Healthcare Courses

New for 2019-2020

Content

We are excited to bring you 16 new courses for 2019-20. Born out of the feedback from the NHS staff survey and your own personal feedback. Please call to talk to **our training team on 01623 810505** about learning & development solutions, which can range from a one day course to a multi-module development programmes. Maguire Healthcare learning & development programmes can be nationally accredited and all Maguire Healthcare training delivery is CPD Certified.

New Courses and programmes:

CHRIS DALZELL

Relationship Director

To discuss any programmes in more detail, please contact me directly on:

0333 5777 144

07872 456474

chrisdalzell@maguiretraining.co.uk

www.maguiretraining.co.uk

Mastering Stress & Anxiety

Who Would Benefit:
Anyone working in a pressure environment and is required to maintain a cool head at all times.

Course Description
All of us have or will experience anxiety or stress at some point in our lives. Research tells us that some degree of anxiety and stress is really helpful, motivating us to achieve and move forward in our personal and professional lives; but it's when our worries or stress increases too much that we can run into problems. There are many things you can do to overcome stress and start to feel a sense of mastery, it's with this course you'll get to discover how. Using a Cognitive Behavioural approach you will learn ways to change the way that you feel through changing how you think and changing the things that you do or don't do.

With around 10.4 million working days lost each year through stress and anxiety related problems*, it's important that we look after ourselves and have the knowledge to also support others, whether these people are patients, colleagues or family members. This course has been designed to enhance your awareness of stress and anxiety so you are better placed to enhance the well-being of your patients or colleagues.

*Mental Health Foundation: How to manage and reduce stress January 2013

CPD Points: 12

Recommended No of Days: 2

Learning Outcomes:

- Leave with a deeper understanding of anxiety and the physical and psychological impact of stress.
- List what causes anxiety and what strengthens and keeps it going.
- Understand the relationship between thoughts, feelings, physical sensations and behaviour within a cognitive behavioural framework.
- Identify their personal thinking styles and discover ways to develop more helpful thoughts to combat stress.
- Describe where to make personal life style changes and learn stress management strategies for healthier living, for work and home.
- Practice relaxation and mindfulness techniques
- Describe how to use these skills to support the recovery of others

Continued...

The Programme Includes:

Day 1: Understanding and Discovering

- Welcome, Introduction and Personal Objectives
- What is Anxiety and Stress? When does it become a problem?
- The evolution of stress – Getting to grips with the human physiological response, anxiety as a natural survival instinct.
- How thoughts affect the way that we feel, taking a closer look at the relationship between our thinking, feelings and behaviour. We will discover how these elements fit together and can keep our anxiety going.
- So why me? What keeps my worry and stress going? – Exploring the different reasons behind what makes us feel this way, from learning theory, personality to life events.
- Understanding our own personal triggers and the kinds of situations that make us feel vulnerable to stress.
- Thoughts are not facts! Exploring thinking styles and identifying our own negative or worrying thoughts.

Relaxation Exercise

Day 2: Overcoming & Mastering

- Challenging our thinking and coming up with alternative, more balanced thoughts.
- How you live your life – how much is nourishing or depleting? How have you been coping with stress so far?
- Making a change today and overcoming your obstacles.
- Looking after yourself and building your buffer for stress!
- Exploring ways to demolish worry and procrastination.
- Practice, coping with setbacks & keeping going.
- Review our personal objectives

Building an NHS Business Case

Who Would Benefit:

The course aims to help managers and clinicians to develop coherent NHS Business Cases to help them secure funding for training, resources, equipment, staff or a new service. Across the NHS it has become essential to complete an NHS Business Cases document to secure funding. Many managers lack the technical know- how and the written skills to complete these NHS Business Cases documents.

Course Description

The course will help you develop these skills and at the end of it you will be able to build a convincing business case evidence.

We will use a variety of business case templates throughout the course and can tailor the content to your requirements

CPD Points: 6

Recommended No of Days: 1

Learning Outcomes:

- Understand the Strategic, Commercial & Economic aspects of their business case
- Identify how their finance team can help
- Talk about the language and apply techniques to deliver convincing cases
- Improve the written impact of their business case documents

The Programme Includes:

- How funding works in the NHS
- Understanding the financial appraisal in a business case
- Planning your business case – what should be included
- Addressing uncertainties , problems and assumptions
- The strategic fit of your business case
- How robust is your cost-benefit analysis
  - o Calculating the impact of the new model or idea
  - o Monetising the benefits
- Presenting the business case in a way to appeal to key decision makers
- Performance monitoring & management
- Delivering quality assurance

Mental Health Champions Course (MHFA accredited)

Who Would Benefit:

The one day mental health awareness and skills course qualifies employees as MHFA Champions

Course Description:

Learning takes place through a mix of presentations, group discussions and workshop activities.

