

Co-funded by the Erasmus+ Programme of the European Union 	BeWell – Developing Resilience for Health Operators Matrix		
EQF Level	5	ESCO	<u>Occupational health (knowledge)</u> ¹ <u>Communicate in healthcare (skill)</u> ² <u>Use clinical reasoning (skill)</u> ³
Aggregated Units of Learning Outcomes	BeWell – NEOP 2		Developing Resilience for Health Operators

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Generic Title of the Training programme:	NEOP 2 – Developing Resilience for Health Operators		

¹ **Description:** The subfield of study of public health that focus on improving the wellbeing of individuals in the workplace for all the occupational profiles. It is concerned with health and safety in the workplace and prevention of hazards.

² **Description:** Communicate effectively with patients, families and other caregivers, health care professionals, and community partners.

³ **Description:** Reflect on care situations conceptually and theoretically, think critically and apply nursing models to real situations.

Description:		This Training programme develops the ability to build personal and professional resilience in health and care environments. Learners will gain skills in stress management, critical thinking, and effective communication, enabling them to navigate high-pressure situations, make informed decisions, and maintain quality patient care.	
EQF Level:		5	
Learning Outcomes			
NEOP 2– Developing Resilience for Health Operators	Training Module # in MOOC	Competence (Autonomy and responsibility)	
		Knowledge	Skills
2.1 Identifying and Reducing Work-Related Stress in Health and Care	Module 1	Is able to implement stress management techniques to maintain personal well-being and prevent burnout in demanding health and care environments.	
		Knows different sources of work-related stress and their effects on health and care professionals.	Identifies stress triggers and evaluates their impact on work performance.
			Develops personalised stress management strategies to maintain resilience.
		Understands practical approaches for managing stress and seeking organisational support.	Implements workplace strategies to reduce stress levels.
			Engages with support systems to promote mental well-being and performance.

2.2 Strengthening Communication and Collaboration in Health and Care Teams	Module 2	Is able to communicate clearly and empathetically with patients, colleagues, and other health operators to foster trust and improve collaboration.	
		Knows the key principles of effective communication in health and care settings, including barriers and best practices for patient-centred communication.	Applies active listening techniques to enhance patient and family engagement.
			Communicates clearly and empathetically with patients, colleagues, and other health operators.
		Understands the impact of communication strategies on patient outcomes and team dynamics.	Evaluates the effectiveness of communication strategies in health and care environments.
			Uses patient-centred communication techniques to improve engagement and satisfaction.
2.3 Applying Critical Thinking for Effective Decision-Making in Health and Care	Module 3	Is able to critically assess clinical situations, analyse data, and apply evidence-based decision-making strategies in health and care settings.	
		Knows the key principles of critical thinking in health and care and its role in improving patient care.	Identifies cognitive biases that may influence clinical decision-making.
			Uses structured approaches to prioritise patient care and risk assessment.

			Evaluates complex patient data to develop informed clinical decisions.
		Understands best practices for effective problem-solving in health and care settings.	Applies evidence-based methods to assess and resolve complex patient care challenges.
			Reflects on personal decision-making processes to enhance clinical judgment.