**Patients and their families should be at the heart of adverse event reviews within health care. Active involvement of patients and families enhances learning. Learning from adverse events requires openness, honesty, and transparency about what has gone wrong and how this can be addressed.**

**Training Aims**

Compassionate communication helps people remain empathetic with each other, even in situations fraught with anger or frustration. It **teaches people techniques to manage difficult conversations, to speak to others without blaming and to hear personal criticisms** without withdrawing or becoming defensive. This is important when learning from adverse events.

This training will:

* enable participants to identify strategies and techniques to facilitate more effective person-centred communication with patients and families during an adverse event review or following a complaint or whistleblowing concern
* support participants to explore compassionate communication skills and emotional intelligence and how they can be used to manage difficult conversations

**By the end of this course participants will be able to:**

* engage with evidence on why involving patients and families in adverse event reviews is important to learning and organisational culture
* begin to develop personal practice around patient family engagement, taking account of what matters to the patients and families you work with
* discuss the wider systemic issues that prevent and enable patient and family involvement in reviews
* practice simple techniques to overcome that ‘rabbit in the headlight’ feeling that often occurs during difficult conversations
* reflect on your own communication skills, and emotional intelligence to model patient and family focused communication

**Who is the training for?**

* Governance leads, adverse event reviewers, clinical staff
* People working in health and social care involved in adverse event reviews or complaints
* Learners who are thinking about working in clinical governance, quality or adverse event reviews

**What does the training involve?**

Three online half day sessions covering a mix of interactional skills, theory and practical strategies for inspiring effective communication. One peer support discussion to share learning and reflections. Training includes interactive case studies and tips and scripts to help and support the management of difficult conversations. Participants will be encouraged to keep a reflective log documenting their learning. Participants will be expected to enact and practice skills within their workplace and prepare a short reflective essay on how they have embedded skills learnt.

By applying you are committing to the following to complete the programme:

|  |  |  |  |
| --- | --- | --- | --- |
| 3 x 3hr virtual sessions | 4th May 2022  9.30-12.30 | 18th May 2022  9.30-12.30 | 1st June 2022  9.30-12.30 |
| 1 x 1.5hr virtual peer support group | 25th May 2022 9.30-11.00 | | |
| Submission of reflective essay (approx. 800-1000 words) | 15th June 2022 | | |
| Participate in approx. 10 hours of guided self-learning | | | |
| Undertake work-based activities to develop skills and personal practice around patient family engagement, compassionate communication and emotional intelligence | | | |
| Contribute to the training evaluation and course feedback | | | |

Total time commitment: 20.5 hours (10.5 hours online training including peer support, 10 hours guided self-learning including time to complete the reflective essay).

For more information please contact [nes.personcentredcare@nhs.scot](mailto:nes.personcentredcare@nhs.scot)