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## Professional Support Unit - Supervisor Course Booklet 2018

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This booklet will contain all the available courses that the PSU and its associated providers can deliver in 2018. Further information about any workshop or provider can be found by emailing the team at: [psu.em@hee.nhs.uk](mailto:psu.em@hee.nhs.uk). For reference, they are numbered. Contact details for all courses can be found at the end of the booklet.

### 1) Courageous Conversations

Courageous Conversations is a hands-on practical workshop for Trainers faced with sometimes challenging situations when giving developmental feedback to Trainees. The workshop focuses on how to give feedback to 'make not break' a Trainees career. You will learn practical strategies and tools to give even the most difficult feedback. If there are conversations you dread or could improve on then this is the workshop for you.

**This course is approximately 7 hours and can hold up to 12 delegates per session.**

### 2) A Coaching Approach to Trainee Supervision

You will learn how to incorporate the key coaching skills of active listening, open questioning, providing effective feedback and the GROW model into your supervision sessions to ensure that trainees maximise their learning during supervision, engage effectively with their e-portfolio and deliver against their development plans. It will be an interactive session, with lots of opportunity to practice skills which you will be able to use immediately.

**This course is approximately 3 hours and can hold up to 14 delegates per session.**

### 3) Skills for Supporting Trainees

Participants will be able to:

- Clarify role expectations in relation to supporting trainees
- Recognise the different reasons why trainees need support, and the level of support required
- Develop empathic listening and questioning skills
- Identify assertive behaviour and the benefits of communicating assertively
- Use tools and techniques to
  - Determine priorities and manage time
  - Establish and maintain effective interactions
  - Quickly establish facts and help trainees be resourceful
- Identify strategies to recognise and help trainees manage stress and build resilience (using a coaching approach)
- Signpost trainees to relevant and appropriate sources of support

**This course is approximately 7 hours and can hold up to 16 delegates per session.**

### 4) Coaching 101 – Supporting and developing your trainees

Participants will be able to learn:

- Basic coaching skills
- How to set SMART objectives
- Offer constructive feedback
- Deal with challenging trainees

You will gain an understanding of coaching, goal setting, feedback and development. This will allow you to use practical methods to support and challenge trainees through enhanced skills development.

**This course can be full or half day and can hold up to 12 delegates per session.**

### 5) Positively Resilient

Participants will learn what resilience is and gain insight into managing and balancing the challenges of life; taking care of yourself – body, mind, emotions and spirit.

You will have a better understanding of resilience and have a range of practical techniques to improve resilience over time and in the moment.

**This course can be full or half day and can hold up to 20 delegates per session.**

## 6) Introduction to mindfulness/The mindful approach to working life

Participants will learn what mindfulness is and the benefits of experiencing it. You will also be able to discuss how to integrate it into the working day. From the session, you will have a better understanding of mindfulness, have experienced and explored different mindfulness techniques and then how to implement them into daily life.

**This course can be full or half day and can hold up to 20 delegates per session.**

## 7) Effective influencing

You will gain an understanding of push and pull aspects of influencing and the current preferred style and how and when to adapt this. You will also learn techniques for dealing with 'hard to influence people' and have an opportunity to practice and develop different types of influencing behaviours.

**This course can be full or half day and can hold up to 12 delegates per session.**

## 8) Working Productively

Delegates will learn about barriers to effective productivity and how to overcome them. You will focus on workable planning, prioritisation and organisational techniques. Participants will have an enhanced understanding of how to plan more effectively and make more efficient decisions in the moment. They will also gain techniques for dealing with overload and overwhelm.

**This course can be full or half day and can hold up to 20 delegates per session.**

## 9) Helping medical trainees increase their influence

Providing trainers with tools, skills, models and interventions for improving trainees' ability to build relationships, influence others, and communicate assertively. By the end of the course, participants will:

- Be able to identify the behaviours which develop relationships.
- Understand and identify assertive, aggressive and submissive behaviour, recognising the short and long term effects of such behaviour.
- Recognise different sources of power when influencing other professionals.
- Understand strategies for helping either individuals or groups of trainees to communicate assertively, build relationships and influence other professionals.

**This course is approximately 3 hours and can hold up to 15 delegates per session.**

## 10) Cultural communication issues for international trainees

Providing insights for trainers about the challenges in cross cultural communication for medical professionals coming from other countries to work in the NHS. Participants will learn about the most common issues which trainees have found difficult, be provided with skills, tools, models and references so that they can develop trainees' knowledge, skills and attitudes. A particular topic will be the development of appropriate strategies to raise sensitive cross-cultural issues where these may be inhibiting a trainee's progress.

By the end of the course, participants will:

- Identify behaviours which may be inhibiting a trainee's effective performance which could be being influenced by cultural expectations
- Understand the main differences in behavioural expectations in different cultures and know where other information on this area can readily be accessed.
- Consider the practical implications for trainees both in dealing with colleagues and dealing with patients.
- Plan how to make use of existing resources and training interventions to improve trainees' performance, including:
  - Communication skills.
  - Assertiveness.
  - Cultural expectations.
  - Expectations and relationships in the NHS.

**This course is approximately 3 hours and can hold up to 24 delegates per session.**

## 11) Developing trainees in team working and leadership

To provide trainers and supervisors with tools, skills, models and approaches for improving team working and leadership skills of trainees.

By the end of the course, participants will:

- Have a working knowledge of team skills and team building.
- Understand the different major definitions of leadership and identify those which they feel to be most valuable for supporting trainees in their area.
- Identify opportunities in trainees' normal work to develop team membership and leadership skills.
- Understand how to use various resources to help get team working and leadership ideas across to trainees.

**This course is approximately 3 hours and can hold up to 15 delegates per session.**

## Contact Details

General Enquiries – [psu.em@hee.nhs.uk](mailto:psu.em@hee.nhs.uk)

Workshop	Provider	Contact
1) Courageous Conversations	Sarah Palmer	sarah@sarahpalmercoaching.com
2) A Coaching Approach to Trainee Supervision	Clare Manning	clare@manningchange.co.uk
3) Skills for Supporting Trainees	Sue Daly & Louise Hazelwood	sue@resolutions-for-change.co.uk louise@hazelwood1.co.uk
4) Coaching 101 5) Positively Resilient 6) Mindfulness 7) Effective Influencing 8) Working Productively	Catherine Midgley	catherine@thepositiveapproach.co.uk
9) Helping Medical Trainees Increase their Influence 10) Cultural Communication issues for International Trainees 11) Developing Trainees in Team Working and Leadership	Bob Wheeler	bob.wheeler@wheeler-partnership.com