**We are back!** 

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

**Quality Conversation training will give you the skills**

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

We have listened to feedback and redesigned the training around what is important to you. In the **Core Quality Conversations Skills** training you will learn enhanced communication skills to improve your listening skill, know how to respond effectively and enhance engagement.

**\*New\* Core Training**

This is a single 3-hour session which will focus on the social determinants of health, listening skills, communications skills, and health coaching approaches. You will gain expert tips and advice tailored to your needs and be able to practice the techniques in small friendly groups.

These techniques and skills are a foundation to build on, with our new and exciting ‘Spotlight’ sessions.

**\*New\* Spotlight Sessions**

These are 90-minute session around specific areas to allow you to tailor your training to meet your individual needs. These sessions include supporting self-management, Quality Conversations for Leaders – and many more exciting offers to be added!

**What’s the training like?**

The training is virtual and delivered over MS Teams. You will need access to a computer with a camera 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.

**How do you book?**

Check the dates and times for the training you want to attend (see below). Click on the booking link next to it to book you place. You will be sent confirmation of your booking via Eventbrite and a calendar invite will be sent within 5 working days.

**Core Quality Conversations training dates**

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Day** | **Date** | **Start** | **Finish** | **Booking link** |
| **September 2023** |
| Wednesday  | 13/09/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685696786547?aff=oddtdtcreator) |
| Thursday  | 14/09/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-684856071947) |
| Tuesday | 19/09/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685496898677?aff=oddtdtcreator) |
| **October 2023** |
| Wednesday | 04/10/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685506788257?aff=oddtdtcreator) |
| Monday | 09/10/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685509757137) |
| Tuesday | 17/10/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685516015857?aff=oddtdtcreator) |
| **November 2023** |
| Tuesday | 07/11/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685541381727?aff=oddtdtcreator) |
| Wednesday | 15/11/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685567670357?aff=oddtdtcreator) |
| Monday  | 20/11/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685572464697?aff=oddtdtcreator) |
| **December 2023** |
| Monday | 04/12/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685580950077?aff=oddtdtcreator) |
| Tuesday | 12/12/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685582233917?aff=oddtdtcreator) |

**(Please see next page for Spotlight session dates)**

**Spotlight Session – Quality Conversations for Leaders training dates**

* Learn how to support your team using Quality Conversations techniques, coaching models and psychological and behavioural science.
* How to support the workforce more effectively and compassionately.
* How to improve engagement, well-being and compassion at work

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Day** | **Date** | **Start** | **Finish** | **Booking link** |
| **September 2023** |
| Wednesday **Pilot** | 27/09/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-pilot-tickets-685622955717?aff=oddtdtcreator) |
| **November 2023** |
| Tuesday | 21/11/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-tickets-685639886357?aff=oddtdtcreator) |
| **December 2023** |
| Thursday  | 07/12/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-tickets-685646155107?aff=oddtdtcreator) |

\* Pilot open for all to book, but additional evaluation will be required, this is a pilot session \*

**Spotlight session – Supporting Self-Management training dates**

* Understand what self-management is.
* Try out ways to introduce self-management
* Understand how to support people to manage their own care

|  |  |  |  |  |
| --- | --- | --- | --- | --- |
| **Day** | **Date** | **Start** | **Finish** | **Booking link** |
| **October 2023** |
| Monday **Pilot** | 23/10/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-supporting-self-management-pilot-tickets-685666124837?aff=oddtdtcreator) |
| **November 2023** |
| Tuesday | 28/11/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/quality-conversations-for-supporting-self-management-tickets-685678451707?aff=oddtdtcreator) |
| **December 2023** |
| Wednesday | 13/12/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/quality-conversations-for-supporting-self-management-tickets-685679805757?aff=oddtdtcreator) |

\* Pilot open for all to book, but additional evaluation will be required, this is a pilot session \*