

Quality Conversations are all around!



Having a Quality Conversation is more important than ever. You can now access this **free** training in a range of different ways to suit your experience, interest, and time commitments.

What is a Quality Conversation?

A **Quality Conversation** is an innovative and exciting approach to communicating. It has already transformed the way many of staff across Joined Up Care Derbyshire communicate with others.

You will develop better listening skills, improve your use of open questions and progress your ability to shape goals. You'll learn how to go from giving advice, to supporting someone to generate their own solutions, often leading to far better outcomes.

Your Quality Conversation Training Options (...you can attend all three!)

Session	Time	Who is this for?	What's covered?
Essential Foundations	2 x half days (1 month apart)	No prior training needed. Anyone who sees patients, clients or residents.	<ul style="list-style-type: none"> Covers all areas of Quality Conversations Well established, intensive programme Gives you an opportunity to practice the techniques learnt in breakout rooms Participants receive a supportive resource manual with more in-depth information to support learning beyond the sessions.
Masterclasses Current topic 'Virtual Conversations'	3 hour session	Previously attended a Quality Conversations course or similar training (i.e. Motivational interviewing) Anyone who see patients, clients or residents.	<ul style="list-style-type: none"> These Masterclasses are an opportunity to learn about one aspect of Quality Conversations in more depth – such as virtual conversations. Focuses on how you communicate, not on the technical aspects of various applications used.
New Surgery sessions (1 hr) Our trainer will work with live examples.	1 hour session	No prior training needed. Anyone who sees patients, clients or residents.	<ul style="list-style-type: none"> Bring a situation or a theme, and let us support you with it. We'll share some ideas with you for getting unstuck, and for having different conversations on the toughest topics. We'll give you a strategy to take away and apply to your next conversation.

How to access Quality Conversations Training?

Find out the dates and reserve your place on any of the courses by email:

alison.merriman@nhs.net