



Quality Conversations Module 1

Welcome



Our Learning Objectives

By the end of this programme, you will be able to:

- Describe the social determinants of health
- Describe the 5 listening levels
- Identify and practice using a range of push and pull influencing styles
- Explain and practice using the GROW coaching model
- Start using Quality Conversation techniques to improve your clinical practice





Session overview

- Social Determinants of Health
 - The Purpose and Features of Quality Conversations
 - Listening and Questioning
 - Push v Pull Influencing Styles
 - Coaching with GROW
 - Action Planning
- ... and the style is interactive – no bystanders!





Icebreaker Discussion

- Introduce yourselves and your interest in this session
- What points came out most strongly for you from video?
- What did it make you think and feel?

You have 12 minutes





So, just how unfair is it...

There are big differences in life expectancy across Derbyshire. Between the area of highest deprivation and lowest deprivation in Amber Valley there is **11 years** difference in life expectancy... and 11 miles in distance. For every 1 mile, 1 year of life is lost

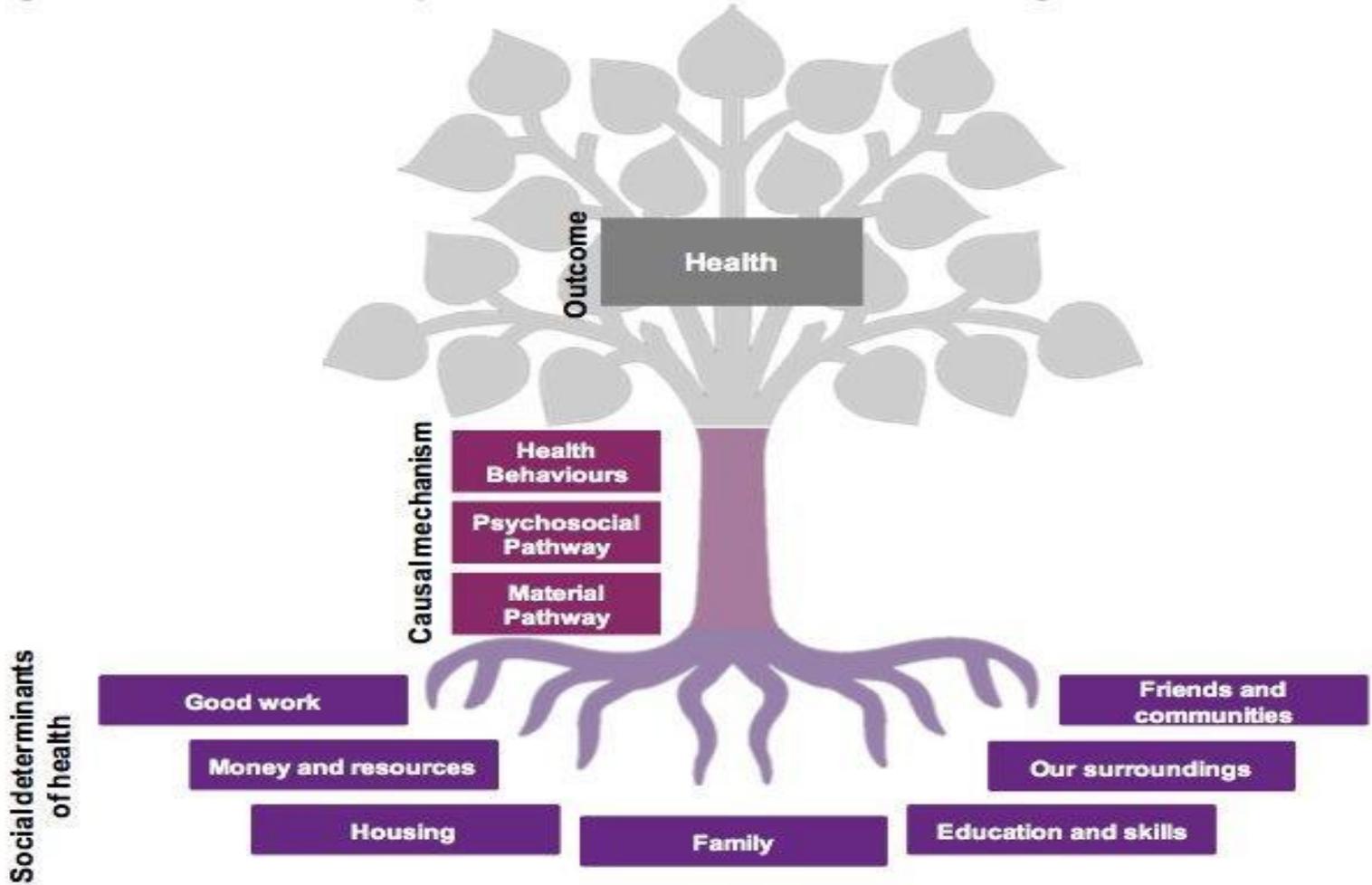
What this means...

