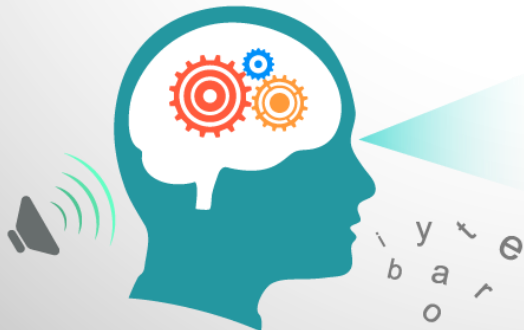


BACKGROUND

One of the top priorities of all 6 Locality Planning Groups (LPG's) in the Southern Area is Supporting Families.

On 16th and 22nd October, CYPSP, through Locality Planning, worked in partnership with Ascertainment and workshop author and facilitator, Ed Sipler, to host a 2-half day course on **Effective Conversations About Change** to improve health, wellbeing, relationships and improve the uptake of Family Support Services.

The course was specifically tailored for Family Support Hub member organisations and organisations/services providing family support services in general and participants were expected to attend both days.





Learning Objectives:

Day 1: To strengthen workers' knowledge, skills and confidence to offer opportunistic brief advice or to engage in effective conversations about change which could improve health, wellbeing and relationships and improve the uptake of Family Support Services

Day 2: To explore the confidence, skills and challenges that are related to raising and exploring difficult topics with our clients, and dealing with the reaction that can follow

How much did we do?

- ✓ 2 x half day sessions at Banbridge Enterprise Centre
- ✓ 6 hours of training in total per participant
- ✓ 25 places for participants
- ✓ Open to statutory, voluntary and community groups/services
- ✓ Course written and facilitated by Ed Sipler, South Eastern Health & Social Care Trust

 Southern Trust Locality Planning Groups Training Opportunity		
Having Effective Conversations About Change Part 1: A Half Day Skill Based Workshop		Having Effective Conversations About Change Part 2: Raising and Exploring Difficult Topics
<p>The aim of this workshop is to strengthen workers' knowledge, skills and confidence to offer opportunistic brief advice or to engage in effective conversations about change which could improve health, wellbeing and relationships and improve the uptake of Family Support Services.</p> <p>The promotion of health, wellbeing and positive change is part of every worker's role. Yet how many workers are often faced with people who are often reluctant, ambivalent or resistant to change? Yet years of research tells us how we interact with people and talk to people about change can greatly influence what they choose to do or not.</p> <p>This half day training session aims to help participants:</p> <ul style="list-style-type: none"> • Improve their understanding of how people change • Identify factors, barriers, and practitioner behaviours that block change • Improve core skills that encourage change • Explore resources that can be used to facilitate conversations about change • To build on skilful advice giving • Increase knowledge of the range of services that can provide support to individuals to enable change including lifestyle change • Identify opportunities in your own practice to incorporate conversations about change • To increase the capacity of the workforce to help engage parents more effectively in the range of Family Support Services <p>Who is the training for? This training is suitable for those with little or no training in health behaviour change and who have an opportunity to talk with their client group about lifestyle or parenting issues. It is aimed at Family Support Hub member organisations and organisations/services providing family support services in general.</p> <p>(NHS Staff - this course may contribute to the achievement of KSF Dimensions HWB 2 & 4). HWB2 Assessment and care planning to meet health and wellbeing needs HWB4 Enablement to address health and wellbeing needs</p> <p>Date: Tuesday 16th October Venue: Banbridge Enterprise Centre, Scarva Road Industrial Estate, Scarva Road, Banbridge, BT32 3QD Time: 2pm – 5pm Facilitator: Ed Sipler</p>		<p>The aim of this workshop is to explore the confidence, skills and challenges that are related to raising and exploring difficult topics with our clients, and dealing with the reaction that can follow.</p> <p>When exploring the potential to change, very often the area of needed change involves sensitive issues which can create barriers to change. Clients may come with their own or varied concerns which may not be in agreement with the worker's agenda or goals.</p> <p>Raising concerns and opening up conversations can prove a challenging task for the workers and referral agents.</p> <p>This half day training session aims to help participants:</p> <ul style="list-style-type: none"> • Enhance the abilities to broach difficult/sensitive conversations with parents • Improve skills and strategies for engaging parents in conversations. • Build strategies for creating a collaborative conversation • Help focus the conversation on the direction of change with a strength-based approach • Help reduce resistance and reluctance that can arise in sessions • Explore our own attitudes as workers towards sensitive issues <p>Who is the training for? This training is aimed at Family Support Hub member organisations and organisations/services providing family support services in general. This workshop is a continuation of the introduction session.</p> <p>Having effective conversations about change (NHS Staff - this course may contribute to the achievement of KSF Dimensions HWB 2 & 4) HWB2 Assessment and care planning to meet health and wellbeing needs HWB4 Enablement to address health and wellbeing needs</p> <p>Date: Monday 22nd October Venue: Banbridge Enterprise Centre, Scarva Road Industrial Estate, Scarva Road, Banbridge, BT32 3QD Time: 10am - 1pm Facilitator: Ed Sipler</p>

Cost £20 per person for both days. To register or for further details, contact Darren Curtis, Locality Development Officer at darren.curtis@hscni.net or 02895 363966



How well did we do it?

