

Cohort 13 – Quality Improvement

Communication + Relationship Training Resource

Introduction: Position why this workshop has been organised – This could be on the back of a recent staff survey or ongoing identified issues highlighted by the team.

It's vital that we create a "safe space", you could potentially explore a group "Agreed Ways of Working" (5 mins).

Finding the why: Pick one of the following questions and explore with participants using MHLNI Image Cards:

- Pick an image that represents what brought you to healthcare?
- Pick an image that represents why you wanted to become a Registered Nurse/Senior Care Assistant/Care Assistant/Manager (This can be adapted depending on role)

Note: Support participants to explore thoughts and feelings – "When you are having a hard or difficult day, remember your "why". (15-30mins)

Thinking Activity: How do we communicate as a team?

Give participants a couple of minutes to reflect, no feedback required at this time. Reflection will support the next exercise.

Group Work: Poster Creation (30 mins)

3 x Groups (Minimum 2 people per group)

1 x topic per group

Group feedback

Topics:

- Types of communication
- Positive factors that enhance communication
- Negative factors that inhibit communication

Note: Ideally, we want participants to understand how they can affect communication, remember "we cannot change others, however we can change the way we act, behave and communicate with others"

Individual Activity: (30 mins)

Invite participants to reflect for a couple of minutes on the following topics:

- What do I look like on a good day?
- What do I look like on a bad day?

Get the group to give general feedback with facilitator/trainer capturing common words and phrases.

Relationship Map: Resource Booklet

- Copy for each participant (to be completed individually)
- Focus on the team they directly work with or lead.
- Follow guidance in resource booklet.
- Beside each name on map, get participants to give a brief context why that person is there.

Pose the questions, why are professional relationships important? Could we improve any?

At this stage you could introduce “Focusing on relationships” framework and explore what the following words mean to the team: Security, Belonging, continuity, purpose, achievement, and significance.

Group Work - Language Poster: (15-30mins)

Split the poster into two sections (Red/green)

Red Section - Explore with participants language that creates barriers within the team.

Green Section – Explore language that promotes a positive team culture.

Check out: Reading the room, try finish the session by inviting participants to state one positive work-related aspect of the person sitting to their right. Facilitators/trainer will start to model.

Resources:

- Quite area in Care Home, ideally chairs in a circle.
- A3 paper + Markers.
- Copies of Relationship Map.
- MHL Frameworks.
- Image Cards.

If possible, I would also try have some tea/coffee and tray bakes ready for when participants arrive.