

What will you get?

During this module you will:

- Review the four domains of emotional intelligence (EI) and its competencies;
- Review the Calgary-Cambridge Guide, focusing especially on the communication skills for each EI competency;
- Learn how these skills can be used and adapted to expand your own leadership style repertoire;
- Practice key skills for conversations for healthcare leaders and gain a better understanding of your own communication, through reflection and facilitated feedback;
- Set yourself up to three realistic goals for using your learning in your own work.

How will you be supported?

A range of adult learning methodologies will be used including classroom-based modules, role play, reflective practice and group work.

For more information, please contact:

(include name, telephone and email)

Get involved

Check out our website pages and Twitter & Instagram accounts to find out more about our workshops, view our case studies, videos, animations, reference cards and much more.

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MODULE 11:

Communication Skills for Healthcare Leaders

Communication Skills for Healthcare Leaders

Emotional Intelligence is the capacity for recognising our own feelings and those of others, for motivating ourselves and for managing emotions well in ourselves and in our relationships. This Module supports participants to learn and develop their communication competence for the four domains of emotional intelligence: self-awareness, self-management, social awareness, and relationship management. As with all competencies, people can learn ways to improve, change, and develop their competence with deliberate practice and training. The results include improved quality of working relationships, creative solutions, and lasting agreements for addressing challenges and opportunities in the future.

Note

Staff attending this module are encouraged to complete Module 1 (Making Connections) and Module 2 (Core Consultation Skills) in advance of taking this workshop.

Educational methods

The workshops are grounded in educational theory, evidence-based best practice and experiential learning. Participants' own experiences in healthcare and the collective experiences of the group are used to enhance learning.

Next workshop

VENUE:

DATE AND TIME:

Context

The best leaders in healthcare don't just know one style of leadership – they are skilled at several and have the flexibility to switch between styles depending on the circumstance.

Emotional intelligence consists of four fundamental domains: self-awareness, self-management, social awareness, and relationship management. Each domain, in turn, is composed of specific sets of competencies. Research has shown that the most successful leaders have developed strengths in each of the 4 emotional intelligence domains. The more complex the job, the more emotional intelligence matters.

Few leaders have all styles in their repertoire. To expand their own style repertoires leaders must first understand which emotional intelligence competencies (communication skills) underlie the leadership styles they would like to improve. They can then work to improve their skills and leadership styles.

The Programme

This 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. The Programme is under-pinned by the Core Values of Care, Compassion, Trust and Learning.

How will it be delivered?

The Programme modules are short, intensive and practical. Delivery of the modules over nonconsecutive days will allow participants to do some on-the-job reflection between modules. In-house facilitators will deliver the modules with support from the National Programme.