Everyone who completes the course gets:

- A manual to refer to whenever they need it
- A workbook including a helpful toolkit to support their own mental health
- A certificate of attendance to say they are an MHFA Champion
- A copy of the Line Managers' Resource, an invaluable source of advice on how to support an employee experiencing mental ill health.
-

CPD Points: 6

Recommended No of Days: 1

Learning Outcomes:

- Knowledge and confidence to provide Mental Health First Aid for the most common mental health issues
- An understanding of how to help build a mentally healthy workplace, challenge stigma and support positive wellbeing
- A quick reference card for the Mental Health First Aid action plan

The Programme Includes:

- About Mental Health First Aid
- About mental health and stress in the workplace
- Stigma and discrimination
- Depression
- Anxiety disorders
- Other mental health issues (eating disorders, self-harm, psychosis)
- Early warning signs of mental ill health
- Alcohol, drugs and mental health
- Applying the Mental Health First Aid action plan
    - o Action 1: Approach the person, assess and assist with any crisis
    - o Action 2: Listen and communicate non-judgementally
    - o Action 3: Give support and information
    - o Action 4: Encourage the person to get appropriate professional help
    - o Action 5: Encourage other supports
- Recovery
- Building a mentally healthy workplace
- Action planning for using MHFA

The Line Managers Guide to Mental Health Awareness (MHFA Accredited)

Who Would Benefit:

Managers who are shying away from the subject because they lack the skills and the confidence to become more engaged for fear of making matters worse or provoking legal consequences.

Course Description

This is a MHFA Accredited course

For Managers who need to be confident in supporting their team when experiencing mental ill health and want to be able to spot the signs of mental ill health. To know how to approach conversations sensitively and how they can support staff experiencing mental ill health.

CPD Points: 6

Recommended No of Days: 1

Learning Outcomes

- Confidently support employee mental health at work
- Spot the warning signs of poor mental health within the team
- Confidently have empathetic personal conversations
- Offer the right support early on
- Have the tools, ability and confidence to have sensitive conversations
- Intervene when needed, and signpost to the right support when needed

The Programme Includes:
- Introduction
- What we mean by stress and mental health problems
- Adopting a holistic approach to managing an individual at organisational and individual basis
- Promoting well-being
- The value of a positive approach in the work environment
- The recruitment process, based both on good practice and on the 2005 Disability Discrimination Act, advises managers on what to ask and what not to ask when recruiting
- Talking at an early stage , monitoring the well-being of staff and the early steps that can be taken when an employee experiences mental health problems
- Keeping in touch during sickness absence
- Managing contact in a sensitive but constructive way
- Returning to work -most people with mental health problems make a successful return to work with effective planning and monitoring of the return to work
- Managing an ongoing illness while at work

Mental Health First Aider (MHFA Accredited)

Who Would Benefit:
A Mental Health First Aid (MHFA Accredited) training is a course which teaches people how to identify, understand and help someone who may be experiencing a mental health issue.

Course Description
This is a MHFA Accredited course

MHFA won't teach you to be a therapist, but it will teach you to listen, reassure and respond, even in a crisis – and even potentially stop a crisis from happening.
You'll learn to recognise warning signs of mental ill health, and develop the skills and confidence to approach and support someone while keeping yourself safe.
You'll also learn how to empower someone to access the support they might need for recovery or successful management of symptoms.

CPD Points: 12

Recommended No of Days: 2

Learning Outcomes
- An in depth understanding of mental health and the factors that can affect wellbeing
- Practical skills to spot the triggers and signs of mental health issues
- Confidence to step in, reassure and support a person in distress
- Enhanced interpersonal skills such as non-judgemental listening
- Knowledge to help someone recover their health by guiding them to further support - whether that's self-help resources, through their employer, the NHS, or a mix

The Programme Includes:

Session 1-Day one
- Introduction to mental health
- Impact of mental health issues
- Stigma and discrimination
- What is depression?
- Symptoms of depression
- Risk factors for depression
- Depression in the workplace

Session 2-Day One
- Suicide figures
- Alcohol, drugs and mental health
- First aid for suicidal crisis
- Non-judgemental listening skills
- First aid for depression
- Treatment and resources for depression
- Self-care

Continued...