In one end of Amber Valley people can expect to see their grandchildren grow up, this is not the case for those living in the other end





“Cause of the Cause”





Why Quality Conversations?

- The time spent with others is an important opportunity to improve wellbeing.
- Conversation is the most overlooked skill of the 21st century
- Quality Conversations draws on national and local evidence of best practice
 - DCHS Time to Heal – coaching and clinical skills improvement in nursing workforce for treatment of leg wounds
 - Evidence reviews of health improvement , teachable moments and behaviour change approaches



What is a Quality Conversation?

A Quality Conversation is a considered, person-centred approach to an interaction which takes into account...

a) an understanding of the factors contributing to and underpinning a patient's health and wellbeing

and...

b) the goals for each person involved in the interaction



3 components of Quality Conversations

Understanding ourselves

- Preconceptions
- Distractions
- Prior experience
- Context
- Bias



Understanding the other person

- Preconceptions
- Distractions
- Prior experience
- Context
- Bias



Improving our skills

- Communication
- Listening
- Questioning
- Influencing
- Coaching

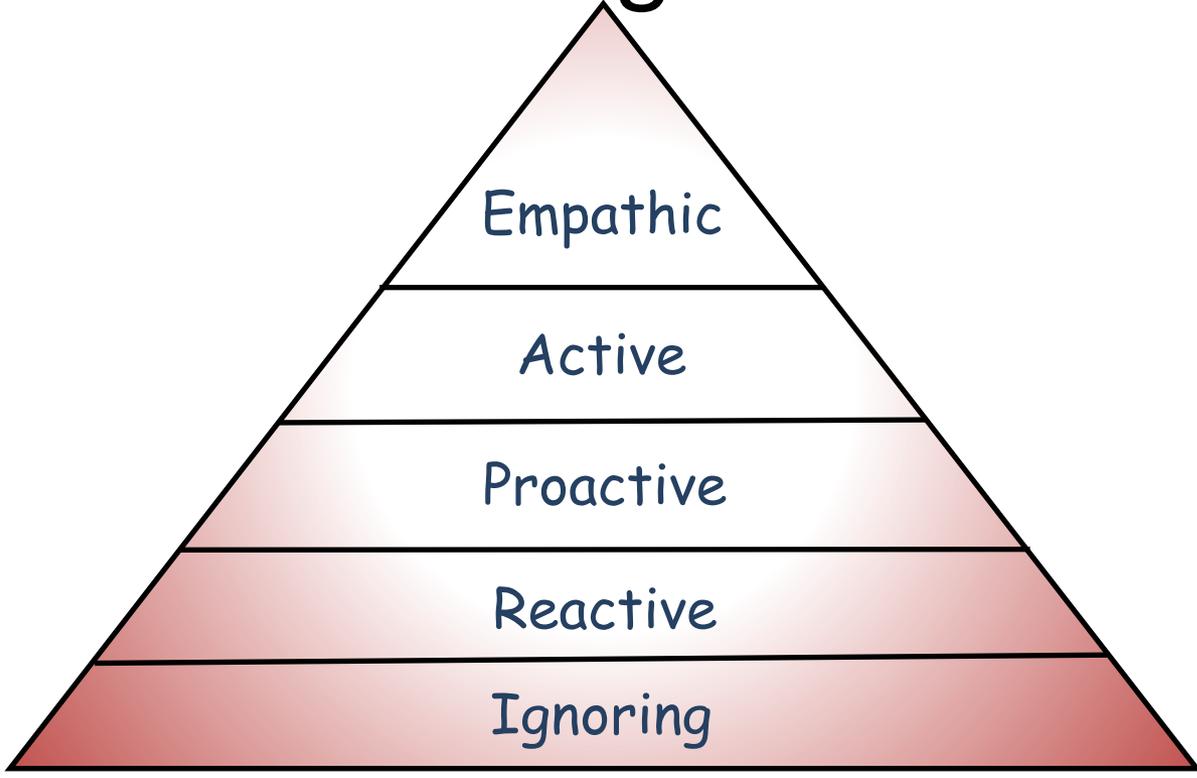


Quality Conversations

Listening Exercise



Listening Levels





Post Workshop Reflection

- What % of time do you think you spend in each of the listening levels? Does this vary depending on the other person / situation?
- Over the next four weeks, please pay attention to how you are listening to others in all situations and which listening level you are operating at.
- If you have time, read section 3.4 on listening blocks and try to identify your major blocks.





