

Nursing & Midwifery CPD

High Value Conversations

- maximising safety and wellbeing at work

Mater Education's High Value Conversations (HVC) Foundations Program is an award-winning professional learning experience which strengthens participants capability to communicate effectively, maintain psychological safety, and navigate challenging interpersonal situations with confidence and clarity.

Originally developed for high-pressure healthcare environments at Mater Hospitals in 2018, HVC has been delivered widely in Hospital and Health Services across QLD and NSW, with more than 15,000 participants to date.

The HVC Program supports nurses and midwives delivering healthcare in an environment where relational dynamics, emotional demands, and communication quality significantly shape staff wellbeing and patient safety. It equips participants with practical, evidence-based tools to communicate respectfully, address unsafe or ineffective behaviours and manage difficult conversations early and constructively. Applying the HVC tools foster a culture of collaboration and trust embedded in psychological safety.

High psychological safety in hospitals empowers healthcare workers to voice concerns, errors, or suggestions without fear; enabling learning, collaboration, and innovation. Teams with high psychological safety display better communication, engagement and performance, while patients benefit from fewer medical errors and improved care quality and engagement in their own care (Kumar, 2023; Fukami, 2023).

HVC Program alignment with Nursing and Midwifery Board of Australia (NMBA) CPD criteria

The HVC Foundations Program meets the nursing and midwifery Continuing Professional Development (CPD) requirement of maintaining and/or improving professional knowledge, skills, and competence by addressing communication and relational capabilities that are fundamental to safe and collaborative practices.

Guided by structured learning outcomes, the program fosters opportunities for self-reflection on communication. This practical application of learning enables participants to document and claim relevant CPD hours in accordance with NMBA requirements.

The program can help nurses and midwives with their identified learning needs linked to NMBA standards through integrating '*With good Judgment*', an evidence-based communication methodology (Fey et al, 2022), and neuroscience-informed techniques. This directly fulfils CPD requirements for learning activities that enhance safe, efficient, effective, and quality healthcare delivery.

Please refer to the following tables (pages 2 & 3) for detailed mapping of how each Intended Learning Outcome (ILO) of the HVC Foundations Program aligns with the NMBA standards for nurses* and midwives**.

* Registered nurse standards for practice: <https://www.nursingmidwiferyboard.gov.au/Codes-Guidelines-Statements/Professional-standards/registered-nurse-standards-for-practice.aspx>

** Midwife standards for practice: <https://www.nursingmidwiferyboard.gov.au/codes-guidelines-statements/professional-standards/midwife-standards-for-practice.aspx>

Nurses' Standards Alignment to the HVC Foundation Program's ILOs

HVC Intended Learning Outcomes (ILOs)	Nursing standards	Nursing sub standards	Alignment, HVC supports:
ILO 1: Discuss the positive and negative impacts of conversations on employee wellbeing and team deliverables within a professional setting.	Standard 2 Engages in therapeutic and professional relationships Standard 3 Maintains the capability for practice	2.2 Communicates effectively, and is respectful of a person's dignity, culture, values, beliefs and rights	Understanding how conversations impact wellbeing and team functioning directly supports respectful and effective professional communication.
		3.1 considers and responds in a timely manner to the health and wellbeing of self and others in relation to the capability for practice	Reflecting on how conversations influence wellbeing and performance supports insight into factors affecting practice capability.
ILO 2: Identify the benefits of psychological safety and use evidence-based technique to create a psychologically safe environment to optimise both giving and receiving feedback and productive conversations.	Standard 1 Thinks critically and analyses nursing practice Standard 2 Engages in therapeutic and professional relationships Standard 6 Provides safe, appropriate and responsive quality nursing practice	1.1 Accesses, analyses and uses the best available evidence for safe, quality practice	Use of evidence-based techniques to support psychological safety aligns directly with evidence-based practice.
		2.2 Communicates effectively, and is respectful of a person's dignity, culture, values, beliefs and rights	Psychological safety underpins respectful communication and openness within professional relationships.
		2.5 Advocates on behalf of people in a manner that respects their autonomy and legal capacity	Psychologically safe environments enable individuals to speak up, ask questions, and participate in feedback in curious way.
		6.2 Provides effective timely direction and supervision to ensure that delegated practice is safe and correct	Psychological safety supports timely and effective communication to ensure safe work and quality improvement are achieved.
ILO 3: Compose feedback using the With Good Judgment Methodology and the Two Challenge Rule to enhance workplace culture and team productivity through respectful, helpful, and curious dialogue.	Standard 2 Engages in therapeutic and professional relationships Standard 5 Develop a plan for nursing practice	2.2 Communicates effectively, and is respectful of a person's dignity, culture, values, beliefs and rights	Structured feedback approaches support respectful and professional dialogue that maintains the dignity of colleagues and patients.
		5.2 collaboratively constructs nursing practice plans until contingencies, options, priorities, goals, actions, outcomes Thinand timeframes are agreed with the relevant persons	Giving and receiving feedback productively to challenge processes and escalate concerns strengthens collaboration and shared responsibility. The program's Two Challenge Rule aligns with expectations to raise and address safety concerns.
ILO 4: Apply and integrate brain-based approaches, tips and techniques before, during, and after feedback conversations to maximise productive outcomes.	Standard 1 Thinks critically and analyses nursing practice	1.1 Accesses, analyses and uses the best available evidence for safe, quality practice	Brain-based approaches constitute evidence-based strategies to enhance the effectiveness of communicating for safety.
		1.2 Develops practice through reflection on experiences, knowledge, actions, feelings and beliefs to identify how these shape practice	Applying brain-based strategies increases self awareness and supports emotional regulation and professional self-management before, during and after conversations; all directly contributing to enhancing reflective practice.

