

# Learning 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.



eLearning  
module



Book face-to-face  
module workshop



Access resources  
on HSE website



Access coaching  
and simulation

Click image to link to more information on each module

Modules 1-4 are core modules for all staff

Modules 5-9 are deep dives for further learning



**E-LEARNING MODULE:  
MAKING CONVERSATIONS EASIER**  
TIME: 45 minutes  
CREDITS: 3 CEUs/CPD points



**MODULE 1:  
MAKING CONNECTIONS**  
TIME: 2 hours  
CREDITS: 4 CEUs/CPD points



**MODULE 2:  
CORE CONSULTATION SKILLS**  
TIME: 4 hours  
CREDITS: 5 CEUs/CPD points



**MODULE 3: CHALLENGING  
CONSULTATIONS**  
TIME: 4 hours  
CREDITS: 5 CEUs/CPD points



**MODULE 4: COMMUNICATING  
WITH COLLEAGUES AND  
PROMOTING TEAMWORK**  
TIME: 4 hours  
CREDITS: 5 CEUs/CPD points



**MODULE 5:  
DEMONSTRATING EMPATHY**  
TIME: 2 hours  
4 CEUs/CPD points



**MODULE 6:  
SHARED DECISION MAKING**  
TIME: 2 hours  
4 CEUs/CPD points



**MODULE 7:  
MOTIVATIONAL INTERVIEWING**  
TIME: 3 hours  
5 CEUs/CPD points



**MODULE 8:  
EMERGENCY SITUATIONS**  
TIME: 3 hours  
5 CEUs/CPD points



**MODULE 9:  
RESPONDING TO PATIENT  
FEEDBACK (COMPLAINTS)**  
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

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To get started, log into HSEland [www.hseland.ie](http://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.



## 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

## Interested in becoming a Programme Facilitator?

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

**hseland.ie**  
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## 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