



Developing Healthcare Talent

A Learning and Development Program for Healthcare Support Workers



Overview

The program has been developed for healthcare support workers across the country.

Purpose:

- further develop and expand core skills & competencies
- support people in their personal and professional development
- engage participants and strengthen their sense of belonging in their organisations

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 innovative **practices** that are proactive, rather than simply responding to circumstances. The benefits to participants, their peers and their communities are **long lasting**, well beyond the participation in the program.





PROGRAM CONTENT

The first few weeks are about offering participants a unique personal and professional **learning experience**, developing and **restoring essential skills** for any Healthcare Support Worker. 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



Learn more



Talent for Care's approach to learning and development is based on **experiential learning** with **peer support** and **reflective practice**, underpinned by narrative transformation.



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 creates a supportive space to hear new perspectives, share and exchange experiences and insights, and try out new skills and practices.

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	1½ hour each
	Meeting & Bridging Assignment	Practice Group	7 (weekly in between session)	> 1 hour
	Reflective Practice	[on your own]	7 (weekly) & ongoing	> ½ hour
Average: 1½ hrs per week			Total time	>23 hours

Participant Feedback

from Developing Healthcare Talent Program Cohorts



'I think this is an **amazing** program that would **benefit** so many of those in healthcare.' (Sept2024)

'It was an **eye opener** for me, it has **equipped** me and I am ready to be there for my colleagues and the people I work with' (Sept2024)

'I enjoyed how **well rounded** the program is. It is **refreshing** to have more time in breakout rooms to **discuss** real-life situations than learn only theories without practical implications.' (Jan2024)

'It's helped me recognise qualities and values in myself that I did not realise I had. [...] This has improved my **self-esteem** and **confidence**' (Sept2024)

'What a **fantastic** few months I have had. This program in my eyes cannot be praised enough' (May2024)

We ask all participants for their consent to share their anonymised feedback.



Outcomes

from a range of cohorts between December 2023 – October 2024



Awareness

94% improved

'my awareness of myself and my responses'

Participants' self-assessed abilities and practices, across 10 main dimensions, participants improved or significantly improved, including:



Resilience

91% improved

'understanding how to better support my personal resilience'



Communication

88% improved

'my ability to communicate effectively' at work



Listening

90% improved

'my ability to develop positive relationships'



Compassion

94% improved

compassion 'towards myself and others'

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
1:1 Welcome Call	Onboarding	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
1	Being on the program	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
2	Listening and Responding	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
3	Mindset and the Hidden Human Condition	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



For more information

If you are interested in registering for the **Developing Healthcare Talent** Program, or would like more information, please contact:

The **Talent for Care** team

team@talentforcare.uk

