



*A Talent for Care  
program in partnership  
with NHS organisations  
across the country*



# NEW TO CARE

A personal and professional development program  
for Clinical Support Workers new to their roles



DEVELOPMENT



SUPPORT



ENGAGEMENT



# Overview

The program has been developed for Clinical Support Workers who are new in their roles, across the country. Designed to complement any induction process, the program:

- offers a unique learning experience
- expands core skills and competencies
- supports personal and professional development

## Outcome:

The program leads participants, with **minimum demand on their time**, to establish a **new set of skills**, a **fresh mindset** and an accompanying set of proactive **practices**. The benefits to participants, their peers and their communities are **long lasting**, well beyond the participation in the program.





# SESSION CONTENT

The first few weeks are about offering participants a unique personal and professional **learning experience**, developing and **restoring essential skills** for any Healthcare professional. From **active listening** to **effective communication**; from **self-awareness** to **resilience** and self-motivation.

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The second part of the program focuses on **teams, patients** and **everyone around** us, introducing core abilities and practices for becoming **confident** and succeeding in complex healthcare communities – from **connection** and **relatedness**, to **belonging** and **feeling valued**.

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# Our Approach

is based upon **experiential learning** with **peer support** and **reflective practices**, all underpinned by **narrative transformation** as our core methodology.



**COACHING STYLE  
FACILITATION**







**PEER TO PEER  
DISCUSSION**

**Experiential learning focuses on the *process of learning*** rather than just on the learning outcomes.

The measure of success for experiential learning goes beyond the acquisition of new knowledge, towards achieving **behavioural change** and **transformation**.

The combination of these key elements is what makes our programs unique, enjoyable, and particularly effective.

# Time Commitment

	Commitment	with	How often	How long
	Welcome Call	Talent for Care Team member	1 pre-program	½ hour
	Interactive Sessions	Cohort [on MS Teams]	8 program sessions (spread over 16-18 weeks)	2 hours each
	Meeting & Bridging Assignment	Practice Group	7 (in between sessions)	> 1 hour
	Reflective Practice	[on your own]	Weekly	> ½ hour
Average: 1 ½ hrs per week			<b>Total time</b>	<b>&gt;32 hours</b>





# Participant Feedback

from New to Care Program participants, September 2023

'It's been very powerful. I recommend everyone in the healthcare sector should go for it'

'The program has helped me develop my existing **skills** and learn new ones too. I have gained immeasurable perspective from the conversations and have enjoyed the opportunity to **share** my own perspectives and **connect** with others'

'I was surprised by the **personal essence** of the program. [...] the program has helped me realise my potential as a human being and created opportunities for me to actualise this potential in my everyday life'

'EVERYBODY has a voice that should be **listened to**. The tutors really modelled this through the training course'

'This program has been **fantastic**. I'm grateful for the program leaders for offering such a **unique platform to share** ideas'

'Should be offered to all healthcare staff as the course could help reduce staff burnout'



**100% of participants** rated the eight evaluation questions on the program as **5 out of 5**

**'amazing'**



# an opportunity to

- ✓ Feel valued
- ✓ Pause and reflect
- ✓ Connect with colleagues
- ✓ Be heard and hear others
- ✓ Enquire about new ways of thinking
- ✓ Link theory and learning to ongoing practice
- ✓ Be part of an inclusive, collaborative community

# program framework (page 1)



Session	Theme	Content	Outcomes
<b>1:1 Welcome Call</b>	<b>Onboarding</b>	Clarity about commitment to and structure of the program. Briefing about material and methodology. Setting-up for orientation session	Getting related, listening, sharing, creating trust & connection, clarity around expectations. Setting personal goals as outcomes for each participant
<b>1</b>	<b>Being on the program</b>	To provide the learning context, establish the foundations for new skills & development, begin to create the framework of new behaviours and interactions with others	What it means to set and achieve personal goals, how personal attributes such as care, compassion, courage, and commitment are central to the program
<b>2</b>	<b>Listening and Responding</b>	To expand participants' experience of active listening; developing the capacity to practice active listening consistently; listening skills and practice; new skills in using language to create and influence outcomes	How listening can contribute to colleagues and patients; how listening can support others and make a positive difference in someone else's life; our use of language and how this can be a creative process in developing relatedness and influence outcomes
<b>3</b>	<b>Mindset and the Hidden Human Condition</b>	To raise awareness of the important attribute of personal responsibility; to expand the understanding of the correlation between diversity and equality. To discover a new model of understanding that enhances skill building, developing new behaviours and expands the capability of taking on new knowledge, innovations and adapting to change	Understanding how the potential of embracing personal responsibility can transform caring; recognise their own role modelling core attributes and competencies for others; being aware of going beyond positive attitude to real empowerment; being aware of the new model of the hidden human condition can be applied to creating a values-based culture. How this new model can be applied to creating a values-based culture



Session	Theme	Content	Outcomes
4	Communication	To access positive engagement with others; to enable and support others; successful collaborative working; managing difficult conversations	Expanding ability to create relatedness with colleagues and patients; understanding and contributing to being part of a team; demonstrating compassion through authentic communication whilst maintaining a professional position
5	Resilience	To expand our thinking about resilience, further develop our awareness of our own resilience and raise our ability to reflect on events and circumstances and reframe them as opportunities to practice resilience; influencing our personal resilience	New practices for developing resilience; new thinking to support a better sense of self resilience; how to support others resilience levels
6	Empathy & Compassion	Enquiry into the true nature of compassion & empathy and the difference. New understanding of how these human qualities can be developed and practiced	Understanding the difference between empathy & compassion and how these qualities are essential in our roles as CSW's; practices for compassion; demonstrated in practice & response
7	Connection and Relatedness	How everything is connected to our ability to relate positively with others; how connection and relatedness are foundational to performance, outcomes and our experience of our environment; how the ability to be vulnerable is a strength	Cohesive working practices; development of teams and good working relationships; how this can support positive and impactful outcomes
8	Being and belonging	Moving through I-you-us; recognising the centrality of feeling a sense of belonging and identifying with your team and organisation. Knowing your contribution is valued. Staff feeling supported, engaged, and positive morale	Experience for themselves the value of their contribution and their own sense of belonging; be aware of the positive difference belonging makes to trust in teamwork; understanding how belonging reduces the barriers to communication; awareness of how belonging promotes wellbeing, equality and diversity

# Register your interest

If you are interested in registering for the **New to Care** Program,

- Ask your line manager for the available Cohort dates and registration form links
- Once you have completed the registration form, The Talent for Care Team will contact you to complete the onboarding process

