

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 Ascert 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

CYPSP
Children & Young People's Strategic Partnership

Southern Trust Locality Planning Groups Training Opportunity

Having Effective Conversations About Change
Part 1: A Half Day Skill Based Workshop

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.

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.

This half day training session aims to help participants:

- 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

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.

(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

Date: Tuesday 19th October
Venue: Banbridge Enterprise Centre, Scarva Road Industrial Estate, Scarva Road, Banbridge, BT32 3QD
Time: 2pm - 5pm Facilitator: Ed Sipler

Having Effective Conversations About Change
Part 2: Raising and Exploring Difficult Topics

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.

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 varied concerns which may not be in agreement with the worker's agenda or goals.

Raising concerns and opening up conversations can prove a challenging task for the workers and referral agents.

This half day training session aims to help participants:

- 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

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.

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

Date: Monday 22nd October
Venue: Banbridge Enterprise Centre, Scarva Road Industrial Estate, Scarva Road, Banbridge, BT32 3QD
Time: 10am - 1pm Facilitator: Ed Sipler

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



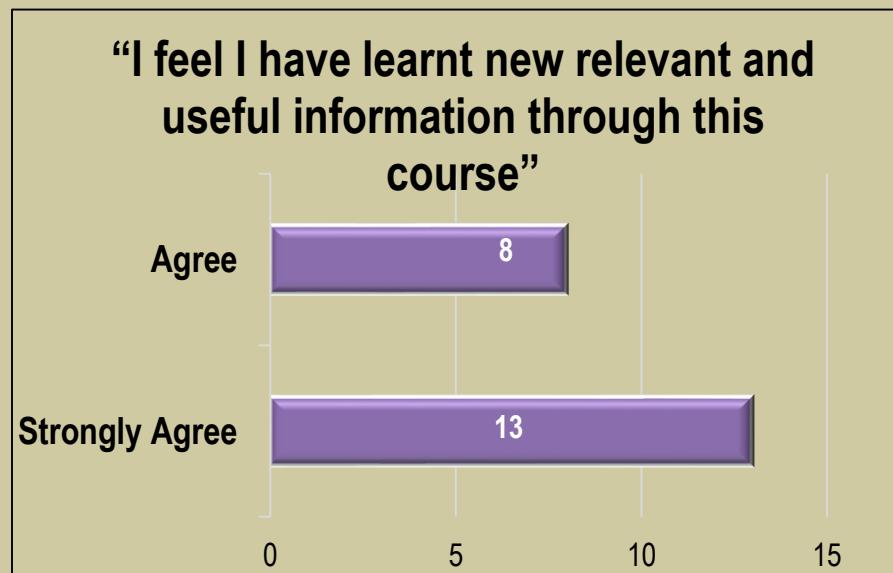
PARTICIPANT EVALUATION & FEEDBACK

- ✓ 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”