Session 3-Day Two
- What is an anxiety disorder?
- First aid for anxiety disorders
- Crisis first aid after a traumatic event
- Alcohol, drugs and anxiety disorders
- Treatment and resources for anxiety disorders
- Cognitive distortions and CBT
- Personality disorders
- Eating disorders
- Self-harm

Session 4-Day Two
- What is psychosis?
- Risk factors for psychosis
- Alcohol, drugs and psychosis
- Schizophrenia
- Bipolar disorder
- Warning signs of developing psychosis
- Crisis first aid for acute psychosis
- Treatment and resources for psychosis
- Recovery and building resources
- Action planning for using MHFA

Mental Health Awareness for Senior Managers (MHFA Accredited)

Who Would Benefit:

Managers should be confident in supporting staff experiencing mental ill health.
It is important that managers are able to spot the signs of mental ill health, know how to approach conversations sensitively and how they can support staff experiencing mental ill health.

Mental health is still the elephant in the room in most workplaces – employees are reluctant to raise the subject, for fear of discrimination, while managers often shy away from the subject, for fear of making matters worse or provoking legal consequences.

Source: Mind & CIPD 2018

Course Description
This is a MHFA Accredited course
The course was developed to help people managers overcome any challenges surrounding Mental Ill Health.

CPD Points: 12

Recommended No of Days: 2

Learning Outcomes
- Confidently support employee mental health at work
- Spot the warning signs of poor mental health
- Offer the right support early on
- Have the tools, ability and confidence to have sensitive conversations
- Intervene when needed, and signpost to the right support when needed

The Programme Includes:

- What we mean by stress and mental health problems
- Promoting well-being setting out why it is important to make information about mental health and well-being available to all employees
- The skills needed to be empathetic and confidently respond to mental health issues
- Empathy
- Questioning & listening
- Building Rapport
- Understanding Non-Verbal Communication
- Appropriate Non- judgemental language
- Assisting tearful and upset employees
- Managing reactions from colleagues   Continued…
-

- The value of a positive approach that prepares individuals and the work environment for good outcomes rather than a negative approach that starts when something goes wrong.
- The recruitment process, based both on good practice and on the 2005 Disability Discrimination Act, advises managers on what to ask and what not to ask when recruiting.
- Talking at an early stage, monitoring the well-being of staff and the early steps that can be taken when an employee experiences mental health problems.
- Keeping in touch during sickness absence
- Managing contact in a sensitive but constructive way.
- Returning to work -most people with mental health problems make a successful return to work with effective planning and monitoring of the return to work
- Managing an ongoing illness while at work

Psychological Safety

Who Would Benefit:

For those interested in creating high performance teams with higher levels of engagement, increased motivation to tackle difficult problems, more learning and development opportunities, and better performance.

Course Description:

"There's no team without trust," the highest-performing teams have one thing in common: psychological safety, the belief that you won't be punished when you make a mistake. When the workplace feels challenging but not threatening, teams can sustain the broaden-and-build mode.

CPD Points: **6**

Recommended No of Days: **1**

Learning Outcomes:

- Have an understanding of the concept of Psychological Safety
- Understand the benefits of high levels within teams
- Understand the role and behaviours required of a team leader practicing Psychological Safety

The Programme Includes:

- Drivers of Psychological Safety
- Low psychological safety in teams
- High psychological safety in teams
- Effective Team leaders behaviours
    o Being accessible and approachable
    o Explicitly inviting input and feedback
    o Modelling openness and fallibility
- Building Trusting relationships
- Create a safe learning environment
- Support the team with positive resources.

Understanding the Changing Face of the NHS

Who Would Benefit:

Anyone involved in leading the fundamental change to the health and social care delivery system, to keep pace with the needs of an ageing population, the changing burden of disease, and rising patient and public expectations.

CPD Points: 6

Recommended No of Days: 1

Learning Outcomes:

- Awareness of the drivers of change
- An understanding of models of change e.g. Lewin's model
- An understanding of how people react to change e.g. through the change curve model
- An understanding of tools to help lead and manage change e.g. communication/involvement
- An opportunity to apply the above to a change they are managing

The Programme Includes:

- Drivers for Change within the NHS
- Kurt Lewin's model of change
- NHS England's model for change
- Leading Large Scale Change
  - The change model
  - Approaches ,Methods & Tools
  - Our Shared Purpose
- Improvement Tools
- Project & Performance Management
- Measurement
- System Drivers
- Motivate and Mobilise
- Supporting Tools

Motivational Interviewing

Who Would Benefit:

This interactive day is suitable for all Healthcare Professionals, from Senior Consultants to Health trainers and community workers.

