

Valuable conversations

Session 2 of 2

Conversations that
count with your team



Presenters



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Agenda

Part 1

- Objectives
- Why valuable conversations matter
- The principles and practice of valuable conversations
- Feedback that counts
- The valuable conversations model



Part 2

- Reflections on practice
- Embedding valuable conversations in your organisation
- Summary and further support



Working well together

- Respecting
- Supporting
- Confidentially sharing
- Using technology



Zoom housekeeping



Exit full screen



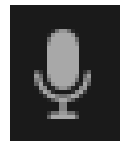
Use gallery view



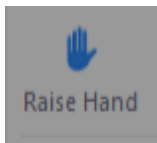
Open chat



Check your display name



Mute unless speaking



Use raise hand

The Zoom logo, consisting of the word 'zoom' in white lowercase letters on a blue square background.

Reflections

- How did you get on reviewing and reflecting on your current approaches to one-to-one's, supervision and appraisal?
- How did your practice using the EARL model and the LACE feedback model go?
 - what went well?
 - what could have gone better?
 - what you need to do or know more of?



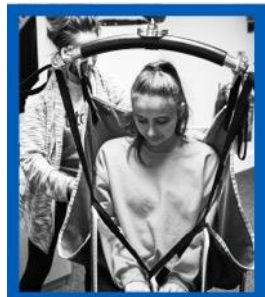
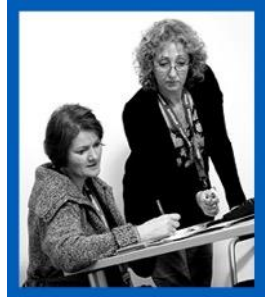
Embedding valuable conversations in your workplace




Embedding organisational values and behaviours

(Secrets of success – Skills for Care 2017)

- Supervision
- Team meetings
- Observations of practice
- Training
- One-to-one meetings
- Feedback



 Seeing staff at least weekly.
Regular supervision and
training programme.
Feedback from residents,
relatives and professionals.
Observations of care. 

residential care provider, CQC, outstanding
Chestnut Grove Care Home,



Valuable conversations in supervision

Why supervision is important

- Maintain quality of care and support
- Ensure staff feel supported
- Support ongoing learning and development
- Celebrate achievements
- Support problem solving
- Meet regulatory standards



Exercise – have a go!



In pairs use the **EARL** model to have a go at carrying out a 10 minute one-to-one/supervision with the other person.

Think about a challenge you are currently facing in your role that you would like to discuss, reflect on and try to resolve in a one-to-one/supervision environment.

After 10 minutes debrief to each other on:

- how it felt to have a valuable conversation
- how it felt to use the EARL technique with someone else
- what the learning is for you when using EARL in your work.



Values-based appraisals



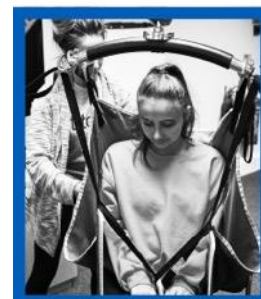
- Ensure the employee understands what the values and behaviours mean to them in their work.
- Prepare.
- No surprises.
- Focus on the conversation not the form.
- Be specific – evidence and examples.
- Motivate and celebrate success - “three things that have gone well this year”
- Learning and development - “three things that could have gone better and we can learn from”.
- Jointly agree SMART objectives the employee feels committed to and motivated by.



