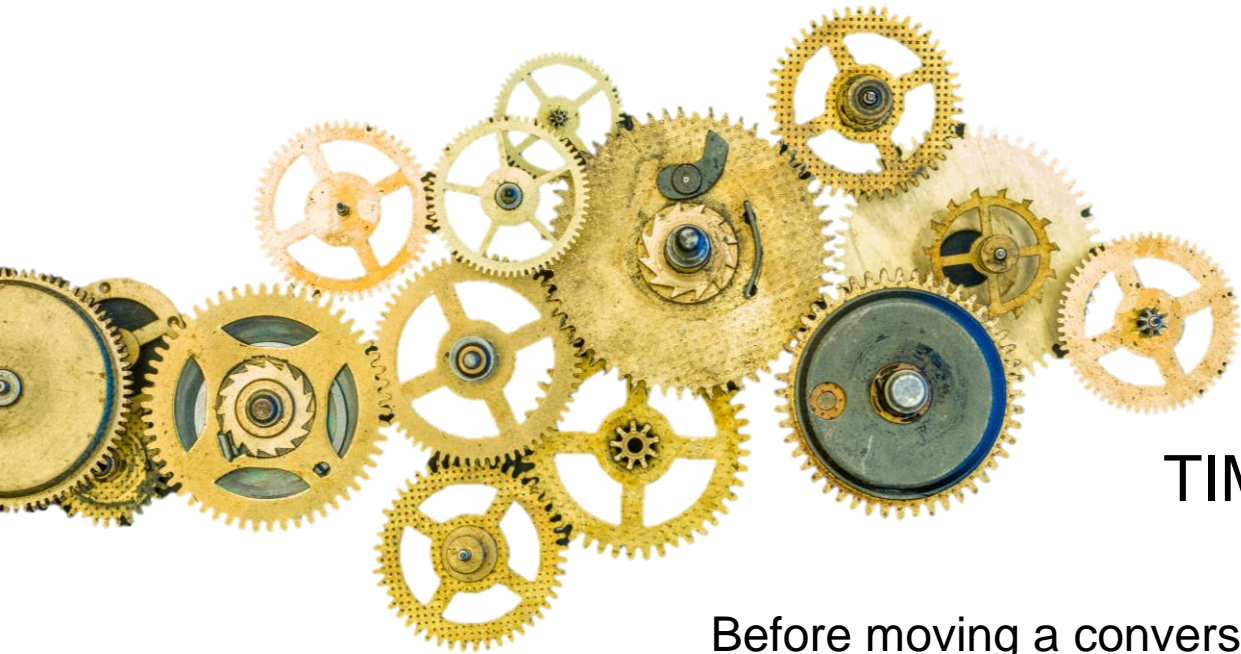
VALUES

BELIEFS

NEEDS

WANTS

APPROPRIATE CURIOSITY  
QUESTIONS ARE YOUR FRIEND



## TIMING

Before moving a conversation on, consider two things:

1. Does the person feel heard, understood and respected?
2. Does the intensity of their emotion allow communication to flow

THE ANSWERS TO BOTH  
NEED TO BE YES



Cathy MacDonald

@CathyAofC

[www.artofcommunication.co.uk](http://www.artofcommunication.co.uk)

Email – [artofcommunication@btinternet.com](mailto:artofcommunication@btinternet.com)





# HEARING YOUR THOUGHTS AND COMMENTS

# Resources

- HSE communication programme “Using core emotional concerns”
  - <https://www.hse.ie/eng/about/our-health-service/healthcare-communication/emergency-situations/>
- Big Think film clip by Dan Shapiro
  - <https://bigthink.com/videos/the-five-core-concerns-of-negotiation/>
- Beyond Reason - The Book written by Roger Fisher and Daniel Shapiro.

# Walk and Talk Improvement: Ideas for Safe Quality Care

## Purpose

- Improve patient care by capturing the personal stories of people who work in and use health services regarding patient safety and quality improvement using a new and increasingly popular communication platform.
- Co-produced with patient partners, and members of the the Health and Social Care Quality Improvement (HSCQI), Northern Ireland and National Quality and Patient Safety Directorate (NQPSD) teams.
- 6 episodes based on the Patient Safety Strategy themes.