Course Description:

Motivational interviewing is a style of communication that uses a guiding/reflective style to engage with patients, clarify their strengths and aspirations, and utilise their own motivations for change, and promote independence of decision making.   It also helps you to become more effective when it comes to people making decisions about themselves.

The course introduces participants to the theory, spirit and principles in using MI to help people make positive change. The training will use a range of methods including didactic teaching, live demonstrations, audio, and video and coaching. The training will aim to create a curiosity to learn more and develop practice.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes:

- Understand the spirit and principles of MI
- Identify and practice MI key skills
- Reflect on how to usefully implement MI key skills into your own practice

The Programme Includes:

- MI – What is it – Background and evidence
- The spirit & principles of MI – Collaboration, Evocation, Autonomy, Support, Direction Rapport building
- Core concepts and skills of MI – Asking, Listening   and Informing
- Open Questions and Affirmations
- Reflections, Summaries and Change talk –   recognising and eliciting
- The Righting Reflex and Ambivalence – the guiding principles
- Agenda Setting – "theirs not yours" for your area of work
- Questions and Evaluation

Managing Stress in the NHS

Who Would Benefit:

Any employee who wants to know more about managing stress and its impact in the workplace – your own and that of your team and colleagues.

Course Description:

Stress is believed to account for over 30 per cent of sickness absence in the NHS, costing the service £300-400 million per year. The latest NHS annual survey found that over 38 per cent (36 per cent in 2016) of NHS staff reported that they had suffered from work-related stress.

The Health and Safety Executive defines stress as an adverse reaction that people have to excessive pressures or other types of demands placed on them. Stress can happen in different ways in different NHS organisations but there are common factors that can lead to stress and poor health.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes:

- Understand the impact of poor health and well-being
- Foster a supportive environment
- Source and offer additional resources to your team and colleagues

The Programme Includes:
- The importance of supportive leadership behaviour
- Managers supporting their staff through
    - effective communication
    - behaviours
    - engagement
    Focusing on five key areas:
- Team conflict
- Staff sickness absence
- Organisational change
- Violence/aggression
- Communications

Getting the Most from your Appraisal

Who Would Benefit:

This course would benefit any employee who is about to be the subject of an appraisal with their line manager. The focus will be on how you (the subject) can get the most from the appraisal.

Course Description:

This course is specifically designed to address the needs of the employee or the 'subject' in the appraisal and not the line manager conducting the appraisal. The key objective here is to help the employee to get the most out of their appraisal meeting by preparing thoroughly, managing differences of opinion and expressing their development needs succinctly.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes
- Explain the performance appraisal process and context
- Display an understanding of the parameters of the performance appraisal
- Show knowledge of self-awareness of personal development needs
- Explain how performance is assessed and why
- Demonstrate an appreciation of differing opinions on performance and how to address gaps

The Programme Includes:
- The appraisal process explained
- Benefits of an appraisal
    - For the organisation
    - For the individual
- Rights and Responsibilities
    - How you and your manager can work together
- How to get the most from your Appraisal
    - Preparation, preparation, preparation
    - Valid discussion areas
    - Discussion areas to avoid (pay and reward, for example)
- Understanding feedback and how to evaluate differences of opinion
    - Resolving differences
- Understanding your personal development needs
    - Knowledge, skills and attitude
- Career planning and development
- Setting SMART objectives
- Action planning

Dementia Awareness

Who Would Benefit:

Dementia awareness training is suitable for anyone who wants to improve their knowledge and understanding of dementia. The course is designed as an introduction to the topic of dementia and so no pre-requisite training or knowledge is needed.

Course Description:

This half day course aims to enable attendees to define the term 'dementia' and recognise the main signs, symptoms and causes of the illness.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes:

- To have an understanding of the condition.
- Have an awareness of the effect it may have on everyone involved.
- Be aware of the signs and symptoms.
- Recognise the stages of dementia.
- Understand how to refer patients suspected of suffering from Dementia
- How to resource support for them and their family/friends and carers

The Programme Includes:

- How dementia is defined
- The 6 pillars of prevention
- Assessment processes and testing
- The most common causes of Dementia
- Timeline of Symptoms
- What are the recognisable symptoms of Dementia?
- What are the procedures to follow if you suspect a patient may be suffering with Dementia?

Motivational Skills for Managers

Who Would Benefit:

For managers at all levels and team leaders who wishes to learn more about what motivates teams and individuals to greater performance.

