

# Engaging in Collaborative Conversations

This **2-day workshop** has been developed to help health, education and social care practitioners to gain the trust of service users and their families/carers. It enables them to gain an accurate and shared understanding of people's lives, life plans, beliefs and constructs and create person-centred formulations about interventions that are most likely to help. It is designed to stand alone or as **Module I** of a four-day package. It is a pre-requisite for **Module II**: "Understanding Personal Outcomes: Co-producing goals and care plans"

**It is suitable for practitioners from all professional groups working in Health, Education, Social care and related agencies.**

## **LEARNING OUTCOMES: Participants be able to:**

- Elicit and understand the life plan, hope, dreams and aspirations of the people who are asking them for help and/or their family/carers
- Balance the ability to empathise with and respect the person's aspirations/expertise, with the need to remain objective about the limits of their own scope of practice, expertise and resources
- Use their understanding of the person's story to assess risk and resilience and the impact that any difficulties are having on well-being
- Identify their duty by predicting the degree to which they can reduce impact or the risk of impact on the person's well-being
- Co-create a formulation about what will help the person and family/carers
- Relate evaluation of effectiveness to the person's well-being rather than their problem
- Reflect effectively on the effectiveness of their collaborative skills

**WORKSHOP OUTLINE:** This workshop includes taught elements and group work **and requires participants to discuss their own case examples in small groups.** Broad areas covered include:

- The nature of empathy
- Advanced communication and negotiation skills
- Identifying and adjusting to different communication styles
- Managing personal boundaries
- Managing difficult feelings whilst communicating effectively

**FACILITIES:** These should be provided by the service/organisation commissioning the package and, for each workshop, should include:

- a large room (big enough for break-out groups)
- a data/powerpoint projector, screen and flipchart
- refreshments as appropriate
- photocopying of handouts

**COSTS:** (*Fee covers 2 day's tuition*)

**For up to 30 participants (optimum)**

£2,900+ £580 VAT = **£3,480** plus travel/accommodation expenses at cost plus VAT

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