

Compassionate Conversations: Welcome letter

Welcome to the NHS Resolution Practitioner Performance Advice's Compassionate Conversations Train the Trainer Workshop.

This new programme draws on a credible evidence base of learning derived from nearly 20 years of working to support the fair management and resolution of performance concerns. Compassionate Conversations is fundamental to our strategic aim to build capacity and capability in the NHS.

The programme content uses discussion, shared insights, case studies and practical exercises designed to test behaviour and thinking.

Delegates attending the Train the Trainer workshop should have attended a three-hour online Compassionate Conversations workshop and are encouraged to have completed the pre-work.

This delegate pack contains a full copy each of the delegate slides, the train the trainer slides and the individual workshop materials. We encourage delegates to make notes on the spare pages provided at the rear of the pack.

We recommend delegates also begin to think about onward delivery models following this workshop. Consideration might be given to thinking about how Compassionate Conversations training might be run, how it fits or will fit with organisational strategies, the resources required, number of sessions to be offered, and if training would be best delivered in a 'home' or 'away' organisation; or a combination of both.

We know delegates get the most from training when everyone contributes. Comments, shared insights, reflections and questions are all welcome and encouraged.

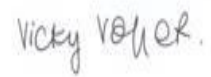
This Train the Trainer workshop is part of the North West pilot of the Compassionate Conversations programme. We are very grateful for all the support for this programme from delegates representing NHS England North West, East Lancashire Teaching Hospitals NHS Trust, Lancashire Teaching Hospitals NHS Trust and Mersey Care.

Delegates will be invited to complete an evaluation survey immediately after this event and at months 3, 6 and 12. This evaluation will help shape the delivery of Compassionate Conversations as a national programme.

Our thanks to all delegates in advance for participation and contribution.

We hope all delegates find this training enjoyable and valuable.

Yours sincerely,

A handwritten signature in blue ink that reads "Vicky Voller".

Vicky Voller
Director of Advice and appeals