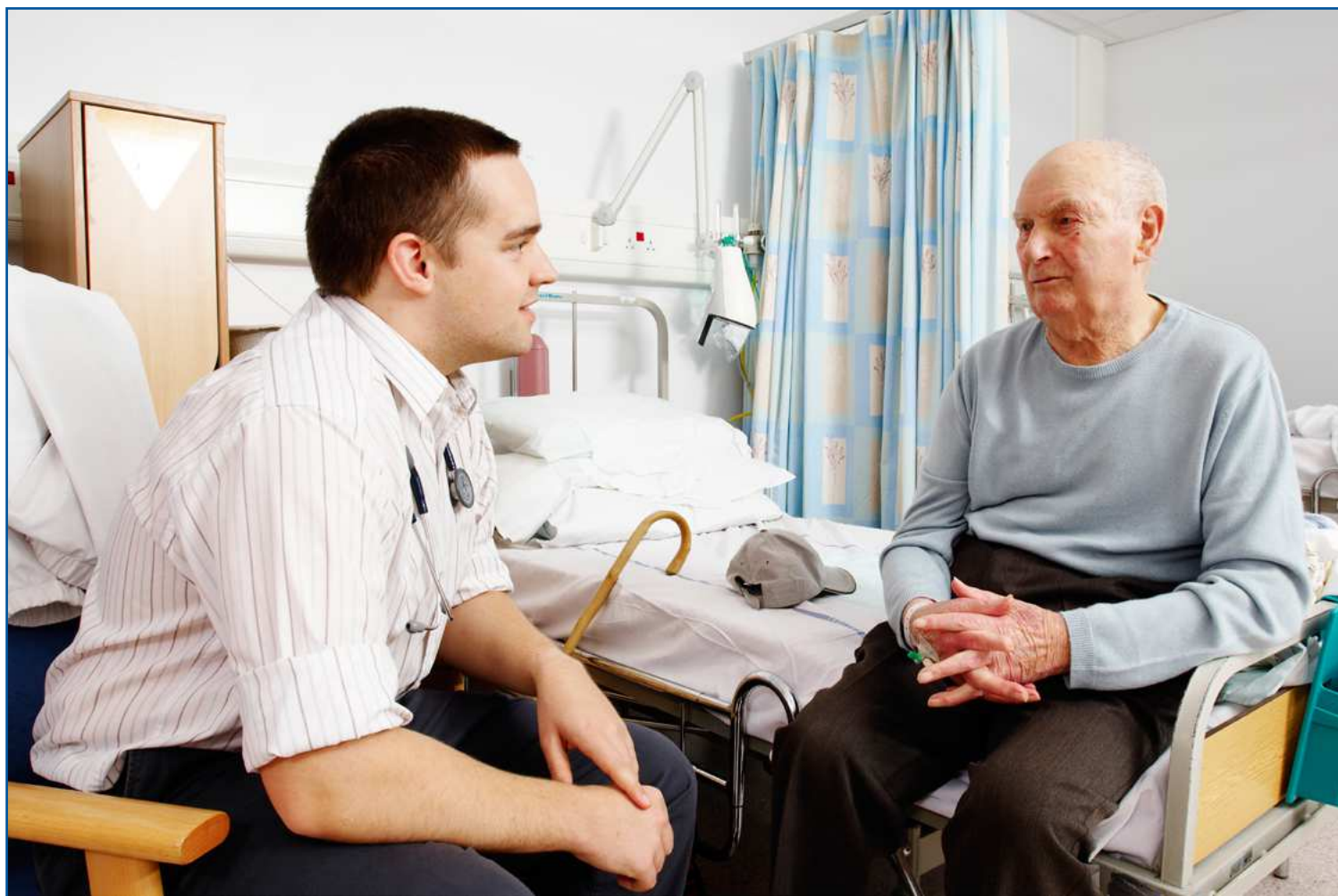




The Christie
School of Oncology

Maguire Communication Skills Unit

Maguire Communication Skills Training Unit Course Prospectus 2014



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Background

The Maguire Communication Skills Training Unit is an internationally recognised unit dedicated to improving patient experience by developing and teaching communication skills. The unit was established in August 2005 by the Cancer Research UK funded Psychological Medicine Group, led by Professor Peter Maguire which was at the forefront of communication skills research and training for over 2 decades.