*Where to listen?  
Acast!*



*Also available on  
Spotify podcasts*



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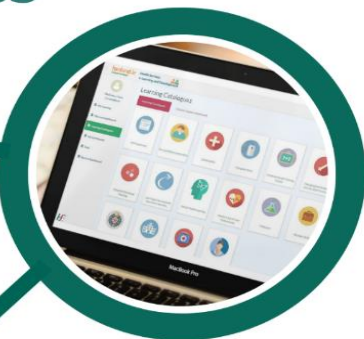
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# QPS Education

<https://www.hse.ie/eng/about/who/nqpsd/qps-education/prospectus-of-education-and-learning-programmes.html>

HSE An Stiúirthóireacht um Ardchaighdeán agus Sábháilteacht Othar Oifig an Phríomhoifigigh Clínicíúil  
 National Quality and Patient Safety Directorate Office of the Chief Clinical Officer

## Prospectus of Education & Learning Programmes



**May 2022**

*Empowering and engaging staff to improve patient safety and quality of care in our health services.*



**Quality Improvement Leadership  
 in Healthcare**

**Post Graduate Certificate (Level 9)**



**ROYAL  
 COLLEGE OF  
 PHYSICIANS  
 OF IRELAND**

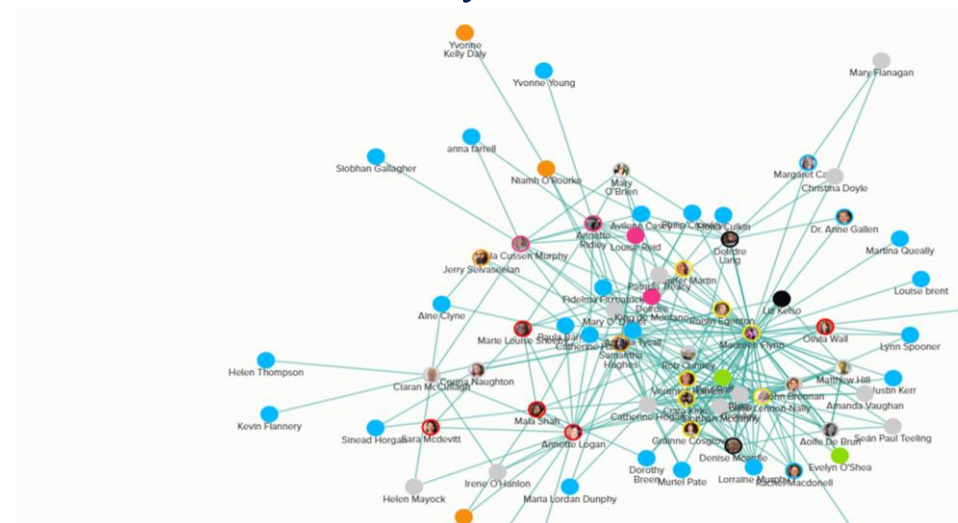


# The QPS Ireland Network Map

To help visualise connections between people interested in quality, safety and improvement across Ireland: <https://www.hse.ie/eng/about/who/nqpsd/qps-connect/network-map/>

