

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

BIOGRAPHIES of SPEAKERS



Ane Haaland

Social scientist and Trainer

University of Oslo, Oslo, Norway

Ane Haaland is a social scientist and an international trainer and researcher with communication and emotional competence skills for health personnel as main theme in recent years.

In collaboration with doctors and nurses in nine countries she has developed and implemented the iCARE-Haaland training model which uses reflective learning over time to inspire deep and sustainable learning. Becoming aware of how they communicate, and the effects of their communication on others result in participants taking responsibility for communicating well (rather than “blaming the patient, or colleague”). Other main outcomes are increased job satisfaction and reduced burnout and conflict.

A summary of other main professional skills and areas of work include:

1. **Social science research**, using qualitative methods (conducting own research, and teaching qualitative methods to students). Multi-disciplinary, multi-sectoral research. Research on communicating about tropical diseases, in schools and to low literate audiences.
2. **Action research with users** to develop models (tools, methods, processes, strategies and interventions) to discover, investigate and solve felt problems, mainly on health aspects.
3. **Research on perception of visuals** – especially related to development and comprehension of instructions for use of medicines, particularly malaria. Focus: low literate audiences.
4. **Using training methods to facilitate learning**: Experiential and participatory methods, reflective learning based on guided observation; Learning process; Problem based learning (PBL), lectures. Strengthening awareness and emotional intelligence among professionals.
5. **Evaluation methods**: Evaluating projects on health, education and environmental issues.
6. **Writing training materials**, based on extensive field research (See publication list)
7. **Working with the media**: Training journalists; researchers on writing for the media.
8. **Photography**. A number of international exhibitions (Nepal, USA, Japan, Denmark and Norway). Illustrated a number of books, and a series of research monographs.

Research and intervention areas:

- **Diseases** (Tropical: malaria, onchocerciasis, schistosomiasis, and Common: Diarrheas, cough/pneumonia, malnutrition): Strategic communication and education aspects.

- **Interpersonal communication:** Skills training to strengthen patient-provider relationship and patient centered care (PCC), and providers' own wellbeing; measurement of effect. Behaviour change communication; health communication and management of emotions; emotional intelligence, resilience.
- **Effects of training methods,** on motivation and learning among health providers, students.
- **Development and pretesting** of educational materials for a variety of diseases, purposes and audience groups.
- **Rational use of medicines,** with perspectives on traditional medicines.

Main employers long term includes UNICEF, WHO/TDR, University of Amsterdam/Makerere University, Kampala, Uganda; University of Oslo, Atlantis Medical College, Oslo, NORAD, NGOs and daily newspapers in Norway.

Short term in 30+ countries include Universities of: Carolina, John Hopkins; London School of Hygiene and Tropical medicine, Liverpool School of Tropical Medicines; World Bank, UNFPA, UNDP; Swiss Tropical and Public Health Institute; DANIDA, GTZ, several national and international NGOs.

Educational background: MA, Social Sciences, 1981, University of Chicago, USA. Focus: Communication for social change. A number of other studies, internationally and nationally.

Publications: Related to all professional fields. Latest (2020): Haaland A, with Boga, M 2020 Communicating with awareness and emotional competence: introducing the iCARE-Haaland model for health professionals across cultures.



Mwanamvua Boga

Nurse manager and a lead trainer on Communication Skills and Emotional Competence

Kenya Medical Research Institute - Wellcome Trust Research Programme (KEMRI-WTRP) Kilifi, Kenya

Mwanamvua Boga serves as a nurse manager and a lead trainer on communication skills and emotional competence for health providers at the Kenya medical Research institute – Wellcome Trust Research programme (KEMRI-WTRP) Kilifi, Kenya.

Mwanamvua is a Registered Nurse (RN) with a higher diploma in critical care nursing from the Kenya Medical Training College, Nairobi and a Masters in Clinical Trials from the London School of Hygiene and Tropical Medicine, UK. She is also a Global award winner of “Heroines of Health” 2017, sponsored by Women in Global health.

She has 20+ years hands on experience in acute paediatric nursing expertise and clinical research practice, working at an extremely busy high dependency paediatric research unit at the Kilifi County Hospital. Her work includes care of critically ill children, nursing management, administrative responsibilities and capacity building.

Since 2009, she has trained as a communication and emotional competence practitioner and trainer, using the iCARE-Haaland model. She has been the lead trainer and TOT since 2012 to train health professionals, researchers, and managers to communicate with emotional competence, using reflective practice, experience-based learning approaches, and patients' experiences. The training aims at strengthening respectful care and professional well-being among health professionals. She has trained over 500 frontline health professionals across Kenyan hospitals and at the Medical Research Council (MRC) in The Gambia and has presented her work at several national and international conferences, including the Global Women's Research Society (GLOW) 2020.

Mwanamvua has also implemented the training to Sub-County health managers in Kilifi, and newborn unit nurse managers across 12 County hospitals in Kenya, aiming at strengthening relational leadership among health managers.

In 2022, she incorporated the experiences of mothers hospitalized with low-birth-weight babies in public hospitals in Kenya into the training modules and trained newborn unit nurses from the Kenyatta National Referral Hospital and Pumwani Maternity Hospital.

In February 2023 she completed a training of trainers' programme for newborn nurse managers as part of scale-up plans and currently exploring opportunities to introduce the training in undergraduate nursing programs in Kenya.