The Training & The Team

The team's professional background is a mix of nursing, social work and psychology with over 20 years experience and research into optimal methods of training cancer professionals of all levels. The trainers also have a wealth of experience in working with cancer and palliative care patients in clinical, psychological and research roles. The unit maintains a very close link with the psycho-oncology service at the Christie Hospital. All trainers have undergone extensive specialist training in teaching communication skills and are approved trainers for the CONNECTED programme. All trainers offer interpersonal clinical supervision.

CONNECTED (Advanced Communication Skills Training)

The Maguire Unit was one of three selected by the Department of Health in England to create and test a sustainable model of training for senior cancer professionals throughout the country.

This programme involved the senior training team in

- Collaborating to develop and test a model of training to teach to senior clinicians, educators and faculties across the UK
- Teaching and supporting others to deliver the training throughout the country
- Developing a competency framework for assessing facilitators, and quality assurance measures for ongoing assessment and validation
- Developing a system of long term integration into cancer service quality measures, workforce planning and workforce commissioning

The team deliver the CONNECTED programme on behalf of the Cheshire & Greater Manchester Cancer Network and support other networks nationally in developing their facilitators.

Commissioning Training

Improving patient experience is at the heart of our training; all courses are designed to support delivery of quality measures in cancer and all other health care areas and centre on helping professionals empower patients by identifying needs and tailoring information in clinical encounters. The courses enable Trusts and staff to provide evidence for Peer Review, CQC Quality Standards and Patient Experience Survey.

This prospectus provides a programme of workshops throughout the year. Individual places can be booked on the courses described in this prospectus. Our communication skills training programmes are relevant to all areas of healthcare and can be delivered at Foundation, Intermediate or Advanced level.

Organisations may wish to commission bespoke training events delivered on or off site. Below are a number of communication skills training programmes available.



- Customer care skills
- Foundation level skills
- Patient centred communication skills training
- Intermediate level skills
- Advanced level skills
- Masterclass in Giving Significant Information & Bad News SPIKES 'Plus'
- Handling difficult emotions
- Initiating Advanced Care Planning (ACP) conversations
- Train the Trainers for staff wishing to teach others using experiential methods
- Managing difficult or conflict situations in the workplace
- Training for volunteers & charities

To discuss your bespoke training needs please contact Denise Pyke on 0161 446 3683 or via email denise.pyke@christie.nhs.uk

Other Training Involvements

Development of training materials (e.g. workbooks & DVDs to support learning) commissioned by organisations such as the National End of Life Care Programme, Rosetta Life, Macmillan & HIV Nurses.



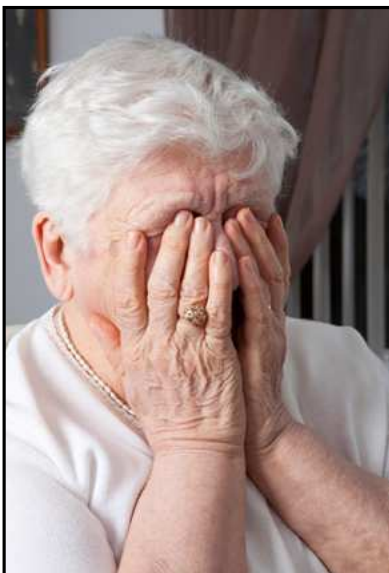
A Masterclass in Giving Significant Information & Bad News

SPIKES 'Plus'

But I don't give bad news do I?

I'm really sorry but...

- We haven't been able to get the care package together in time to get you home today...
- We're worried about your symptoms...
- I need to refer you for more tests...



Build on your existing knowledge & skills in delivering significant information by integrating a cue-based interviewing approach with the SPIKES model

- Accurately assess and gauge information needs prior to delivering significant information
- Handle patient cues and how they are relevant when delivering significant information
- Tailor significant and complex information to individual needs
- Handle patients' emotions more effectively

Suitable For: This course will be relevant to any health or social care professional involved in giving significant information or delivering bad news

Course Fee: £99

Dates: 28 April 2014, 1 July 2014, 27 October 2014 (all dates run from 4-8pm)

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683



Foundation Level Communication Skills: Care & Compassion, Dignity & Respect

A response to the Francis, Cavendish & Keogh Reports (2013)

Course Description

Using the latest evidence, interactive discussion & DVD material, this workshop aims to enable staff to communicate in a way which ensures that patients feel their perspective has been heard, and that they & their relatives/carers have been treated with care, compassion, dignity and respect.

