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Addysg a Gwella Iechyd  
Cymru (AaGIC)  
Health Education and  
Improvement Wales (HEIW)

# Professional Support Unit, HEIW

## Workshops and Webinars 2022

**\*New\***


# Communication Skills & Strategies

Audience	Dates	Title	Description	Aims & Objectives
<b>Trainees</b>	<p>The PSU team are delivering on the following dates:</p> <p><b>GP Trainees:</b> 24/05/2022 at 12pm – 1pm 07/09/2022 at 2pm – 3pm</p> <p><b>Hospital Trainees:</b> 07/07/2022 at 1pm to 2pm 22/11/2022 at 1pm – 2pm</p> <p>To register:</p> 	<p><b>Communication Skills &amp; Strategies</b></p> <p>1 hour webinar</p>	<ul style="list-style-type: none"><li>• The Power of Effective Phrasing and Delivery.</li><li>• Recognising and Using Idiomatic/Colloquial English and why it matters.</li><li>• Saying ‘no’ effectively.</li><li>• Voice attitude and Constructive Challenge.</li><li>• Buzz Words for Appraisals and Interviews.</li></ul>	<ul style="list-style-type: none"><li>• To look at and practice a range of everyday phrases that can enhance your interactions at work.</li><li>• To explore phrases that can help to create your individual professional identity.</li></ul>


# Supporting Trainees through Training

Audience	Dates	Title	Description	Aims & Objectives
<b>Faculty</b>	The PSU team are delivering on the following dates:  <b>Please contact</b> <a href="mailto:heiw.professionalsupport@wales.nhs.uk">heiw.professionalsupport@wales.nhs.uk</a> <b>If you'd like us to deliver a session</b>	<b>Supporting Trainees through Training</b>  3 Hours Workshop Face to face (when possible) <b>3 CPD points</b>	Interactive workshop approved by RCP and suitable for all faculty members and senior trainees involved in supervising medical and dental trainees. The workshop focuses on recognising and managing issues that may affect trainees' progress.	<ul style="list-style-type: none"> <li>Describe issues that may have significant impact on training progression</li> <li>Develop skills in understanding support issues and recognise triggers related to work performance</li> <li>Develop skills in effective supervision of trainees with support needs</li> <li>Develop skills in constructing specific educational plans with reasonable identifiable objectives and outcomes needed for satisfactory progression</li> <li>Knowledge of how to support a trainee with ill health or disability in the workplace</li> <li>Identify where to find information and resources</li> <li>Role of Professional Support Lead and their responsibilities within the Specialty School</li> <li>Increase networks and potentially create a community of support within Wales</li> </ul>
		Or  2 Hour Webinar <b>2 CPD points</b>	Participants explore signs and triggers of support issues, learn pathways of referrals and discuss techniques of supervising trainees with various support needs.	


# Mentor and Mentee Training

Audience	Dates	Title	Description	Aims & Objectives
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Faculty &amp; Trainees</b></p>	<p>The PSU team are delivering on the following dates:</p> <p><b>29/06/2022 at 7pm – 9pm</b></p> <p>In addition the PSU will deliver this workshop by request from Post Graduate Centres or Specialties. To book please contact PSU on <a href="mailto:HEIW.ProfessionalSupport@wales.nhs.uk">HEIW.ProfessionalSupport@wales.nhs.uk</a></p>	<p><b>Mentor and Mentee Training - Getting the Most out of Mentoring</b></p>	<p>2 Part webinar or one face to face workshop. Possible to run on separate days or together.</p>	<ul style="list-style-type: none"> <li>• Part 1</li> <li>• Concepts of mentoring</li> <li>• Topics for mentoring in a healthcare setting</li> <li>• Mentor and mentee relationships, behaviours and responsibilities to each other</li> <li>• Part 2</li> <li>• