The Maguire Communication Skills Training Unit is an internationally recognised unit dedicated to improving patient experience by developing and teaching communication skills. The unit was established in August 2005 by the Cancer Research UK funded Psychological Medicine Group, led by Professor Peter Maguire which was at the forefront of communication skills research and training for over 2 decades.

The Training & The Team

The team’s professional background is a mix of nursing, social work and psychology with over 20 years experience and research into optimal methods of training cancer professionals of all levels. The trainers also have a wealth of experience in working with cancer and palliative care patients in clinical, psychological and research roles. The unit maintains a very close link with the psycho-oncology service at the Christie Hospital. All trainers have undergone extensive specialist training in teaching communication skills and are approved trainers for the CONNECTED programme. All trainers offer interpersonal clinical supervision.

CONNECTED (Advanced Communication Skills Training)

The Maguire Unit was one of three selected by the Department of Health in England to create and test a sustainable model of training for senior cancer professionals throughout the country.

This programme involved the senior training team in

- Collaborating to develop and test a model of training to teach to senior clinicians, educators and faculties across the UK
- Teaching and supporting others to deliver the training throughout the country
- Developing a competency framework for assessing facilitators, and quality assurance measures for ongoing assessment and validation
- Developing a system of long term integration into cancer service quality measures, workforce planning and workforce commissioning

The team deliver the CONNECTED programme on behalf of the Cheshire & Greater Manchester Cancer Network and support other networks nationally in developing their facilitators.
Commissioning Training

Improving patient experience is at the heart of our training; all courses are designed to support delivery of quality measures in cancer and all other health care areas and centre on helping professionals empower patients by identifying needs and tailoring information in clinical encounters. The courses enable Trusts and staff to provide evidence for Peer Review, CQC Quality Standards and Patient Experience Survey.

This prospectus provides a programme of workshops throughout the year. Individual places can be booked on the courses described in this prospectus. Alternatively, organizations may wish to commission a bespoke training event. Our communication skills’ training is relevant to all areas of healthcare and can be delivered at Foundation, Intermediate or Advanced level. The unit also offers bespoke Train the Trainers courses for staff involved in teaching communication skills, which can also be supported with mentorship

- Advanced or intermediate communication skills courses for NHS trusts, hospices and other agencies
- Train the Trainers workshops
- Sessions for individual groups of professionals
- Guest presentations/lectures
- Medical student training, MRCP training, MSc courses
- Training for volunteers & charities

To discuss your bespoke training needs please contact Denise Pyke on 0161 446 3683 or via email denise.pyke@christie.nhs.uk

Other Training Involvements

Development of training materials (e.g. workbooks & DVDs to support learning) commissioned by organizations such as the National End of Life Care Programme, Rosetta Life, Macmillan & HIV Nurses.
Customer Care

Aim
To enable staff to communicate in a courteous, respectful, polite and helpful way with all customers. The course will also encourage staff to handle emotional situations in a polite and sensitive way which ensures that the customer is always treated with sensitivity, dignity and respect.

Content
- Overview of key skills
- Importance of initial introductions
- How to actively listen
- How to respond sensitively
- How to respond to difficult emotions
- Interactive discussion using DVD material

Suitable For:
All grades of health and social care workers including the voluntary sector, residential care workers and service providers who wish to receive training in key and essential communication skills.

Course Fee:
£49

Dates:
28 January 2013, 26 March 2013 (all dates run from 9.30am-12.30pm)

Further Info:
Email maguire.unit@christie.nhs.uk or call 0161 446 3683
Foundation Level Skills

Aim
To equip health and social care staff with skills to enable good face to face (or telephone) communication which results in the patient's or customer's worries being elicited and understood, their needs determined and the patient feeling they have been heard and treated as an individual.
The course will meet level 1 NICE guidelines for psychological assessment and support defined as the recognition of psychological needs, the ability to communicate in a compassionate way and deliver clear information in an effective way.

Content
- Model for communicating with patients
- Key skills
- Interactive group work
- DVD presentation
- Discussion

Suitable For: All grades of health and social care workers in all specialities
Course Fee: £69
Dates: 8 January 2013, 12 February 2013 (all dates run from 9.30am-12.30pm)
Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
But I don’t give bad news do I?

