talent **for care**

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DHT

for Care Navigators

Developing Healthcare Talent: Care Navigators

Innovative **support and development program** for Care Navigators fully aligned with the **ACCEND** framework

PROGRAM INFORMATION

In partnership with

West Midlands cancer alliance

Introduction

Developing Healthcare Talent has been **specifically developed for Care Navigators** across the West Midlands Cancer Alliance, aligned with local and national frameworks. It aims to further develop and expand **core skills** and **competencies**, supporting participants in their personal and professional development within a **collaborative peer-learning network**.

The program offers participants a unique learning experience, developing skills and practices in **listening**, **communication**, **self-awareness**, **wellbeing**, and more core softer skills essential to the role. Through experiential learning, reflective practice, and **interactive live sessions** on MS Teams, the program builds relatedness and belonging whilst having **minimum demand on participants' time**.

Fully consistent with **ACCEND** and **HEE Competency Framework**

WHAT TO EXPECT

- Mixed cohort
- Practice partners
- Interactive sessions
- Peer support network
- Learning through practice
- Accessible resource materials
- Dedicated time to think and reflect
- A safe, compassionate, & inclusive space
- Time-efficient, online sessions on MS Teams

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Core Elements
of the program

CARE NAVIGATOR NETWORK
Building and sustaining professional relationships; connecting, supporting, and relating as peers; recognising and valuing relationships that support patient outcomes.

PERSONAL & PROFESSIONAL DEVELOPMENT
Based on experiential learning (reflection, new thinking and practices) participants expand core skills, develop new thinking and ways of working.

PEER LEARNING
Within interactive sessions and dedicated practice partners, colleagues will share and listen, supporting each other's growth and development.

REFLECTIVE PRACTICE
Bridging assignments and practices between sessions deepen the enquiry and link the sessions. Includes insightful multi-media resources and reflective prompts.

PROMOTE WELLBEING & SELF-CARE
Facilitated by our team of coaches, participants will have opportunities to share challenges, be heard, valued, and supported, and consider effective wellbeing practices.

OUR METHODOLOGY

EXPERIENTIAL LEARNING

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 behavioral change and transformation.

Talent for Care programs are based upon **experiential learning** with **peer support** and **reflective practice**, informed by **narrative transformation** as our core methodology.

With highly innovative content, and insights from neuroscience, we develop **team relationship** and **communication skills** and inspire a **mindset of possibility**.

PEER-LEARNING NETWORK

The collaborative and supportive environment is key to the participants' enjoyment and experience. They engage with the program by connecting with each other, sharing the support and development journey.

WELCOME CALL

INTERACTIVE SESSIONS

PRACTICE PARTNERS

WHATSAPP GROUP

Testimonials

from participants of various Talent for Care programs

I would **highly recommend** the course to any navigator existing to the role or new to it. It's a great way to have **open and honest discussions** without being judged in a way that's **constructive**
DHT: Care Navigators program participant, June 2023

It has been really **insightful** and fostered **growth** and **learning** on a personal level.
Developing Healthcare Talent program participant, October 2023

I feel it has **given me a voice** within a lovely group of friendly people and a **safe space**.
DHT: Care Navigators program participant, August 2023

It was **extremely insightful** and helpful as it addressed many topics that got you to go outside your comfort zone and find ways to **manage difficult situations better**.
Developing Healthcare Talent participant, September 2023

It has been **really nice** to chat to **other navigators** from different trusts. Its good to know that **most people feel the same** even though we do very different roles.
DHT: Care Navigators program participant, August 2023

I can **understand my service user more** and use what we have learned to improve our quality of care and **share** it with my team or students.
Developing Healthcare Talent participant, September 2023

In our experience, the most reliable outcome measures come from participant feedback and self-assessment, which we capture through a simple, robust and anonymous framework, via an end of program questionnaire on MS Teams.
We ask all participants for their consent to share their anonymised feedback.

Program Framework: 1

		Competencies	Content	Objectives	Outcomes
Pre-Program	**Welcome Call**	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	
Session 1 (1.5 hr)	**Introduction and Orientation**	Personal, professional and career development based upon experiential learning Setting up context for new learning & practices: Effective communication; personalisation; building & sustaining professional relationships; personal development, learning & reflective practice	Setting up the program, welcome & introductions, program approach, context & overview. What's at the heart of the matter: Connection and Relatedness. How the program supports the ACCEND Program, National Competencies Framework, & further learning.	Provide the learning context Establish the foundations for new skills development Begin to create the framework of new behaviours and interactions with others Get connected with the program and one another Start to build and use the networking space	Understand what it means to set and achieve personal goals How personal attributes such as care, compassion, courage, and commitment are central to the program and to the Care Navigator role in effecting best outcomes for patients How enquiry will further personal and professional development Invitation to practice and to share learning, based on program, role, networking, practice
Session 2 (1.5hr)	**Listening and Responding**	How we speak and listen. Foundational skills for providing person-centred care. Listening for connection, support and making a difference. Self-motivation and effective communication. Reflection as a practice Taking responsibility	The Art of Listening: listening skills, the factors that influence how we listen and what we hear. How language is creative and not just descriptive. Conversations that make a difference.	To expand participants experience of active listing Developing the capacity to practice active listening consistently Listening skills and practice New skills in using language to create and influence outcomes Networking	How listening can contribute to colleagues and patients experience 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.