Course Description:

Delegate will learn that finding the key to what inspires and motivates people is never easy. It has often been said that motivating individuals is much harder than creating an environment in which people are motivated – this is the key to team motivation.

The main aim of this workshop is to explore in great detail the theories of motivation what motivates people and to find ways of helping delegates to be creative, decisive and positive about motivating teams. Be part of the solution not the problem.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes:

• Explain what motivates and de-motivates others
• Demonstrate creative thinking in dealing with others
• Identify how to best influence the environment
• Recognise signs of motivation
• Recall the key psychological factors behind successful motivation

The Programme Includes:

- Defining motivation
- Drivers for creating the right environment
- Motivated - why?
- De-motivated - why?
- The theories of motivation
- Maslow / Herzberg / McGregor
- Practical motivation solutions
- Understanding behaviour
- Dealing with difficult situations
- Analysing the team personalities
- Stimulation / boredom
- Managing expectations

Self-Care and Wellbeing

Who Would Benefit:

Self-care is applicable to us all; it describes all of the things we do which maintain our physical and mental health and emotional wellbeing

Course Description:

This course aims to give you the tools to help you develop a mind-set of self-care, appreciation and understanding of yourself. And a good relationship with ourselves leads to deeper and better relationships with our loved ones and others around us. It also increases our overall health and well-being.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes:

- Understand the advantages of Self-Care
- List 8 basic components of Self-Care
- Reflect on individual coping strategies
- Map personal and professional support resources
- Draw up a personal action plan to maximise good psychological self-care.

The Programme Includes:

- What is Self-Care?
- The Pillars of Self Care
- 8 Dimensions of Self-Care
- How to Monitor and Plan Your Self Care
- Wheel of Life and Work
- How can individual wellbeing at work be improved?
- How to Make Self Care an Easier Part of Your Life
- Self-Care assessment planning

Tackling Bullying and Harassment in the NHS

Who Would Benefit:

Managers, team leaders and supervisors and all other staff.

Course Description:

Tackling bullying in the NHS. The 2017 NHS Staff Survey shows that bullying and harassment remains an extensive problem in the health sector with 24 per cent of all NHS staff (one in four people) having reported that they have experienced bullying in some way.
This intensive and involving course guides participants to recognise:

- What are harassment and bullying?
- What is the legal position?
- Your role eliminating harassment and bullying
- How your behaviour could be perceived
- Planning to prevent harassment and bullying
- Bystander actions and encouraging action
- How to act if it does happen

At the end they are helped to prepare personal action plans and commitments to prevent or handle bullying and harassment in their workplaces.

CPD Points: 6
Recommended No of Days: 1

Learning Outcomes:
- Explain what constitutes harmful behaviour
- Plan to set boundaries with their teams
- Explain the implications of bullying and harassment
- Explain the current legal position and how they can help protect all employees
- Identify & describe their role as a leader, people manager, team member or bystander
- Describe what to do if you feel that they have been a victim of harassment

The Programme Includes:
- What we mean by harassment and bullying
- What is the culture within the NHS?
- The costs of bullying and harassment and the benefits of eliminating them
- What the law says and how it affects us
- What is your experience of bullying or harassment?
- Signs and symptoms
- OK or not OK? exercise

- How can our behaviour be perceived and how we can manage that
- What do we have to do to eliminate bullying and harassment?
- What else we can do
- How to respond to complaints
- What if it happens to you?
- Bystander actions and empowering bystanders
- Individual action planning and personal commitments

Managing Health & Wellbeing in the NHS

Who Would Benefit:

Designed for senior leaders encourage a focus on wellbeing and mental health through their actions and behaviours. To help senior leaders get managers to buy into the importance of wellbeing when 38%of NHS staff reported that they have suffered work-related stress, which costs the NHS £300-400 million a year *(source NHS annual survey)*

Course Description:

A recent survey conducted by CIPD and Simply Health (2019) shows that a rise in stress is linked to poor management.

The report also reveals that many managers aren't receiving the training they need to spot and help manage these unhealthy practices among their staff, with only 50 per cent of manager's undergone training to support their staff to better manage stress.

CPD Points: 12
Recommended No of Days: 2

Learning Outcomes:

- Aware of the cost of stress and ill health
- Understand the causes of stress
- Identify the main risks to health
- Understand the new framework on workforce stress

The Programme Includes:

- Employee health and well-being
- Work related stress and mental health
- Financial well-being
- Well-being the benefits
- Evaluating health and well-being activity
- Managing absence
- Presenteeism & Leavism
- Employee support