Midwives' Standards Alignment to the HVC Foundation Program's ILOs

HVC Intended Learning Outcomes (ILOs)	NMBA midwifery standard	Midwifery sub standards	Alignment, HVC supports:
ILO 1: Discuss the positive and negative impacts of conversations on employee wellbeing and team deliverables within a professional setting.	Standard 2 Engages in professional relationships and respectful partnerships Standard 3 Demonstrates the capability and accountability for midwifery practice	2.3 Practises ethically, with respect for dignity, privacy, confidentiality, equity and justice	These criteria require midwives to engage in respectful, ethical and collaborative professional relationships, which directly relates to understanding how conversations can positively or negatively impact both employee and patient wellbeing and determine team functioning.
		2.7 Develops, maintains and concludes professional relationships with appropriate professional boundaries	
		2.8 Participates in and/or leads collaborative practice	Reflecting on conversational impacts supports awareness of psychosocial factors affecting self and team wellbeing.
		3.8 Considers and responds in a timely manner to the health and wellbeing of self and others in relation to the capability for practice	
ILO 2: Identify the benefits of psychological safety and use evidence-based technique to create a psychologically safe environment to optimise both giving and receiving feedback and productive conversations.	Standard 1 Promotes health and wellbeing through evidence-based midwifery practice Standard 3 Demonstrates the capability and accountability for midwifery practice	1.2 Accesses, analyses and uses the best available evidence for safe, quality midwifery practice	Use of evidence-based approaches to psychological safety (PS) aligns with evidence-based practice expectations. PS encourages learning and participation which is crucial to the success of program implementation.
		1.6 Supports the development, implementation and evaluation of evidence-based health initiatives and programs	
		3.4 Contributes to a culture that supports learning, teaching, knowledge transfer and critical reflection	Psychologically safe environments are essential for learning and reflective practice.
ILO 3: Compose feedback using the With Good Judgment Methodology and the Two Challenge Rule to enhance workplace culture and team productivity through respectful, helpful, and curious dialogue.	Standard 2 Engages in professional relationships and respectful partnerships Standard 3 Demonstrates the capability and accountability for midwifery practice Standard 6 Provides safety and quality in midwifery practice	2.3 Practises ethically with respect for dignity and justice	Structured, respectful feedback supports ethical communication and effective collaboration.
		2.8 Participates in and/or leads collaborative practice	
		3.7 Recognises and responds appropriately where safe and quality practice may be compromised	The HVC Two Challenge Rule aligns with expectations to speak up and respond to risks to safety and quality.
		6.4 Provides and accepts effective and timely direction, allocation, delegation, teaching and supervision	The importance of giving and receiving feedback taught in HVC is explicitly linked to this criterion.
ILO 4: Apply and integrate brain-based approaches, tips and techniques before, during, and after feedback conversations to maximise productive outcomes.	Standard 1 Promotes health and wellbeing through evidence-based midwifery practice Standard 3 Demonstrates the capability and accountability for midwifery practice	1.4 Undertakes ongoing reflection acknowledging how personal culture and responses impact practice	Applying evidence-based brain-based strategies increase self awareness, support emotional regulation and professional self-management before, during and after conversations; all directly contribute to enhancing reflective practice and responding to health and wellbeing of self and others.
		3.4 Contributes to a culture that supports learning and critical reflection	
		3.8 considers and responds in a timely manner to the in relation to the capability for practice.	

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HVC enables more effective teams by developing nurses and midwives' capabilities to:

- Communicate concerns early, respectfully, and confidently.
- Give and receive feedback using structured, research informed models.
- Strengthen trust intra-professionally and inter-professionally.
- Maintain calm, constructive dialogue in high stakes situations.
- Create environments where staff feel heard, valued, and respected.

HVC provides staff across the organisation with:

- A shared language for difficult conversations and improved communication with staff and patients.
- Tools to reduce interpersonal conflict and cultivate stronger collegial trust and collaboration.
- Opportunities to increase staff wellbeing and therefore improved workflow across the organisation.

Program delivery options:

Program	Participants	Location	Cost
HVC Foundations Face-to-face, 3.5-hour workshop	Up to 16	Workshops can be hosted at Mater Education, South Brisbane or your preferred training venue	Individuals: \$290 (Incl. GST) per person Organisation: \$1,950 (Excl. GST) per group workshop (up to 16 staff members)
HVC e-learning Self-paced micro learning modules	Purchased individually or in bulk		

Mater Education's HVC Program empowers staff members to have open conversations with colleagues and question unsafe or unprofessional behaviour – regardless of their status. [Register now!](#)

References

Fey, M.K., Roussin, C.J., Rudolph, J.W. et al. Teaching, coaching, or debriefing With Good Judgment: a roadmap for implementing "With Good Judgment" across the SimZones. Adv Simul 7, 39 (2022). <https://doi.org/10.1186/s41077-022-00235-y>

Fukami, T. (2023). Patient engagement with psychological safety. Dialogues in Health, 3, 100153. <https://doi.org/10.1016/j.dialog.2023.100153>

Kumar, S. (2023). Psychological safety: What it is, why teams need it, and how to make it flourish. Chest, 165(4), 942–949. <https://doi.org/10.1016/j.chest.2023.11.016>