Recognising the importance of developing and sustaining relationships, each session **dedicates time to collaborative peer networking** with a focus on priority and challenge areas for Care Navigators.

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Program Framework: 2

		Competencies	Content	Objectives	Outcomes
Session 3 (1.5hr)	**Mindset, Perception and Behaviours**	Self-awareness, developing new behaviours, skill building. Creating a values-based culture. The foundations for developing retention in the workforce and how drawing premature conclusions about self/teams/organisation impacts retention. Developing resilience Taking responsibility	Personal responsibility and self-agency, motivated reasoning, appreciating difference and diversity A new model of understanding what's at the heart of what works and doesn't work for ourselves, teams and organisations. Understanding and shifting fixed self-perceptions, recognising our fixed points of view and biases.	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 Networking	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 4 (1.5hr)	**Communication and Compassion**	Clear, kind, respectful and non-judgemental communication Respecting diversity and difference – all critical components of person-centred care. Enhancing engagement with people, enabling and supporting others. Collaborative working, empathy & compassion: for self, patients and colleagues.	Core communication skills and relationship building with colleagues and patients Different forms of communication and outcomes. Connecting and adapting communication in different contexts. Trust and vulnerability. Seeking support.	To access positive engagement with others To enable and support others Successful collaborative working Managing difficult conversations Practices for compassion: self and others Networking	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 Linking empathy and compassion with wellness and resilience.
Session 5 (1.5hr)	**Resilience**	Personal awareness of what influences our resilience and new ways of developing our personal resilience and supporting our wellbeing. What makes us, teams, and organisations resilient. Role Modelling: supporting self-management and seeking support.	Resilience as a state of mind or way of being. Influencing factors that may inhibit developing our personal resilience.	To expand our thinking about resilience. Further develop our awareness of our own resilience and raise our ability to reflect on events & circumstances and reframe them as opportunities to practice resilience Influencing our personal resilience Networking	New practices for developing resilience New thinking to support a better sense of self resilience How to support others resilience levels

Program Framework: 3

		Competencies	Content	Objectives	Outcomes
Session 6 (1.5hr)	**Reflective Practice**	Intrapersonal and interpersonal skills. Ability to be reflective. Further developing a mind of enquiry.	Enquiry as a mindset Awareness of our point of view, insight and understanding into our personal biases, narratives and ways of thinking.	Building on our resilience and wellbeing, continue to develop our awareness of how our ability to enquire to develop our thinking, seek support, communicate effectively, and regularly reflect as an ongoing practice will aid our learning. Networking	Embedding reflective practice to expand learning and development ongoingly both personally and professionally
Session 7 (1.5 hr)	**Managing Yourself**	Essential component of person-centred care. Development of supportive and caring culture. Managing uncertainty and change powerfully. Personal performance. Demonstrating courage Developing awareness of our behaviours. Supportive of good working practices	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 vulnerability is a strength The practice of using open questions to develop connection, relatedness in support of patient outcomes	Appreciating the benefits and actively seeking the opportunities Creating the willingness to engage How this basic human response/need can be developed and enhanced to be a creative force for ourselves and others particularly in the working environment Creating confidence in communicating using open questions Networking	Cohesive working practices Development of teams and good working relationships How this can support positive and impactful outcomes Develop awareness of opportunities and constraints/barriers when practicing professional curiosity
Session 8 (1.5 hr)	**Peer Support**	Valuing, supporting, and appreciating self and others Developing trust and confidence Willingness to be an advocate for patients, colleagues, and organisation Creating engagement and inspiring others Building trust and relatedness Excellence in teamwork	Recognising the importance 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	Understanding how a sense of belonging is core to inspiring colleagues and teams to make a positive difference Networking	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

Participants will meet in between each session with their practice partnership group for **bridging practices** to **link the sessions**.

With a **total time of <27 hours**, averaging **1hr 30 per week** across **16-18 weeks**.

CONTACT PAGE

To register on the **next available cohort**, please

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Contact our Team