

**Would you like to know how to have conversations** **that lead to real change?**

**Quality Conversation training will give you the skills.**

This **free** training is for **all staff and volunteers** working in health and social care and the voluntary sector across Derby and Derbyshire.



**\*New\* Core Skills Training**

You will learn about the impact of health inequalities, and develop listening skills, communications skills, and health coaching approaches. You will gain expert tips and advice tailored to your needs and a chance to practice in small friendly groups.

**\*New\* Spotlight Sessions**

Once you have this foundation of knowledge and skills, you can look and learn in more detail about specific areas and tailor your learning, with our new Spotlight sessions. These sessions will cover **Supporting Self-Management** and **Quality Conversations for Leaders.** Many more exciting offers to be added soon!

**What’s the training like?**

The training is virtual over MS Teams. All sessions are 3 hours 15 minutes long. You need access to a computer with a camera and microphone. Groups are small with time and space to practice your new skills in virtual break out rooms.

**How do I book?**

Check the dates and times for the training you want to attend and click on the booking link to book you place. You will get an email to confirm your booking and a calendar invite will be sent within 5 working days.

**Core Quality Conversations Skills**

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| **Day** | **Date** | **Start** | **Finish** | **Booking link** |
| **October 2023 – Fully Booked** | | | | |
| **November 2023** | | | | |
| Tuesday | 07/11/23 | 13:15 | 16:30 | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685541381727?aff=oddtdtcreator) FULL |
| Wednesday | 15/11/23 | 09:15 | 12:30 | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685567670357?aff=oddtdtcreator)FULL |
| Monday | 20/11/23 | 09:15 | 12:30 | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685572464697?aff=oddtdtcreator) FULL |
| **December 2023** | | | | |
| Monday | 04/12/23 | 09:15 | 12:30 | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685580950077?aff=oddtdtcreator) FULL |
| Tuesday | 12/12/23 | 13:15 | 16:30 | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685582233917?aff=oddtdtcreator) FULL |
| **January 2024** | | | | |
| Wednesday | 10/01/24 | 13:15 | 16:30 | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-685580950077?aff=oddtdtcreator) FULL |
| Tuesday | 23/01/24 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-713541019397?aff=oddtdtcreator) |
| **Feb 2024** | | | | |
| Tuesday | 06/02/24 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-726050345127?aff=oddtdtcreator) |
| Thursday | 08/02/24 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-726057005047?aff=oddtdtcreator) |
| Thursday | 29/02/24 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-726061909717?aff=oddtdtcreator) |
| **March 2024** | | | | |
| Tuesday | 05/03/24 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-726067767237?aff=oddtdtcreator) |
| Tuesday | 12/03/24 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-726069923687?aff=oddtdtcreator) |
| Wednesday | 20/03/24 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-core-quality-conversations-tickets-726074958747?aff=oddtdtcreator) |

**More dates available on the next pages for:**

**QC for Leaders**

**Supporting Self-Management**

**QC in Action**

**Spotlight Sessions**

**Quality Conversations for Leaders**

* Focus on how to support the workforce more effectively and compassionately.
* Learn how to apply coaching in conversations as a leader
* Develop skills to improve engagement, well-being and compassion at work

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| **Day** | **Date** | **Start** | **Finish** | **Booking link** |
| **November 2023** | | | | |
| Tuesday | 21/11/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-tickets-685639886357?aff=oddtdtcreator) FULL |
| **December 2023** | | | | |
| Thursday | 07/12/23 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-tickets-685646155107?aff=oddtdtcreator) FULL |
| **February 2024** | | | | |
| Thursday | 01/02/24 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-tickets-713542503837?aff=oddtdtcreator) |
| **March 2024** | | | | |
| Thursday | 14/03/24 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-leaders-tickets-726072090167?aff=oddtdtcreator) |

**Supporting Self-Management**

* Understand what self-management is.
* Develop skills to introduce and promote self-management.
* Understand how to support people to manage their own care.

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| **Day** | **Date** | **Start** | **Finish** | **Booking link** |
| **October 2023** | | | | |
| Monday **Pilot** | 23/10/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-supporting-self-management-pilot-tickets-685666124837?aff=oddtdtcreator) |
| **November 2023** | | | | |
| Wednesday **Pilot** | 08/11/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-supporting-self-management-pilot-tickets-734720046437?aff=oddtdtcreator) |
| Tuesday | 28/11/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/quality-conversations-for-supporting-self-management-tickets-685678451707?aff=oddtdtcreator) |
| **December 2023** | | | | |
| Wednesday | 13/12/23 | 09:15 | 12:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/quality-conversations-for-supporting-self-management-tickets-685679805757?aff=oddtdtcreator) |
| **January 2024** | | | | |
| Wednesday | 17/01/24 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-supporting-self-management-tickets-713541811767?aff=oddtdtcreator) |
| **February 2024** | | | | |
| Thursday | 13/03/24 | 13:15 | 16:30 | [CLICK HERE](https://www.eventbrite.co.uk/e/jucd-quality-conversations-for-supporting-self-management-tickets-726059231707?aff=oddtdtcreator) |

\* Pilot open for all to book, but additional evaluation will be required, this is a pilot session \*

**QC in Action**

Do you want to refresh and develop your Quality Conversation skills? These **1 hour** sessions give you a chance to practice your Quality Conversation skills with the support of a Trainee Health Psychologist.

* Learn ways to manage conversations you’re finding challenging.
* Learn from other colleagues and share best practice.

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| **Day** | **Date** | **Start** | **Finish** | **Session focus** | **Click the link to book** |
| **September 2023 – Fully Booked** | | | | | |
| **October 2023** | | | | | |
| ~~Tuesday~~ | ~~03/10/23~~ | ~~12:00~~ | ~~13:00~~ | ~~Communication skills (with a focus on pull techniques)~~ | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/706615264277?aff=oddtdtcreator)FULL |
| ~~Thursday~~ | ~~12/10/23~~ | ~~10:00~~ | ~~11:00~~ | ~~Starting conversations about change~~ | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/quality-conversation-in-action-starting-conversations-about-change-tickets-708398096777)FULL |
| ~~Wednesday~~ | ~~18/10/23~~ | ~~14:00~~ | ~~15:00~~ | ~~Open session~~ | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/quality-conversation-in-action-open-session-tickets-708398909207)FULL |
| ~~Friday~~ | ~~27/10/23~~ | ~~09:00~~ | ~~10:00~~ | ~~Open session~~ | [~~CLICK HERE~~](https://www.eventbrite.co.uk/e/quality-conversation-in-action-open-session-tickets-708400092747)FULL |
| **November 2023** | | | | | |
| Wednesday | 08/11/23 | 15:00 | 16:00 | Supporting goal setting | [CLICK HERE](https://www.eventbrite.co.uk/e/quality-conversation-in-action-supporting-goal-setting-tickets-708400544097) |