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

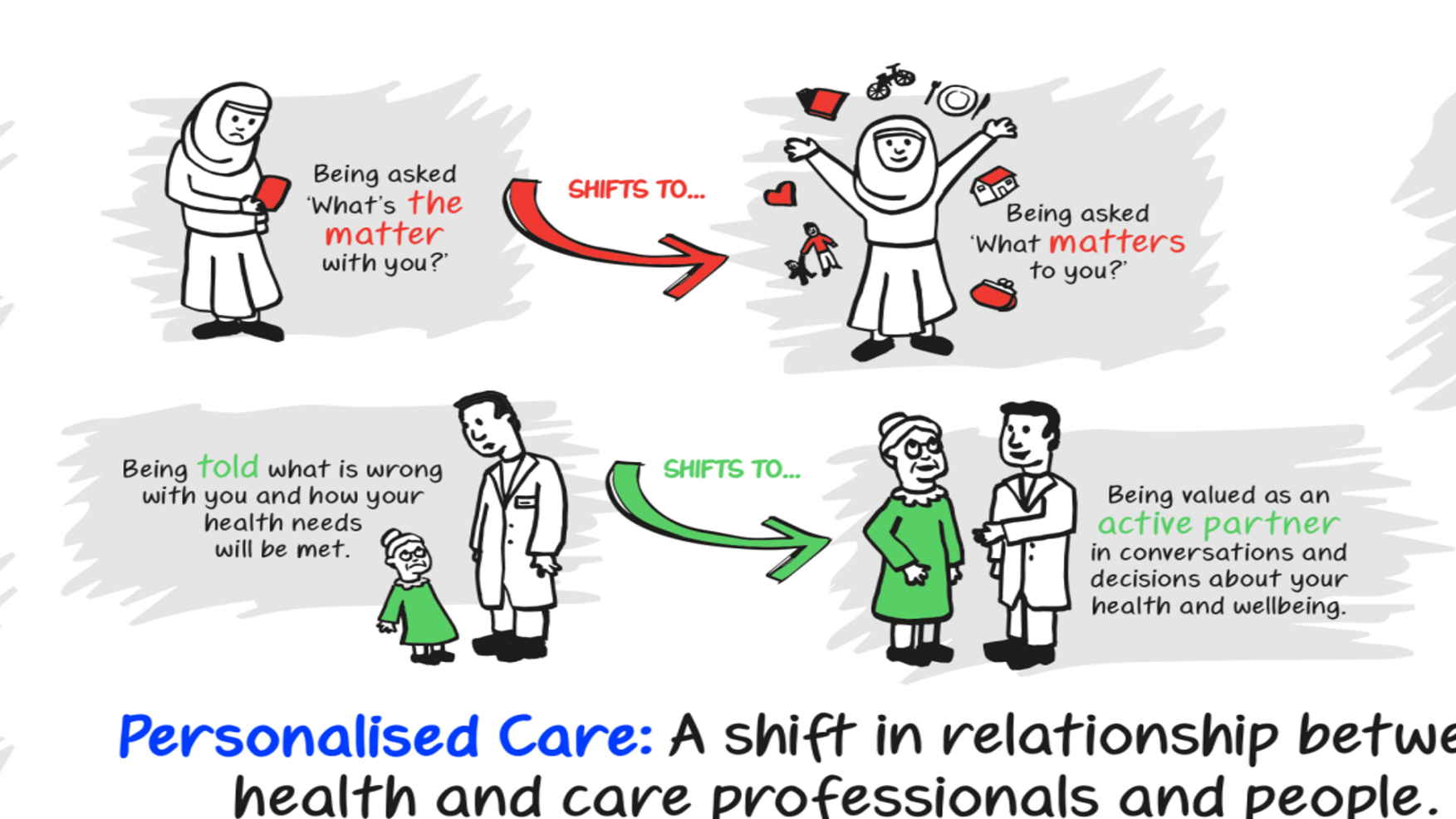
Timeline

Description automatically generated with medium confidence

**Essential Foundations in Quality Conversations training**

**may be just for you...**

**Joined Up Care Derbyshire** is supporting this exciting programme which is **FREE** and available to **ALL STAFF ACROSS DERBYSHIRE** in acute care, primary care, community services, social care and voluntary services.

A Quality Conversation is an innovative approach to improving communication skills. You will develop better listening skills, improve your use of open questions and learn an approach to help you set goals with your clients. You’ll learn how to go from giving advice, to supporting someone to generate their own solutions, often leading to far better outcomes. This programme is available for all staff but please note clinical scenarios are used to practise techniques.

**What’s the training like?**

The interactive online training is delivered over two half days (up to one month apart) you need access to a computer with a web-cam and microphone. Groups are small and there will be time and space to practice your new skills in virtual break out rooms. Participants also receive a supportive resource manual with more in-depth information to support learning beyond the sessions.

**Session One:** focuses on the social determinants of health, listening skills, communications skills and health coaching approaches.

**Session Two:** reviews and develops these skills further, with a focus on listening blocks, assumptions and bias, with more practical exercises, expert tips and advice tailored to your needs.

**What do I need to join the training?**

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).

**Dates available:**

|  |  |  |  |  |  |
| --- | --- | --- | --- | --- | --- |
| **Day** | **Module 1 date** | **Module 2 date** | **Start** | **Finish** | **Cohort** |
| Thursday | 30/03/2023 | 27/04/2023 | 09:15 | 12:45 | 186 |
| |  | | --- | |  | | | | | | |
| Tuesday | 04/04/2023 | 02/05/2023 | 09:15 | 12:45 | 187 |
| |  | | --- | |  | | | | | | |
| Wednesday | 12/04/2023 | 10/05/2023 | 13:15 | 16:45 | 188 |
| |  | | --- | |  | | | | | | |
| Monday | 17/04/2023 | 15/05/2023 | 13:15 | 16:45 | 189 |
| |  | | --- | |  | | | | | | |
| Tuesday | 25/04/2023 | 23/05/2023 | 09:15 | 12:45 | 190 |
| |  |  | | --- | --- | |  |  | | | | | | |

For more information or to book your place, please email [dchst.qualityconversations@nhs.net](mailto:dchst.qualityconversations@nhs.net)



Timeline

Description automatically generated with medium confidence