Links to: NICE guidance level 1 Psychological Support (for all health & social care staff) & KSF Core Dimension 1: Communication level 1&2



Outcomes

- Explore the relationship between good communication skills and compassionate care
- Recognise the attitudes and behaviours that enable patients to feel heard & respected
- Identify & discuss the skills which enable sensitive communication

Content

- Patient experiences – why communication matters
- Recognising barriers to communication
- Key communication skills for:
 - Handling patient cues
 - Listening & responding to patients concerns, needs & preferences
 - Handling patients' emotions sensitively & responding to difficult emotions
 - Tailoring information based on individual needs

Suitable For: All patient facing health & social care staff who have contact with patients

Course Fee: £159

Dates: 17 December 2013, 21 January 2014, 4 March 2014, 20 May 2014, 5 August 2014, 28 October 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683



Managing difficult or conflict situations in the workplace

Do you need to manage difficult or conflict situations in your work environment with colleagues/staff?

- Challenge inappropriate behaviour
- Manage your manager
- Manage staff who are not working effectively



Content

- Skills & Strategies to effectively manage difficult or conflict situations
- Interactive group work

Learn how to

- Manage conflict in a professional and supportive manner
- Work with resistance to change, defensive behaviours and strong emotions
- Assert your views and be heard
- Enable & enhance effective team working



Suitable For: All professional groups

Course Fee: £159

Dates: 24 June 2014, 30 September 2014, 9 December 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683



Advance Care Planning (ACP) Conversations

Aim

To enhance confidence in skills in initiating and managing advance care planning conversations in order to help patients live and die according to their wishes



Content

- Ideas & strategies for initiating ACP & End of Life conversations
- Initiating discussions on the Liverpool Care Pathway (and Integrated Care Pathway)
- Eliciting Preferred Priorities of Care (P.P.C)
- Initiating conversations concerning resuscitation (D.N.A.R)

The course will cover the following skills set

- Broaching ACP or difficult topics
- Handling difficult questions
- Eliciting patients wishes and needs
- Handling emotions

Suitable For: Any health or social care professional involved in ACP or EoL

Course Fee: £159

Dates: 13 May 2014, 8 July 2014, 14 October 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683



Enhanced Communication Skills (Intermediate Level)



Course Aims

Enhance skills for communicating effectively with patients and their families in difficult situations using an evidence based approach

Objective

- Recognise & practice key facilitative communication skills in a safe environment
- Explore the role & importance of patient cues and concerns
- Experiential and learner-centred to meet individual learning needs e.g:
 - End of life conversations
 - Handling distress, difficult questions and difficult colleagues



Suitable For: Nurses (up to band 6) and equivalent, Junior doctors, all health and social care professionals (course maps to NHS KSF level 3)

Course Fee: £479

Dates: 6-7 March 2014, 5-6 June 2014, 9-10 October 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683



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Advanced Communication Skills Training

An evidence-based course, with expert trainers approved by the National Cancer Action Team

