

# About the Simple Tools to Start the Conversation Facilitator Workshops



It is not often talked about yet fears and avoidance of engaging in end of life conversations and care exist not only amongst the public, but amongst staff as well.

*“We found that many of our staff attending advance care planning courses were afraid of these conversations themselves. The barrier then to engaging patients and families around good end of life care was obvious. They didn’t want to do it.”*

*–Regional Commissioner*

*As quoted in our 2014 Community Resource*

Evidence suggests key factors to staff supporting patients and family include:

- Conversations happening in advance of critical need, and
- Compassionate human communication-gaining a sense of trust, dignity and confidence as a result.

#### Delegate Quotes:

*Very valuable. Makes you more aware as a health professional of the skills we sometimes lack. Not intimidating as I expected --- far surpassed my expectations.*

*Brilliant course for all health professionals who deliver patient care.*

Simple Tools to Start the Conversation began as a facilitated staff development day that specifically addresses staff hopes and fears related to end of life conversations and care.

It delivered the training, skills and tools to explore staff personal awareness, commitment and confidence to positively support planning for the future/end of life conversations with patients and families in their care, with a framework and tools to directly apply in their work as a result.

The format and tools provided a catalyst to engage the support and commitment of staff who are fearful, lacking confidence or uncertain of their role in supporting end of life conversations and care for their patients, families and clients.

Sequential exercises in our online Staff Educator Trainings provide Educators an opportunity to reflect on the personal/ staff and /patient experiences of the approach and tools. The full course series includes an introduction to 7 simple tools and a framework for educators and their delegates to apply as appropriate to their role or service. The course materials and delegate packs support and align to regional or national palliative and end of life initiatives. The course therefore offers a critical bridge between general communication skills and courses on ‘forms and care pathways’ so as not to presume staff confidence and commitment when applied to end of life care.

# About the Course

## Simple Tools to Start the Conversation



### Course Background

*Simple Tools to Start the Conversation* was developed and delivered originally in the US under *Courage to Choose, Courage to Care* (2005), and delivered as part of the Conversations for Life programme in the UK in 2006.

The course was designed to reframe and simplify staff training on advance care conversations in a way that places conversations over forms and reconnects the inherent compassion and care of staff to engage with what matters most for patients and families.

Developed by Mary Matthiesen, a healthcare educator with 20 years' experience internationally leading staff and public awareness initiatives, Mary recognized a gap in awareness and education following the death of her mother in 2005. The course and materials have now been informed by and delivered to more than 7000 staff including nursing, GP's, care home, social care, and those working with dementia, renal and cardiac care. And it incorporates the wisdom from patients and carers, which were tested in our Conversations for Life™ nationally endorsed public health campaign pilot in the UK.

Reported Delegate Benefits from staff (GP's, Care Home, Community Nursing, Social Care, and those working with chronic conditions (i.e., COPD, Dementia, Renal) include:

- Increased commitment to engaging in conversations with patients and families earlier,
- Improved confidence to pick up on cues and/or partner in assisting patients/families to communicate preferences for care,
- Enhanced perspectives to engage in conversations as opportunities for education of possible scenarios vs. answers to tick boxes, and
- Increased awareness of their role in advance care conversations as part of multi-disciplinary teams supporting the best patient outcomes for care.

# Welcome to the Simple Tools to Start the Conversation copyrights & use-overview



This workshop series gives you, the Facilitator, guidance sheets and licenses you as an individual to deliver the tools-via delegate handouts and/or materials (DVD; Conversation Game Cards).

If others are interested in the training or materials, please encourage them to buy a copy and the license from us. Please do not share or copy the Facilitator Guidance Sheets. We have spent many years developing the program. We are an independent group and receive no ongoing funding for our materials or services. Therefore, we are only sustainable and able to continue the development of materials and tools by the direct purchasing of our resources or trainings.

In summary the license and copyright is below.

For courses you attend, you have permission to copy the Delegate Sheets for your participants and learn the ways to use the tools effectively from the Facilitator Guidance Sheets. However, we request that you respect the license and copyright of the materials by simply following the agreement below.

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  - You may not copy or reproduce the facilitator guides, guidance sheets or program access. These materials must not be shared in any form or media without express written permission.
  - As you have purchased the materials for use in your own training, you acknowledge that
    - you have received facilitator training in the Conversations for Life approach and materials.
    - Though we have achieved the outcomes shared, the outcomes of your use of these materials or facilitation are not in our control.
    - As such you acknowledge that we do not take responsibility for the expertise or outcomes of your use of these materials.

Thank you for your help and support in sharing the tools we have found effective, and for supporting the Conversations for Life programme to continue to share and develop tools that help move this important conversation forward.

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The Conversations for Life Education and Training (facilitation, film, website, workshops and materials) are trademarked and copyrighted.

The Conversation Game™ cards are a trademarked product and licensed for use in agreement with Coda Alliance USA. All rights reserved via trademark and copyright laws in the UK and US accordingly.

Our programme delivery is dependent on individually commissioned delivery of cost effective products and services. We receive no on-going funding from health or social care for the development, administration, outreach or production required to bring these training materials to you.

To expand the reach of our approach and materials, permissions are required so that:

The content and quality of the programme delivery has been maintained via facilitators trained in the safe and effective use of our approach and materials

Conversations for Life continues the development of innovative training, with products and services developed in the UK

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## Additional offerings...

### More than just a conversation

Conversations for Life™ offers a facilitated approach with materials to engage communities (public, staff and systems) to overcome fears of talking about death and dying while we're healthy so we can partner in creating the care we want for our future together.

Outcomes of our collaborative work with NHS and University partners have received a national endorsement from the Department of Health End of Life Care Programme(UK), an award from the Department of Health Social Innovation in Health and Social Care and Conversations for Life has been cited in an independent report in the UK (2013) as one of the leading innovative approaches to launching "Compassionate Communities" initiatives.

Abstracts have been presented at conferences in advance care planning, palliative and end of life care internationally and published in the BMJ Supportive and Palliative Care Journal.

### For educators and organisational champions

We offer online facilitator training to learn how to safely and effectively share our licensed materials with others in your home, group, organisation or community.

**For health, social care and community staff** workshops for all staff (health, social care, care home, GP's, acute trust and those working in chronic conditions) can be delivered to raise awareness, confidence and commitment to engage in these conversations earlier with others in their care or service.

### For individuals and families

Pilot tested public workshops now delivered virtually via facilitated webinar or live coaching sessions, including Conversation, tips, tools and materials to begin these conversations with family, groups, etc.

### For commissioners and communities wanting to make a difference

We offer asset-based community engagement facilitation to develop community-led plans for local awareness initiatives for up to 30 health, social care and community agencies (aging, care home, WI, hospice, faith, etc.)

Consulting to localize and license our pilot- tested and nationally endorsed public health and community engagement campaign process, products and templates is also available.

Conversation Game™ packs can be ordered via our website at [www.conversationsforlife.co.uk](http://www.conversationsforlife.co.uk)

### Feedback and recommendations are always welcome

If you are interested in bringing the Conversations for Life approach or materials to your area, contact us directly [info@conversationsforlife.co.uk](mailto:info@conversationsforlife.co.uk)

[www.conversationsforlife.co.uk](http://www.conversationsforlife.co.uk)