

Webinar: Communicating with emotional competence: Making a difference to patients and colleagues

Agenda

Date: Friday 10 November 2023

Time: 12:00 – 13.30

TIME	SESSION	SPEAKER
12.00 – 12.10	Welcome and Introductions	<p>Jaom Fisher, Chair</p> <p>Research Enrichment Manager, Public and Community Engagement Group, Oxford University Clinical Research Unit Vietnam, and Coordinator of the CONNECT website.</p>
12.10- 12.30	Introducing emotional competence and healthcare context	<p>Ane Haaland is a social scientist and an international trainer and researcher. She has developed and implemented the iCARE-Haaland training model in collaboration with doctors and nurses in nine countries. Her focus in recent years has been communication and emotional competence skills training for health personnel. The iCARE-Haaland model uses reflective learning over time to inspire deep and sustainable learning. Ane has worked in 30 countries for research institutes, universities and international organisations in social science research, education and curriculum development, journalism, professional development training, and photography.</p> <p>Mwanamvua Boga is a nurse manager and a lead trainer. She has over 20 years hands on experience in acute paediatric nursing expertise and clinical research practice, working at a busy paediatric research unit at the Kilifi County Hospital, Kenya. Her work includes care of critically ill children, nursing management, administrative responsibilities and capacity building. Over the last 15years, she has</p>

		extensively been involved in training health providers and research staff (at hospitals and Universities in Kenya, and The Gambia) on communication skills and emotional management using reflective practice and experience-based learning methods.
12.30-12.40	Introducing the iCARE-Haaland model	Ane Haaland
12.40 - 13.00	Sharing of experiences of healthcare professionals	<p>Dr Florence Murila, Consultant Neonatologist & Newborn Unit Head at Kenyatta National Hospital, and Senior Lecturer in the Department of Paediatrics and Child Health, University of Nairobi, Kenya - who will share about the importance of this course for medical doctors and nurses and is working to implement training for all her staff.</p> <p>Nancy Mburu Paediatric Nurse manager and trainer at Kerugoya Hospital, Kenya - who shares how the training has strengthened the ability of her staff to communicate well with patients and colleagues.</p> <p>Dr Isra Hassan, Consultant Anaesthetist at University College Hospital, United Kingdom - who uses the skills in her work daily and trains junior doctors.</p> <p>Dr Thomas Kitchen, Consultant Anaesthetist working in South Wales and Director of Canopi; and lecturer at Cardiff Medical School – who will share his reflections about how emotional wellbeing relates to performance and behaviour.</p>
13.00-13.20	Interactive session with discussion and Q & A	
13.20 - 13.30	Impact of utilizing Model within healthcare work – results and conclusions	Ane Haaland
13.30	CLOSE	

