Maguire Communication Skills Training Unit®

Keeping effective communication at the heart of patient-centred care

Prospectus 2019

(prices held from 2018)
**About us**

The Maguire Communication Skills Unit is based in the School of Oncology at The Christie NHS Foundation Trust, Manchester, one of Europe’s leading cancer centres. The unit has unrivalled expertise and contributes to the development and delivery of training in communication skills locally, nationally and internationally.

**Background**

The original unit (within the University Department of Psychiatry) was headed by Professor Peter Maguire. The current unit (NHS) was established in 2005 and grew out of a body of work which had focused on communication skills research and training for over two decades. The research and training produced by this unit is internationally recognised.

**The aims of the Maguire unit**

To provide current evidence based communication skills training that will:

- Reduce psychological distress of patients
- Embed compassionate care in practice
- Increase patient satisfaction with care
- Enable professionals to identify ways to manage the challenging situations met in practice
- Enable professionals to manage the emotional impact of their work
- Continue to work alongside organisations to influence local and national policy

**National and Regional role**

The unit’s reputation in the development of communication skills ensures that it consistently has a strategic involvement at a national level. Expert knowledge, informed by an extensive research portfolio, ensures that it is a frequent partner in number new initiatives.

The Maguire Communication Skills Unit is one of three groups that was associated with the development of the National Advanced Communication Skills Training Programme ‘Connected’, and all the senior trainers held both national and regional advisory roles. Maguire training is seen as the ‘gold standard’ for all senior health professionals. The unit is a key provider of advanced level training.
The Maguire Communications Skills Training Team

Dr Claire Green

PhD; MSc (Psychology); BSc (Hons); Adv Dip Counselling; Post Grad Cert in Supervision in Counselling and the Helping Professions, Cert’ in Workplace Mediation (OCR)

Claire is a Senior Trainer in communication skills and has a background in psychology, research and counselling. She originally trained under the direction of Professor Peter Maguire and has been with the unit since 1990. Claire has research experience in: the efficacy of different styles of workshop; interpretation of risk information; conversational analysis; development of assessment tools and evaluation of training models to break bad news.

Nicola Schofield

MPhil (Advanced communication); BSc (Hons) Psychology; Post Graduate’ Certificate in Supervision in Counselling and the Helping Professions, Cert’ in Workplace Mediation (OCR)

Nicola is a Senior Trainer in communication skills and has a background in psychology and research. She originally trained under the direction of Professor Maguire and has been with the unit since 2000. Nicola has research experience in: development of assessment tools for brief cognitive behaviour therapy interventions; conversational analysis; psychosis and substance abuse.

Alison Franklin

MEd; BA (Hons); Dip Counselling; Cert’ in Workplace Mediation (OCR)

Alison is a Senior Trainer in communication skills. Originally qualified in counselling and psychotherapy, she has worked in counselling and palliative care settings since the early 1990s. Alison has been with the unit since 2010. Alison specialises in curriculum design; developing formative and summative assessment tools to assess competence, application and practice.

Elaine Bramhall

BA (Hons) Midwifery, Advanced Diploma in Professional Counselling, Cert’ in Workplace Mediation (OCR)

Elaine is a Senior Trainer in communication skills and delivers the full range of courses. She has a combined experience of more than 20 years in private practice, consultancy and clinical experience in the NHS and has been providing communication skills training for more than ten years. Originally trained by the Maguire team in 2006 she has been involved in communication skills training at all levels since. Elaine combines her role as a trainer with her counselling practice.

Shirley Crook

Shirley is the Senior Education Administrator for the Maguire unit. Shirley has worked in events administration for many years supporting all aspects of training within the School of Oncology and can aid individuals and commissioners to access all training activities.
What can the Maguire Unit do for you?

The importance of effective communication has been highlighted in successive policy documents and clinical guidelines and is strongly associated with positive patient outcomes which may lead to fewer complaints, reduction in medico-legal risk and increased wellbeing not only for patients but also for health care professionals.

Training is available in the following areas:

- Communicating with care, compassion, dignity and respect
- Working with patient’s emotions
- Establishing patients’ understanding, concerns and preferences
- Conversations for:
  - Breaking Bad News
  - Advance Care Planning
  - Do Not Attempt Cardiopulmonary Resuscitation (DNACPR)
  - Giving complex information
- Shared decision making
- Enhancing Working Relationships and Managing Conflict
- Train the Trainer: Enhanced Facilitation Skills and Methods
- Train the Trainer: Advanced Facilitation - Roleplay

Training can be offered at advanced, intermediate and foundation levels and as short workshops focused on specific issues. The team are also able to offer workplace mediation, coaching and supervision.

If you would like to learn more about the Maguire Communications Skills unit please contact maguire.unit@christie.nhs.uk
Commissioning Communication Skills Training

The Maguire Unit has unrivalled expertise and experience in developing and delivering communication skills training. Commissioners can purchase courses from the Maguire portfolio or we can develop bespoke training to meet specific workforce needs. Commissioning a course frequently represents a substantial saving against purchasing individual places.

Costs will be dependant on the length and type of course.

Venues: Host venue or the Christie Education Centre

Initial enquiries will be followed with an informal telephone discussion and a written recommendation and quote.