Active listening

- Really listen to what they are saying
- Focus your attention on them
- Be aware of and manage your listening blocks
- Use non-verbal cues (e.g. nodding the head)
- Give them space / silence to say what is important
- Paraphrase what they have said, to show that you have understood.
- Ask questions to explore





Asking Questions

“If I had an hour to solve a problem, and my life depended on getting the right answer, I would spend the first 55 minutes determining the proper question to ask. For once I know the proper question, I could solve the problem in less than 5 minutes.”

Albert Einstein



Solve this Puzzle

A Danish government department began to issue biscuits to some of its employees, on a daily basis.....

You need to find out the reason for this



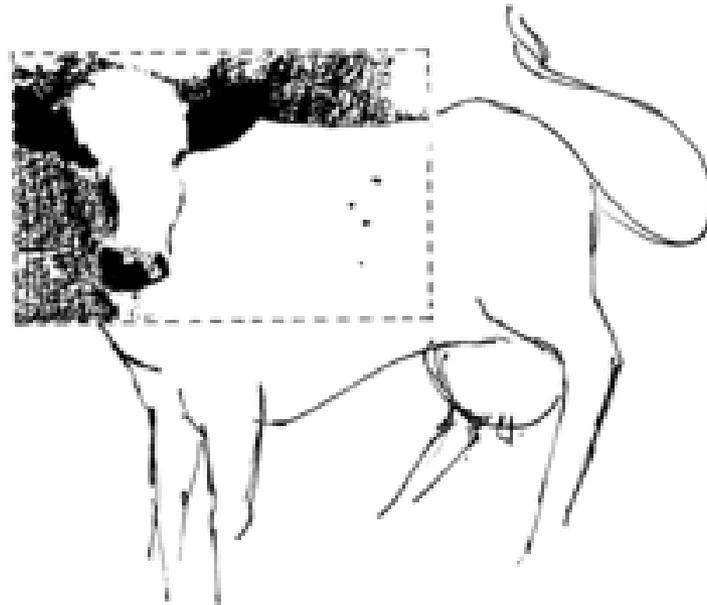
What do you see in the image below?





The Big Picture

It was a cow





Influencing Behaviours

Expressing Views	Exploring
Making offers & requests	Committed Listening
Declaring commitment via feelings	Disclosure
Spelling out consequences	Building relatedness & shared context
Push	Pull


Moving Away



Quality Conversations

Influencing Behaviours Exercise



Post Workshop Reflection

- Consider where you spend your time in your conversations.
- Why is that and what is the impact?
- What might be the impact of changing to a different style – or using a combination?
- Over the next four weeks, start to pay more attention to which Push, Pull and Moving Away styles you (and others) use and practice using some styles you are less familiar with – again noting the impact





Coaching

Coaching mind-set – an asset based or strength based approach...the individual is resourceful, responsible for their life and choices and may be open to advice or help to think those choices through and maybe make some different ones....

Lots of confusion around coaching

Coaching is **not** about pushing people to where you or others think they should be heading

Coaching is **not** about setting goals for others and hoping they will achieve them

Coaching is **not** getting people to copy what you do and do things the way you want them done

Coaching **is** about encouraging people to find **their own way**

Coaching **is** about helping people get focused on the goals **they want** to achieve

Coaching **is** helping people uncover the skills and resources they already have to help them to get to where **they want** to be