Dr Florence Murila

Consultant Neonatologist,

Newborn Unit Head, Kenyatta National Hospital, Kenya

Senior Lecturer,

Department of Paediatrics and Child Health, University of Nairobi, Kenya

Dr Florence Murila is a Consultant Neonatologist and Head of the Newborn Unit for Kenyatta National Hospital (KNH) and is also Senior Lecturer in the Department of Paediatrics at the University of Nairobi, instructing and mentoring year 5 **MBChB** and MMED students in the Departments of Paediatrics and Internal Medicine.

Florence is a national trainer for essential newborn and early newborn care for Kenya, and conducts continuous positive airway pressure (CPAP) trainings in the country for the Kenya Paediatric Association.

She has authored or co-authored 30 peer-reviewed publications and 10 book chapters, focusing her research on Essential Newborn care. She participated in the development of Kenya national guidelines for chlorhexidine use in the newborn, Kangaroo mother care (KMC), including the development of KMC training manuals, CPAP use, and obstetric and perinatal care. She is involved in the Child Health and Mortality Prevention Surveillance (CHAMPS) surveillance program, whose goal is to reduce mortality by building knowledge through accurate, timely, and reliable data on the causes of death and sickness in children under five.

Since 2001, she has been Chair of the Medical Committee of Lugala Nairobi Association, and since 2014, she has been a member and Vice-Chair of the Medical Committee, Kakamega Forest Heritage Foundation. From 2018 she has been a valued consultant on a number of collaborative projects of the Kenya Ministry of Health and international organisations (WHO/UNICEF) in relation to policy development, training and research related to maternal and newborn care.

In 2018, she was recognized for her contributions with the Kenya Still a Mum “Paediatrician Hero” Award.



Nancy Mburu

Paediatric Registered Nurse and Trainer
Kerugoya Hospital, Kenya

Nancy Mburu is an accomplished healthcare professional with a profound dedication to neonatal health and a passion for education and mentorship. Holding dual qualifications as a KRPAEDN (Kenya Registered Paediatric Nurse) and a KRCHN (Kenya Registered Community Health Nurse), she has consistently delivered high level care to infants and their families.

Nancy also serves as a mentor with NEST360 contributing her expertise and experience to empower the next generation of healthcare providers. Her commitment to nurturing and guiding aspiring professionals is an embodiment of her deep commitment to the field.

As a Qi Facilitator Nancy actively engages in Quality Improvement initiatives, promoting the enhancement of healthcare standards and patient outcomes. Her proficiency in ETATE Plus and Newborn ETATE, as well as her role as a Communication skills and Emotional Competence Facilitator, enables her to positively impact the lives of countless infants and their families.

Furthermore, Nancy is a respected National Facilitator in her domain, recognized for her ability to impart knowledge, inspire, and drive positive change. Her leadership is instrumental in fostering the growth and success of healthcare professionals throughout the country.

Nancy was integral in the establishment of the Newborn Unit at Kerugoya Hospital where she is in charge of the Unit. Over the years, she has observed the unit's remarkable transformation into a symbol of hope and healing within the community. Her unwavering dedication to excellence in care, effective communication, emotional competence, and quality improvement has played a pivotal role in this journey.

Nancy Mburu's unwavering commitment to the well-being of newborns, her expertise in ETATE Plus and Newborn ETATE, her role as a mentor with NEST360, and her dynamic leadership as a National Facilitator make her an influential and esteemed figure in the healthcare community.



Dr Isra Hassan (MBChb, FRCA, MRCP)

Consultant Anaesthetist

University College of London Hospital.

Isra Hassan is a Consultant Anaesthetist at the University Hospital of Wales and the University College of London Hospital.

Isra completed her anaesthetic training in the Wales deanery and was the elected senior trainee representative for the Welsh School of Anaesthesia, Royal College of Anaesthetists Welsh Advisory Board, and Academy of Medical Royal Colleges Wales. Prior to specialising, she undertook her undergraduate medical training at the University of Birmingham.

She is extremely passionate about innovating and delivering a service that can help improve the well-being of health professionals in the work force. Running sessions for peers and medical students at a regional, national and international conferences. This work has been presented to the Academy of Medical Royal Colleges, the resident of the Royal College of Anaesthetics, the GMC and to Welsh government Cabinet secretary.



Dr Thomas Kitchen (MBBCh (Hon), FRCA, PgCert (Clin Leadership))

Consultant Anaesthetist

South Wales

Director of Canopi

Wales

Lecturer

Cardiff Medical School

Thomas is a consultant anaesthetist working in South Wales and Director of Canopi; a mental health support service for health and care staff working in Wales.

Recognising the importance of compassionate leadership in our health service he has completed the Welsh Clinical Leadership Fellowship (HEIW, UWTSD, MIT). He remains passionate about how emotional wellbeing relates to performance and behaviour and enjoys lecturing on deliverable skills and concepts around emotional intelligence at Cardiff Medical School.



Jaom Fisher

Public Engagement Manager

Oxford University Clinical Research Unit Vietnam

Jaom Fisher is the Research Enrichment Manager with Public and Community Engagement at the Oxford University Clinical Research Unit Vietnam, part of the Wellcome Africa Asia Programme, and Project Coordinator for the CONNECT website hub.

Jaom's social work and community development background has encompassed work in a number of countries in the areas of refugee resettlement, asylum seeker representation, cross-cultural contexts, international development and poverty alleviation, organisational capacity building, educational and community engagement and capacity strengthening.

Jaom has worked in Vietnam for 14 years in community related roles focusing on health, education and equity. For four years she has worked within the OUCRU PCE team with an emphasis on enhancing the capacity of researchers and healthcare workers to engage with their communities.