“The overall evaluation has been outstanding. The Maguire team are experts in delivering this course. Bringing them to us to deliver the 2-day course has meant we can engage with more staff”

Margaret Hayes
Macmillan CNS Tameside and Glossop PCT
Advanced Communication Skills Training (Maguire or Connected)*

An evidence-based course with expert trainers

This course aims to develop communication skills and strategies for managing complex, challenging and/or highly emotive situations

Participants will have the opportunity to:

- Review the evidence base for effective communication
- Practice key skills and behaviours in a safe and supportive environment
- Identify their own learning needs and apply the skills and principles to specific contexts such as breaking bad news, advanced care planning, handling anger or distress, challenging colleagues
- Meet revalidation requirements

Suitable for

Senior doctors, Nurses and Health & Social care professionals (Band 7 and above)

Further information:
maguire.unit@christie.nhs.uk

Check dates and to book:
Manchester: Connected https://2-day-acst-19.eventbrite.co.uk
Manchester: Connected https://3-day-acst-19.eventbrite.co.uk
London: Maguire https://acst-london19.eventbrite.co.uk
Birmingham: Maguire https://acst-birmingham19.eventbrite.co.uk

2 or 3 day courses available

2-day 14 CPD points:
Designed for participants who are:
- Willing to undertake some pre-course reading in preparation
- Able to attend two longer days
- Enjoy a fast-paced active approach to experimenting and trying new skills

3-day 18 CPD points:
Designed for participants who:
- 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 and embed theory into practice

“Excellent facilitators and actors, fantastic learning opportunity”
-End of life care facilitator

*Maguire workshops use participants in small group work
*Connected workshops use actors in small group work
Enhanced Communication Skills Intermediate Level

This 2-day course is designed to enhance skills for communicating effectively with patients and their families in a way that embodies compassion, dignity and respect.

Participants will have the opportunity to:

- Recognise and practice key facilitative communication skills in a safe and supportive environment
- Explore the role and importance of patient cues and concerns in delivering patient-centred care
- Identify their own learning needs and apply the skills and principles to the communication situations they find most difficult e.g., handling distress or anger, end of life conversations, difficult questions and complex formation giving

Suitable for

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

Check dates and to book:
https://ecstm19.eventbrite.co.uk
https://ecsts19.eventbrite.co.uk

Further information:
maguire.unit@christie.nhs.uk

“The course was excellent and extremely helpful. It has equipped me with skills and tools which will be empowering in my clinical practice”

- Sister in a Hospice
Effective Communication with Colleagues

Difficulties with interpersonal relationships at work have been recognised as a significant cause of workplace stress. Over 12.5 million working days were lost as a result of work related stress in the UK in 2017 and health care workers were the professional group most likely to experience anxiety, depression and stress related to their job. (Health and Safety Executive 2018)

This course covers the skills and strategies needed to manage working relationships in a professional and supportive manner.

Learn how to

- Support colleagues
- Work as a team
- Challenge inappropriate behaviour
- Manage your manager
- Address performance issues
- Work with resistance to change, defensive behaviours and strong emotions
- Assert your views and be heard

Suitable for:
All professional groups

Further Information:
maguire.unit@christie.nhs.uk

Check dates and to book:
https://ecwc-19.eventbrite.co.uk

“The training has not only developed my confidence, it has provided me with a skill which is adaptable in any situation. The toolkit of steps will break down any barriers in order to effectively communicate with anyone! Although the course was intense it was also fantastic!”

Joanne
Assistant Service Manager
Train the Trainer: Enhanced facilitation skills and method

An ILM Development Programme

To enhance and develop facilitation skills and methods for delivering short workshops at foundation and intermediate levels

Course Content

- Evidence-based key components of effective communication skills training
- Considerations for course design and delivery
- Competences for delivering effective training
- Managing group dynamics
- Experimental training methods
- Establishing and maintaining a safe and productive learning environment
- Chance to practice facilitation methods
- Earn 18 CPD points

*Please note this course does not cover advanced facilitation methods i.e. individual agenda-based role-plays*

Suitable for

Managers, clinicians and educators delivering or planning to deliver communication skills training to health and social care professionals via short workshops

Pre-requisites

- Attendance on a 2 or 3 Day Advanced Communication Skills Training Course (or equivalent) within the last 5 years
- Knowledge of an evidence-based theory or model of communication

Check dates and to book:
Manchester: [https://ttt-enhanced-facilitation-19.eventbrite.co.uk](https://ttt-enhanced-facilitation-19.eventbrite.co.uk)

Further Information:
maguire.unit@christie.nhs.uk
Train the Trainer: Advanced facilitation - Role Play

An ILM Development Programme

An exciting new development programme

Course Content

- Considerations for course design and delivery
- Competences for delivering training at advanced level
- Preparing delegates for role play
- Setting up and running role play
- Maximising learning
- Managing group dynamics

Suitable for
Managers, clinicians and educators delivering communication skills training to health and social care professionals via short workshops

Pre-requisites

- 2 or 3 Day Advanced Communication Skills Training Course (or equivalent)
- Train the Trainer: Enhanced Facilitation Skills and Methods or equivalent
- Familiarity with key communication skills and principles, evidence base and communication strategies for managing difficult communication challenges

Further Information
maguire.unit@christie.nhs.uk

Check dates and to book:
Manchester: https://ttt-advanced-facilitation-19.eventbrite.co.uk
Related Services

The Maguire Unit is able to work with clients (including commissioners) to tailor services to their particular needs. A number of leading organisations have benefited from the experience of the team in working with groups and individuals. Specialist services include:

- Bespoke course development
- Consultancy
- Workplace mediation
- Clinical supervision
- Coaching and mentorship
Contact Details: The Maguire Communication Skills Training Unit

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