- ✓ 21 participants attended both workshops
- ✓ 12 different services / organisations were represented
- ✓ 21 (100%) of attendees completed evaluations / questionnaires



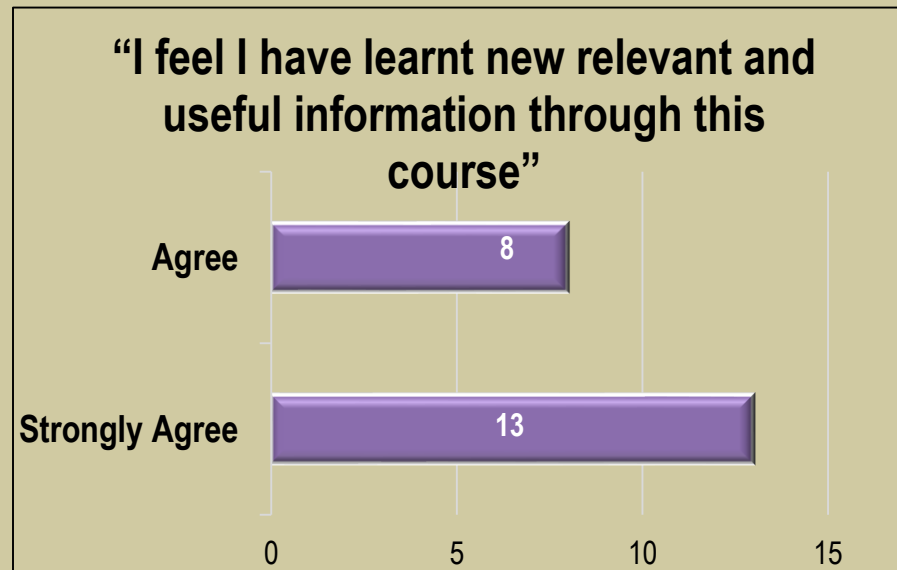
PARTICIPANT EVALUATION & FEEDBACK

- ✓ 16 (76%) felt that the course met its aims & objectives
- ✓ 21 (**100%**) felt the way in which the training was delivered was appropriate and worked for the group
- ✓ 15 (71%) “strongly agreed” that the skills / tools they learned will be helpful and confirmed that they plan to use some of the skills / tools from this workshop
- ✓ 18 (86%) participants rated the trainer as “excellent”, with 15 (71%) attendees rating the course overall as “excellent”

PRE- & POST- COURSE QUESTIONNAIRE RESULTS

Participants rated their knowledge level in the various subject areas **BEFORE** and **AFTER** training:

- Before the course, 2 (9.5%) confirmed to have had "Good-High" knowledge in relation to their understanding of **how people change**. By the end of the course this had increased to 20 (95.5%)
- At the beginning of the course, 5 (%) confirmed to have had "Good-High" (23.8%) knowledge in relation to their understanding of **factors or barriers to change**. By the end of the course, this had increased to 20 (95.5%)



Is anyone better off?

Ratings of Confidence/Knowledge:

(0 = None

1 = Little

2 = Some

3 = OK

4 = Good

5 = High)

Knowledge rating (looking at your current level of interaction with your clients)	Average rating BEFORE completing the training	Average rating AFTER completing the training	Average difference made by the training	Average % difference made by the training
Your understanding of how people change	2.6	4.3	+1.7	+34%
Your understanding of factors/barriers to change	2.9	4.3	+1.4	+28%
Your use of key communication skills that facilitate change	2.8	4.2	+1.4	+28%
Your confidence to give advice where it's more likely to be used	2.8	4.1	+1.3	+26%
The importance of asking permission before giving advice	2.9	4.8	+1.9	+38%

Is anyone better off?

How did you feel about the way in which the training (activities and facilitation) was delivered?

Good balance
of listening /
engaging, with
good practical
examples

Excellent
delivery!
Inspiring

Great
facilitator. Gave
us time to
reflect and
think on the
topic

Appropriate
activities &
excellent
facilitation

It was great to
be able to put
some of the
work we have
learnt into
practice

What did you enjoy most about the course?

Informal, yet
informative
delivery style

Opportunity to
practice
reflective
questioning

Time out to reflect
on the importance
of communication
and how powerful
it is in helping
people

Good
refresher on
listening
skills, without
too many role
plays

Positive and
relaxed
environment.
Everyone being
involved in
conversation

Is anyone better off?

What are some ideas or skills you intend to use from this training?

To always seek
/ ask for
permission or
clarity when
working with
clients

Introducing
change, but
valuing clients'
opinions more

Reinforce self-
care, so we are
able to give
others the best
of us

Language when
engaging –
making sure
questions are
open and
explorable

Acronyms,
such as
O.A.R.S. and
A.R.I.S.E.

Thank you for an
excellent course

I would like to
attend other
training from
Ed

Really enjoyed
both days

Ed was
excellent, very
interesting and
engaging