UN3272 1 of 2 28th February 2023	Electronic Staff Record Programme USER NOTICE	**NHS**
Title	National e-Learning Changes – February 2023	
Purpose	To advise users of changes to national available e-Learning and associated competence.	
Intended Audience	All Learning Administrators and e-Learning users	

SUBJECT

Updates to e-Learning courses are available in ESR.

DETAIL

Handling difficult situations - Caring for yourself and others with compassion

This is a course for frontline, patient-facing NHS colleagues. The training aims to upskill them in how to handle difficult situations with compassion, using appropriate communication techniques and active listening skills, whilst very much focusing on how to keep yourself well if you feel affected by a situation.

Course Name	Provider
000 Handling difficult situations - Caring for yourself & others with compassion	HEE e-Learning for Healthcare

End Dated Courses

HEE e-LfH are in the process of reviewing and retiring content which is no longer current.

The following e-Learning courses have been end dated with the following dates:

28th February

000 Essentials in Care

000 Supporting Self Care

20th March

000 Complaints Handling

30th March

000 ASQ-3 and the 2 Year Child Health and Development Review

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ACTION REQUIRED

None.

FURTHER INFORMATION

None.

NEXT UPDATE

No further update is required.