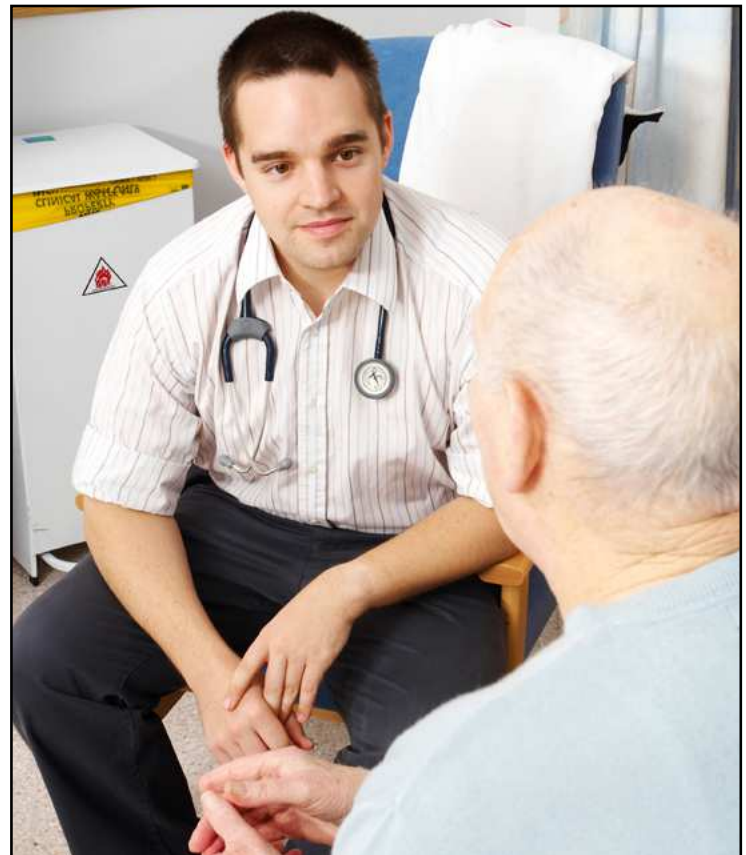
Course Content

- Participant-led agenda
- Review evidence on effective communication skills
- Practice communication strategies in a safe & supportive environment

Objectives

Develop advanced communication skills for dealing with complex and challenging communication situations e.g

- Do not attempt resuscitation (D.N.A.R)
- Advanced care planning
- Breaking bad news
- Handling anger & distress
- Confronting colleagues



Suitable For: Senior Doctors, Nurses and Health & Social Care Professionals (Band 7 & above)

Course Fee: 3-day: £649 2-day: £579

Dates: 3-day: 5-7 February 2014, 7-9 May 2014, 16-18 July 2014,
2-4 September 2014, 12-14 November 2014
2-day: 16-17 January 2014, 16-17 April 2014, 19-20 June 2014,
18-19 September 2014, 20-21 November 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683

Accreditation: The course maps to NHS KSF level 4 and attracts 18 CME points for the 3-day course. 2-day course maps to 14 CME points



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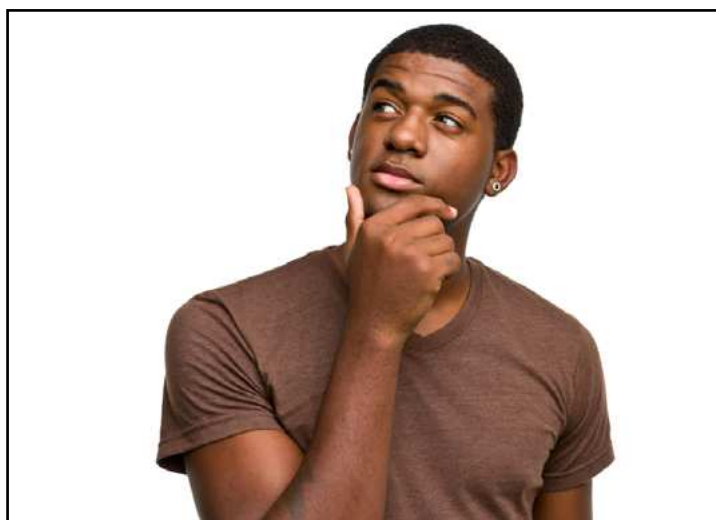
Advanced Communication Skills

2 or 3 days - Which to choose?

Core components of effective communication skills training:

- Offering practical demonstrations & opportunities to practice key skills, give and receive feedback in a safe learning environment
- Evidence-based
- Participant agenda led

Both courses offer these components, have evaluated successfully and satisfy cancer MDT peer review requirements. However in order to get the best from the course you should choose the mode of delivery which best suits your learning style



2-Day Advanced Communication Skills

The **two day** version was developed in response to feedback from some clinicians. It is designed for participants who are:

- Keen to attend but struggling to free up three days from clinical practice
- Able to commit to pre-course reading and reflection (this should take no more than an hour but is an essential pre-requisite for attendance)
- Willing to attend two longer days
- Enjoy a fast-paced active approach to experimenting and trying new skills

