

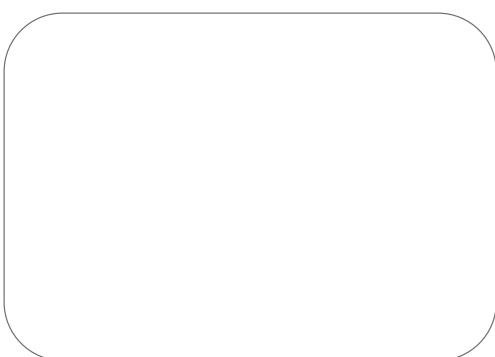


# Enhance your communication skills

**FIND OUT MORE:**

[www.hse.ie/nhcprogramme](http://www.hse.ie/nhcprogramme)

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**MODULE: EMERGENCY SITUATIONS**

*During this three hour workshop you will:*

- Describe the law of approach and avoid
- Understand the importance of emotion
- Identify the impact of emotion on communication
- Name the five core emotional concerns
- Consider the skills and tactics required to communicate in emergency situations
- Reflect on and identify key skills and tactics you wish to practice to enhance your ability to communicate in emergency situations