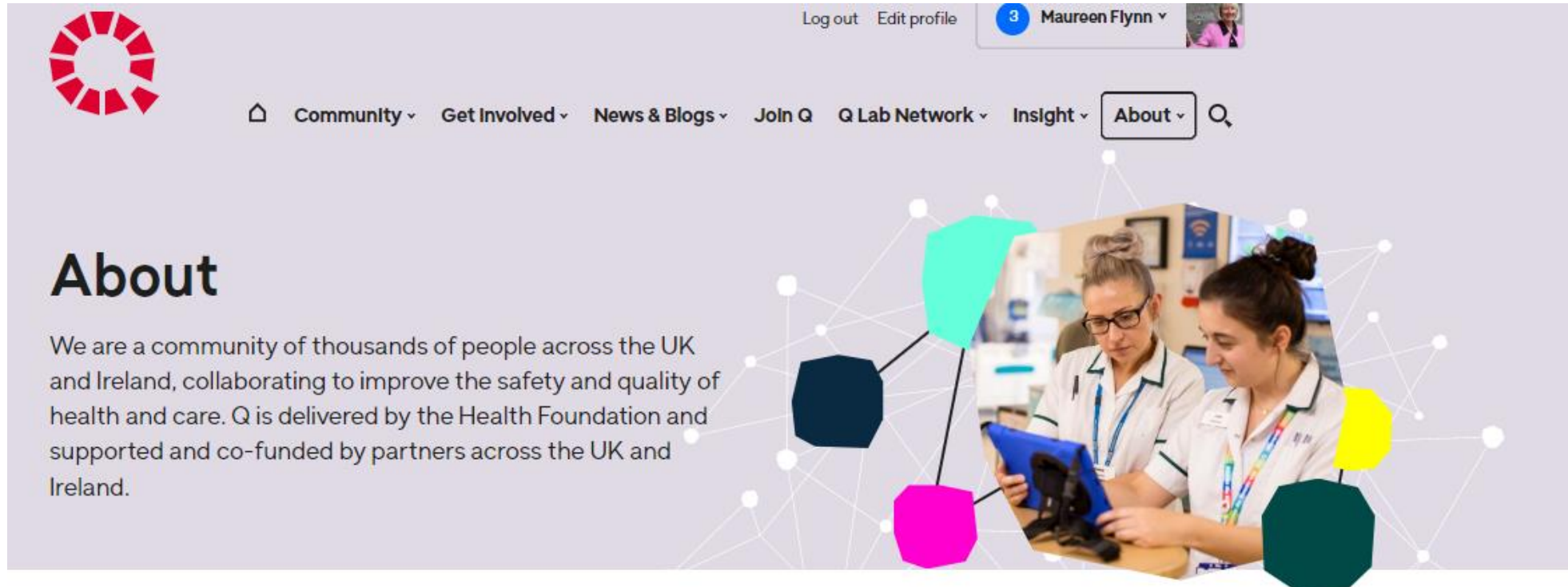


- How to join the map?
  - Visit the HSE website (see link in the chat)
  - Get sent your unique link to the map
  - Enter information about you, your professional characteristics and your interests
  - Log your connections
- How to use the map?
  - Filter the map by role, organisation, interests
  - View individual profiles
  - Connect and collaborate with others





# Apply to become a member of Q Community



- All you need to know about applying can be found on the Q website
- You will be invited to complete an online application using the Q online portal
- If you have queries or require support, please contact our colleague via email

[Caroline.Lennonally@hse.ie](mailto:Caroline.Lennonally@hse.ie)

# Upcoming Webinars: Dates for your diary ....

Dates	Topics	Speakers
Tuesday 11 <sup>th</sup> October 13:00 – 13:55	Live from National Patient Safety Office Conference 2022 Dublin Castle	Maurice O'Donnell, Head of Patient Safety Legislation and Advocacy Prof. Suzette Woodward, Patient Safety Advisor Louise Loughlin, National Advocacy Service for People with Disabilities Dr. Natasha Rafter and Lorraine Schwanberg
Tuesday 25 <sup>th</sup> October 13:00 – 14:00	How do we get better at Improving Care	Prof. Mary Dixon-Woods, Director The Healthcare Improvement Studies Institute, University of Cambridge

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Missed a webinar – Don't worry you can watch recorded webinars on HSE QPS TalkTime page:  
<https://www.hse.ie/eng/about/who/nqpsd/qps-connect/qps-talktime/qps-talktime.html>



# Let us know how we did today ....

**Reminder:** Short questions (pop up) as you sign off, please help us to improve our QPS Talktime Webinars by sharing your feedback

We really appreciate your time, thank you

**Contact:** [Stephen.Barrett@hse.ie](mailto:Stephen.Barrett@hse.ie) to be included on our mailing list to receive QPS Talktime invitations



*Thank  
you*