

# Supporting NHS colleagues to handle difficult situations with compassion



## Opportunity for colleagues across London to take part in a pilot training programme

### What is the training?

NHS England and NHS Improvement are continuing to invest substantial funding into supporting the wellbeing of our NHS people, and as such have procured a new training programme that is due to go live in January 2022.

“Supporting NHS colleagues to handle difficult situations with compassion” is a newly-developed training course that has been commissioned in response to a high number of requests from our NHS people who have shared that they are seeking support in how to handle difficult situations, particularly when patients present in a challenging or distressed manner.



We are  
**compassionate**  
and **inclusive**

The training is designed to upskill colleagues with appropriate techniques and skills that will support them in handling difficult situations with compassion, whilst highlighting the importance of looking after your own health and wellbeing at this critical time.

What you will gain from attending:

- ✓ An understanding of what we mean by compassion and the types of difficult situations our NHS colleagues may face
- ✓ Time to practice skills and techniques that will support you to handle these difficult situations safely and with compassion
- ✓ Engagement with colleagues across your region and the opportunity to learn from shared experiences
- ✓ Up-to-date information on the national health and wellbeing support offers available to you and your colleagues

### Who can sign up?

Whilst we recognise that many NHS staff would benefit from this training, this programme is being delivered as a pilot in the first instance and therefore there are limited spaces available. Because of this, we would like to primarily target colleagues in patient facing, frontline roles - in particular those in non-clinical roles who are often the first point of contact for patients. We have chosen this cohort of staff as many non-clinical colleagues do not have access to this type of training and therefore are best placed to participate in the pilot.

Below are some examples of staff groups who may be considered for the programme (please note this list is not exhaustive and these are suggestions only):

- Administration and clerical roles, including receptionist and ward managers
- Porters and estates
- Linen and cleaning services
- Telephone line operatives, including mental health crisis teams and ambulance call centre colleagues
- Community staff such as health visitors

### What is expected of me once I sign up?

- The training will run for 3 hours and colleagues will need permission from their line manager to attend the full session.
- This training is a participation style programme, and therefore colleagues will need to be able to actively engage in the session.
- Upon completion of the course, delegates will be asked to share feedback and contribute to the evaluation on the course to contribute to evaluation

For any queries please contact colleagues in the National team via our mailbox:

[ournhspeople.hwb@nhs.net](mailto:ournhspeople.hwb@nhs.net)

### How do I sign up?

To view the available dates in your region, please click on the following link or scan the QR code:

<https://www.escallatraining.com/london-region-secondary-care>

