

A **Quality Conversation** is a person-centred approach to an interaction. So far more than 300 staff have attended the Quality Conversation programme and report over a 50% uplift in their skill level managing interactions and improved ability to support individuals.



*We are delighted to let you know that we have now transformed the Quality Conversations Programme into an interactive online format, to be delivered over **two half days** (one month apart). Groups are small with just 12 people per session.*

**Session One:** focuses on the Quality Conversations approach and the core skills this involves. There'll be time and space to practice your new skills in virtual break out rooms.

**Session Two:** will then focus on developing your Quality Conversation skills further, with more practical exercises, and expert tips and advice tailored to your needs.

It is quite straightforward to join, all you need is access to a computer in a quiet room with internet access. Feedback about the virtual approach has been really positive with staff saying it was a great way of learning in an intimate setting.

See below for dates and email to apply for a place. (You are signing up for **both** sessions)

**Apply for a place by emailing:** [alison.merriman@nhs.net](mailto:alison.merriman@nhs.net)

| Date     | Module   | Start time | End time | Date     | Module   | Start time | End time           |
|----------|----------|------------|----------|----------|----------|------------|--------------------|
| 16/07/20 | Module 1 | 9.30       | 12.30    | 13/08/20 | Module 2 | 9.30       | 12.30 Fully booked |
| 16/07/20 | Module 1 | 13.30      | 16.30    | 13/08/20 | Module 2 | 13.30      | 16.30 Fully booked |
| 22/07/20 | Module 1 | 9.30       | 12.30    | 19/08/20 | Module 2 | 9.30       | 12.30              |
| 22/07/20 | Module 1 | 13.30      | 16.30    | 19/08/20 | Module 2 | 13.30      | 16.30              |
| 29/07/20 | Module 1 | 9.30       | 12.30    | 27/08/20 | Module 2 | 9.30       | 12.30              |
| 29/07/20 | Module 1 | 13.30      | 16.30    | 27/08/20 | Module 2 | 13.30      | 16.30              |
| 06/08/20 | Module 1 | 9.30       | 12.30    | 03/09/20 | Module 2 | 9.30       | 12.30              |
| 06/08/20 | Module 1 | 13.30      | 16.30    | 03/09/20 | Module 2 | 13.30      | 16.30              |
| 11/08/20 | Module 1 | 9.30       | 12.30    | 08/09/20 | Module 2 | 9.30       | 12.30              |
| 11/08/20 | Module 1 | 13.30      | 16.30    | 08/09/20 | Module 2 | 13.30      | 16.30              |
| 17/08/20 | Module 1 | 9.30       | 12.30    | 15/09/20 | Module 2 | 9.30       | 12.30              |
| 17/08/20 | Module 1 | 13.30      | 16.30    | 15/09/20 | Module 2 | 13.30      | 16.30              |
| 25/08/20 | Module 1 | 9.30       | 12.30    | 23/09/20 | Module 2 | 9.30       | 12.30              |
| 25/08/20 | Module 1 | 13.30      | 16.30    | 23/09/20 | Module 2 | 13.30      | 16.30              |
| 02/09/20 | Module 1 | 9.30       | 12.30    | 30/09/20 | Module 2 | 9.30       | 12.30              |
| 02/09/20 | Module 1 | 13.30      | 16.30    | 30/09/20 | Module 2 | 13.30      | 16.30              |

#### Feedback from earlier programmes:

Open questions have made them (service users) more engaged...

The service user is getting an improved service through being listened to...

Made me put much more thought into conversations with patients and staff..."

Openness, questioning, listening and feedback are key. Learning how to communicate to get someone to take ownership

Able to frame things in a structured way when having conversations. Given tools to use in work with staff and patients.

Expectations are being managed better... they learn to self-care.