I’m really sorry but…

• We haven’t been able to get the care package together in time to get you home today…
• We’re worried about your symptoms…
• I need to refer you for more tests…

Build on your existing knowledge & skills in delivering significant information by integrating a cue-based interviewing approach with the SPIKES model

• Accurately assess and gauge information needs prior to delivering significant information
• Handle patient cues and how they are relevant when delivering significant information
• Tailor significant and complex information to individual needs
• Handle patients’ emotions more effectively

Suitable For: This course will be relevant to any health or social care professional involved in giving significant information or delivering bad news

Course Fee: £99

Dates: 6 August, 23 October, 3 December (all dates run from 4-8pm)

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
1 Day Workshop in Handling Difficult Emotions

Do you often have to handle strong emotions?

- Anger
- Aggression
- Frustration
- Distress
- Tears

Content

- Skills & strategies to effectively manage emotions
- Interactive group work

Learn how to

- Manage client emotions by using a cue focused approach
- Achieve a greater understanding of your clients needs
- Increase client satisfaction
- Increase job satisfaction
- Decrease stress

Suitable For: All professional groups and support staff
Course Fee: £159
Dates: 12 October, 4 February 2013, 26 March 2013
Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
1 Day Workshop in Cue Based (Patient Centred) Interviewing

Aim
Enhance existing consultation skills with a cue-based approach to enable:
- More accurate assessments & advanced care planning
- Shorter consultation times
- Increased satisfaction
- Fewer complaints

Content
- Evidence base on the role & importance of patient cues and concerns
- Key skills for handling & responding to cues and concerns
- Opportunity to observe and/or practice cue based interviewing in a safe environment

Suitable For: Any health or social care professional conducting medical, nursing or care consultations & assessments
Course Fee: £159
Dates: 24 July, 3 September, 21 January 2013
Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
1 Day Workshop in Conversations at End of Life

Aim
To enhance confidence and skills needed to initiate conversations to help patients live and die according to their wishes

Content
- Ideas & strategies for initiating end of life conversations
- Initiating discussions on the Liverpool Care Pathway (and Integrated Care Pathway)
- Eliciting Preferred Priorities of Care (P.P.C)
- Initiating conversations concerning resuscitation (D.N.A.R)

The course will cover the following skills set
- Handling difficult questions
- Delivering new information
- Eliciting wishes & needs
- Handling emotions

Suitable For: Any health or social care professional involved in end of life care
Course Fee: £159
Dates: 2 November 2012, 19 February 2013
Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
2 Day Workshop in Enhanced Communication Skills (Intermediate Level)

Course Aims
Enhance skills for communicating effectively with patients and their families in difficult situations using an evidence based approach.

Objective
- Recognise & practice key facilitative communication skills in a safe environment
- Explore the role & importance of patient cues and concerns
- Experiential and learner-centred to meet individual learning needs e.g:
  - End of life conversations
  - Handling distress, difficult questions and difficult colleagues

Suitable For: Nurses (up to band 6) and equivalent, Junior doctors, all health and social care professionals (course maps to NHS KSF level 3)

Course Fee: £479

Dates: 3-4 May, 7-8 June, 2-3 July, 20-21 September, 25-26 October, 6-7 December

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
Advanced Communication Skills Training (CONNECTED)

Course Content

- Participant-led agenda
- Review evidence on effective communication skills
- Practice communication strategies in a safe & supportive environment

Objectives

Develop advanced communication skills for dealing with complex and challenging communication situations e.g

- Do not attempt resuscitation (D.N.A.R)
- Advanced care planning
- Breaking bad news
- Handling anger & distress
- Confronting colleagues

Suitable For: Senior Doctors, Nurses and Health & Social Care Professionals (Band 7 & above)

Course Fee: 3-day: £649 2-day: £579

Dates: 3-day: 11-13 April, 23-25 May, 18-20 July, 5-7 September, 7-9 November,
2-day: 28-29 June, 4-5 October, 13-14 December, 10-11 January 2013,
31 Jan-1 Feb 2013

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683

Accreditation: The course maps to NHS KSF level 4 and attracts 18 CME points for the 3-day course. 2-day course maps to 14 CME points

An evidence-based course, with expert trainers approved by the National Cancer Action Team
Advanced Communication Skills
2 or 3 days - Which to choose?

