**Would you like to know how to have conversations that lead to *real* change?**

**Quality Conversations training may be just for you...**

**Joined Up Care Derbyshire** is supporting this exciting training programme which is **free** and available to **all staff across Derbyshire** working in acute care, primary care, community services, social care and voluntary services.

**Don’t miss out. Reserve your place by email:** [alison.merriman@nhs.net](mailto:alison.merriman@nhs.net)

**What are Quality Conversations?**

A **Quality Conversation** is a well-established, person-centred approach to an interaction taking into account the goals for both sides, including an understanding of factors underpinning and contributing to a person’s health and wellbeing. The time we spend with our patients, clients, and colleagues is an important resource for improving our team working, clinical outcomes and health and wellbeing outcomes.

**How will the training help me?**

The **Quality Conversations Programme** aims to support you to get the most from that time by providing you with a set of tools and resources for use in day to day practice. It’s a powerful developmental experience for the practitioner to work differently with individuals using skills learned in the programme. The programme focuses on interactions with patients/relatives/service users/clients but the principles are relevant to all our conversations such as colleagues, family and friends as well.

**What’s the training like?**

The **interactive online training**, is delivered over **two half days** (one month apart). Groups are small with just 12 people per session.

* **Session One**: focuses on the social determinants of health, listening skills, Quality Conversations approach and the core skills this involves.
* **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.

There’ll be time and space to practice your new skills in virtual break out rooms. Participants also receive a workbook with more in-depth information to support learning beyond the sessions.

**“Very pleased with the way the session was organised especially with it being virtual.”**

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

**“Made me put much more thought into conversations with patients and staff…”**

**What have others said?**

“The service user is getting an improved service through being listened to…”

**“Open questions have made them (service users) more engaged…”**

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

**Joining requirements and dates**

It’s straightforward to join, all you need is access to a computer with a web-cam and microphone 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. (Remember, you are signing up for **both** sessions).

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

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| --- | --- | --- | --- | --- | --- | --- | --- |
| Date | Module | Start time | End time | Date | Module | Start time | End time |
| 09/09/2020 | **1** | **09:30** | **12.30** | **07/10/2020** | **2** | **09:30** | **12.30**  **New Dates available** |
| 09/09/2020 | **1** | **13.30** | **16.30** | **07/10/2020** | **2** | **13.30** | **16.30**  **New dates available** |
| 10/09/2020 | 1 | 09:30 | 12.30 | 08/10/2020 | 2 | 09:30 | 12.30  **New dates available** |
| 10/09/2020 | 1 | 13.30 | 16.30 | 08/10/2020 | 2 | 13.30 | 16.30  **New dates available** |
| 17/09/2020 | **1** | **09:30** | **12.30** | **17/09/2020** | **2** | **9.30** | **12.30**  **New dates available** |
| 17/09/2020 | **1** | **13.30** | **16.30** | **17/09/2020** | **2** | **13.30** | **16.30**  **New dates available** |
| 18/09/2020 | 1 | 09:30 | 12.30 | 18/09/2020 | 2 | 9.30 | 12.30  **New dates available** |
| 18/09/2020 | 1 | 13.30 | 16.30 | 18/09/2020 | 2 | 13.30 | 16.30  **New dates available** |
| 21/09/2020 | **1** | **9.30** | **12.30** | **19/10/2020** | **2** | **9.30** | **12.30** |
| 21/09/2020 | **1** | **13.30** | **16.30** | **19/10/2020** | **2** | **13.30** | **16.30** |
| 24/09/2020 | 1 | 9.30 | 12.30 | 22/10/2020 | 2 | 9.30 | 12.30 |
| 24/09/2020 | 1 | 13.30 | 16.30 | 22/10/2020 | 2 | 13.30 | 16.30 |
| 01/10/2020 | **1** | **9.30** | **12.30** | **29/10/2020** | **2** | **9.30** | **12.30** |
| 01/10/2020 | **1** | **13.30** | **16.30** | **29/10/2020** | **2** | **13.30** | **16.30** |
| 02/10/2020 | 1 | 9.30 | 12.30 | 30/10/2020 | 2 | 9.30 | 12.30 |
| 02/10/2020 | 1 | 13.30 | 16.30 | 30/10/2020 | 2 | 13.30 | 16.30 |
| 05/10/2020 | **1** | **9.30** | **12.30** | **02/11/2020** | **2** | **9.30** | **12.30** |
| 05/10/2020 | **1** | **13.30** | **16.30** | **02/11/2020** | **2** | **13.30** | **16.30** |
| 09/10/2020 | 1 | 9.30 | 12.30 | 06/11/2020 | 2 | 9.30 | 12.30 |
| 09/10/2020 | 1 | 13.30 | 16.30 | 06/11/2020 | 2 | 13.30 | 16.30 |
| 13/10/2020 | **1** | **9.30** | **12.30** | **10/11/2020** | **2** | **9.30** | **12.30** |
| 13/10/2020 | **1** | **13.30** | **16.30** | **10/11/2020** | **2** | **13.30** | **16.30** |
| 14/10/2020 | 1 | 9.30 | 12.30 | 11/11/2020 | 2 | 9.30 | 12.30 |
| 14/10/2020 | 1 | 13.30 | 16.30 | 11/11/2020 | 2 | 13.30 | 16.30 |