

EAPandME

Employee Assistance Programme

Call **0818 327 327** to speak
to someone who can help.
www.hse.ie/EAPandME

EAP is a free confidential counselling
service that offers support to staff
following a critical incident.



NATIONAL OPEN DISCLOSURE PROGRAMME



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MANAGING OPEN DISCLOSURE

using **A.S.S.I.S.T** Model of
Communication (MPS Model)

A

ACKNOWLEDGE

What happened and the impact

S

SORRY

Provide a meaningful apology/
expression of regret

S

STORY

Listen to their story without
interruption

I

INQUIRE

Encourage questions and answer
honestly and factually

S

SOLUTIONS

Discuss and agree next steps

T

TRAVEL

Maintain communication and follow
up on actions agreed



OpenDisclosure.Office@hse.ie



www.hse.ie/opendisclosure