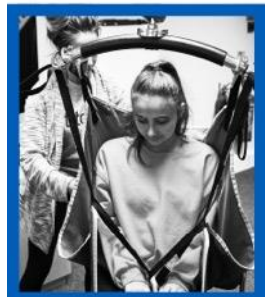
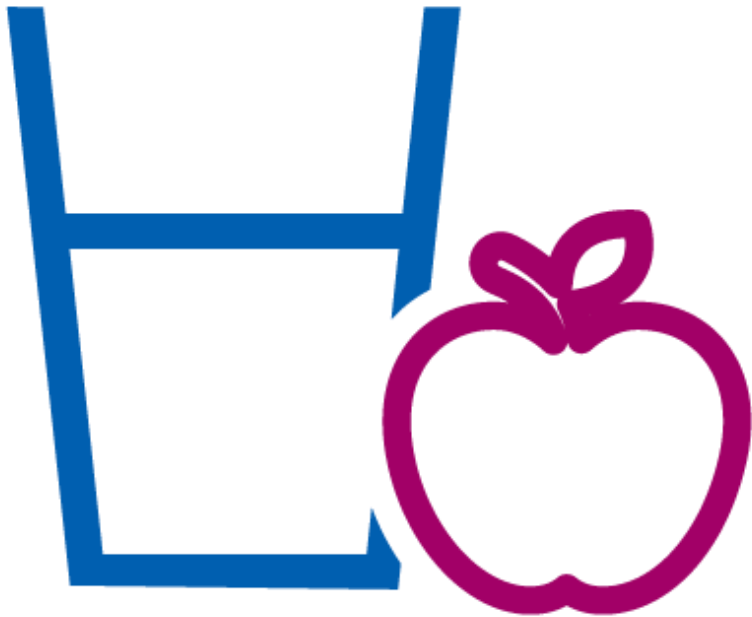
Exercise – have a go!



- In pairs use the EARL Models to have a go at carrying out an appraisal conversation with the other person.
- Each think of a one thing that you are proud that you have achieved over the last 12 months and one thing that hasn't gone as well as you would have liked it to.
- Give your partner a summary of each scenario and they'll use EARL questions to listen and understand more about the situation. You have 15 minutes each person for this conversation.
- At the end of the conversation, can you come up with a SMART objective?



Comfort break included in exercise time



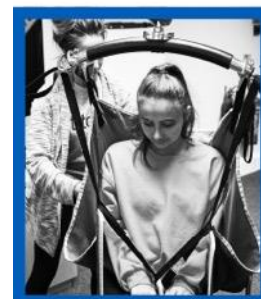
Exercise



Planning for a valuable conversation

In pairs, discuss a situation where you can use the valuable conversation approach in the next few weeks.

Afterwards spend six or seven minutes completing the planning sheet to prepare for the conversation you'll have after the course.

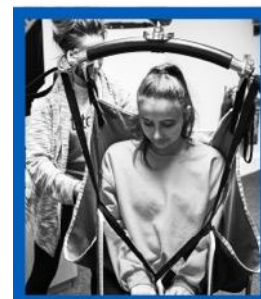


Exercise



Planning for a valuable conversation

- Where and when will the conversation take place?
- How will you open the conversation?
- How will you raise the situation you want to discuss?
- How might they respond? What justifications may they give?
- What do you want to see change? How will you explain that to them? How will you know they understand what is expected of them?
- What solutions may they offer? How will you respond?
- What are the next steps and how will you follow it up?



Revisit

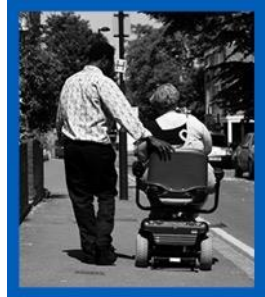
- What did you want to know by the end of the course today?



Objectives recap

To enable participants to:

- understand how 'valuable conversations' can help you at work
- develop knowledge and experience of a new way of speaking with staff about values, behaviours and attitudes
- apply and practice 'valuable conversations' in the context of day-to-day conversations, probationary reviews, regular supervisions and performance management
- develop this way of communicating further in your workplace.



Today in a word cloud

Your **words** here

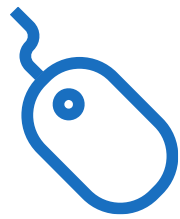


Action Plan



	Short-term	Medium-term	Long-term
Recruitment STOP			
Retention START			

Next steps



Action planning and further support

- Values-based recruitment and retention:
www.skillsforcare.org.uk/values
- Tailored support: randr@skillsforcare.org.uk
- Support in your area:
www.skillsforcare.org.uk/inyourarea
- Bitesize supervision resources
www.skillsforcare.org.uk/supervision





Thank you