Core components of effective communication skills training:

- Offering practical demonstrations & opportunities to practice key skills, give and receive feedback in a safe learning environment
- Evidence-based
- Participant agenda led

Both courses offer these components, have evaluated successfully and satisfy cancer MDT peer review requirements. However in order to get the best from the course you should choose the mode of delivery which best suits your learning style

2-Day Advanced Communication Skills

The two day version was developed in response to feedback from some clinicians. It is designed for participants who are:

- Keen to attend but struggling to free up three days from clinical practice
- Able to commit to pre-course reading and reflection (this should take no more than an hour but is an essential pre-requisite for attendance)
- Willing to attend two longer days
- Enjoy a fast-paced active approach to experimenting and trying new skills

This course provides 14 CME points (2 points on request & completion of pre-workshop workbook)

3-Day Advanced Communication Skills

The three day version was the original format and has been well received and evaluated. It is designed for participants who:

- Are able to attend for three days
- Prefer to discuss the evidence base in a classroom environment
- Appreciate the space to reflect on learning during the course as well as experimenting and trying new skills
- Value a less hurried opportunity to thoroughly assimilate new skills & embed theory into practice

This course provides 18 CME points
Train the Trainers

Objectives
To develop the facilitation skills of those involved in communication skills training at all levels

Course Content
- Core components for effective communication skills training
- Using experiential approaches effectively & safely
- Types of role-play & other experiential approaches to training
- Creating and maintaining a safe & effective training environment
- Handling difficult group dynamics

Participants will receive a complimentary trainer handbook including sample programmes, presentations, evidence base and training methods worth £50

Suitable For: This course will be relevant to any professional involved in facilitating learning in interactive ways

Course Fee: £715

Dates: 25-27 April, 13-15 June, 12-14 September, 14-16 November

Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
Train the Trainers
Follow-up course

Objectives
To enhance the facilitation skills of those involved in communication skills training at all levels

Course Content
- identify learning needs
- interactive sessions and small group work
- reflect and build on learning and experience gained since Train the Trainers course
- troubleshoot problematic areas
- develop further strategies for managing difficult group dynamics

Participants will receive a complimentary trainer handbook including sample programmes, presentations, evidence base and training methods worth £50

Suitable For: This course is aimed at those wishing to consolidate learning from a Maguire or CONNECTED Train the Trainers course
Course Fee: £499
Dates: 20-21 November
Further Info: Email maguire.unit@christie.nhs.uk or call 0161 446 3683
**Study Day Registration**

**Maguire Communication Skills Training Unit**

**How to Book**
- Fax form to: 0161 918 7174
- Post form and payment to:
  
  Maguire Communication Skills, The Christie School of Oncology, Epidemiology Building, Kinnaird Road, Withington, M20 4BX

**Which course would you like to attend?** (Please tick all that apply)

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<th>Event Title</th>
<th>Fee</th>
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<tr>
<td>Customer Care</td>
<td>£49</td>
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<td>Handling Difficult Emotions</td>
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<td>Cue based Interviewing</td>
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<tr>
<td>Train the Trainers follow up</td>
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*Your place will only be confirmed once we receive payment or an official purchase order*

**Your Details: Please write clearly**

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<tr>
<th>Title</th>
<th>Name</th>
<th>Job Title</th>
<th>Network/Organisation</th>
<th>Address</th>
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**Payment: If paying via invoice please provide a PO No.**

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<th>How will you be paying for this event?</th>
<th>Cheque</th>
<th>Invoice</th>
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<td>(Please make cheques payable to: The Christie NHS Foundation Trust)</td>
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<tr>
<td>Purchase Order No</td>
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<td>Organisation</td>
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*All booking confirmations will be sent by email so please make sure that this information is correct*

**Cancellation Policy**

- A charge of 25% of the course fee will be made for cancellations up to 6 weeks prior to the workshop date
- A charge of 50% of the course fee will be made between 4 and 6 weeks prior to the workshop date
- No refund will be given for cancellation within 4 weeks of the workshop date
- Suitable replacement delegates will be accepted up to 1 day prior to the course date

For further information, please email maguire.unit@christie.nhs.uk