This course provides 14 CME points (2 points on request & completion of pre-workshop workbook)

3-Day Advanced Communication Skills

The **three day** version was the original format and has been well received and evaluated. It is designed for participants who:

- Are able to attend for three days
- Prefer to discuss the evidence base in a classroom environment
- Appreciate the space to reflect on learning during the course as well as experimenting and trying new skills
- Value a less hurried opportunity to thoroughly assimilate new skills & embed theory into practice

This course provides 18 CME points



Train the Trainers

Objectives

To develop the facilitation skills of those involved in communication skills training at all levels

Course Content

- Core components for effective communication skills training
- Using experiential approaches effectively & safely
- Types of role-play & other experiential approaches to training
- Creating and maintaining a safe & effective training environment
- Handling difficult group dynamics



Participants will receive a complimentary trainer handbook including sample programmes, presentations, evidence base and training methods worth £50

Suitable For: This course will be relevant to any professional involved in facilitating learning in interactive ways

Course Fee: £715

Dates: 23-25 April 2014, 22-24 October 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683



Train the Trainers Follow-up course

Objectives

To enhance the facilitation skills of those involved in communication skills training at all levels

Course Content

- identify learning needs
- interactive sessions and small group work
- reflect and build on learning and experience in interactive teaching methods
- troubleshoot problematic areas
- develop further strategies for managing difficult group dynamics



Participants will receive a complimentary trainer handbook including sample programmes, presentations, evidence base and training methods worth £50

Suitable For: This course is for trainers who have previously completed either "Maguire Train the Trainers" or comparable training in teaching communication skills using methods such as roleplay

Course Fee: £499

Dates: 26-27 November 2014

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683

Maguire Communication Skills Training Unit Registration Form

Further Information

Post: Denise Pyke, Maguire Communication Skills, The Christie School of Oncology, Withington, M20 4BX
Email: maguire.unit@christie.nhs.uk **Tel:** 0161 446 3683 **Fax:** 0161 918 7174

Your Details: Please write clearly to ensure all correspondence is correct

Title:		Full Name					
Job Category	<input type="checkbox"/> Clinical (Professional)	<input type="checkbox"/> Clinical (Non Professional)	<input type="checkbox"/> Administration & Clerical				
Sub Category	<input type="checkbox"/> Nurse	<input type="checkbox"/> Doctor	<input type="checkbox"/> Pharmacist	<input type="checkbox"/> Radiographer	<input type="checkbox"/> Administrator	<input type="checkbox"/> Data Collection	<input type="checkbox"/> Other
Job Title			Organisation				
Name of MDT you are a member of (if applicable)							
Address							
Contact No.		Email Address					

All booking confirmations will be sent by email so please make sure that this information is correct (and legible if handwritten)

Dietary or access requirements:	
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Event Details:

Course Title			
Date(s)		Course Fees	

Payment Details: Please indicate how you wish to pay your course fees

- 1. Card** (Please complete invoicing details section. We will issue an invoice that can be paid by card over the phone)
 2. Cheque (Please make payable to *The Christie NHS Foundation Trust*)
 3. Invoice (Please complete all of the below)

Purchase Order No.		Contact Name		
Organisation				
Address				
Email Address		Telephone No.		

- 4. Christie Internal Transfer** (Please ensure that you get permission from the budget holder before selecting this option)

Budget holder		Department	
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Your booking will only be confirmed once we receive payment or an official PO number

Please could you let us know how you found out about this event?

- | | | |
|---|---|--|
| <input type="checkbox"/> Other print advert | <input type="checkbox"/> Email from Maguire Unit | <input type="checkbox"/> Email from line manager |
| <input type="checkbox"/> Colleague recommendation | <input type="checkbox"/> Christie website/search result | <input type="checkbox"/> Attended previous event |
| <input type="checkbox"/> Other (please state) | | |

Cancellation Policy

- A charge of 25% of the course fee will be made for cancellations up to 6 weeks prior to the workshop date
- A charge of 50% of the course fee will be made between 4 and 6 weeks prior to the workshop
- No refund will be given for cancellation within 4 weeks of the workshop
- Suitable replacement delegates will be accepted up to 1 day prior to the course

For further information, please email maguire.unit@christie.nhs.uk