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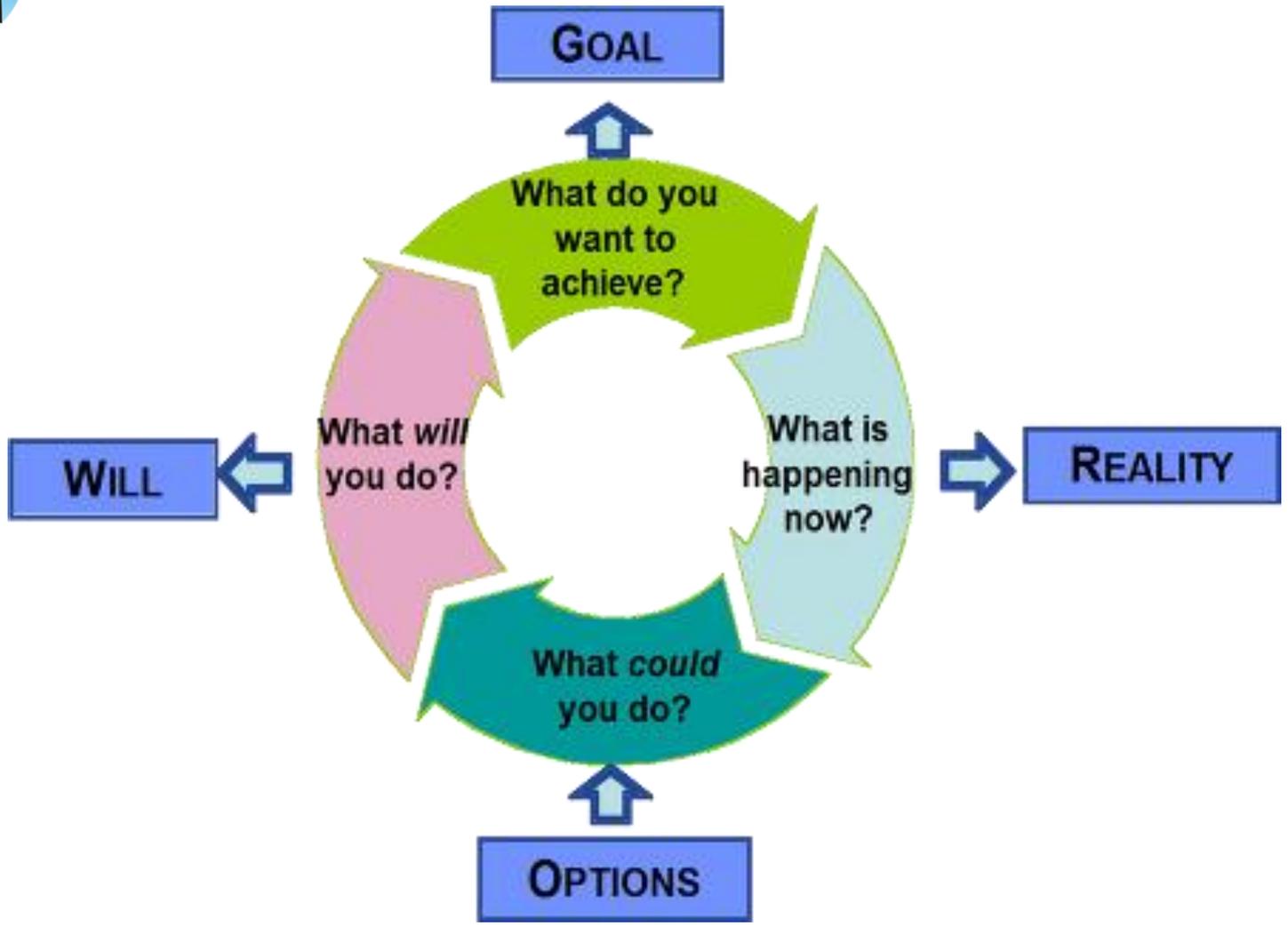
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Quality Conversations

Speed Coaching Practice Exercise



Review and Action Planning

- What key points came out of this session for you?
- How will you use what you have learned? Please make 2 – 3 personal commitments to action and share these with your ‘accountability buddy’
- Please arrange to check in with your accountability buddy to check on each other’s progress





Information to support your conversations

- **Information available on central website**
<https://my.dchs.nhs.uk/Public/DCHS-Quality-Conversations>
(which will be moving to JUCD soon)
 - More information about the programme
 - Access to the slides and support pack
 - Information about related issues (e.g. social determinants of health)
 - Where to signpost people
 - How to help people to begin to make lifestyle changes
- **Peer Coach Network**
 - Gain ongoing support and additional training
 - Support your colleagues and champion use of Quality Conversations



Evaluation and Follow Up

- If you haven't already, please complete the pre-programme evaluation (in Documents)
- Complete the online evaluation for Module 1 (link in General / Posts) for this Team
- Check in with your 'Accountability Buddy on your 3 personal commitments
- Complete the Reflect, Embed, Make It Happen activities in Section 7 of your workbook
- Complete update questionnaire 7 days before module 2



How did we do against our Learning Objectives?

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Quality Conversations

Thank you and see you soon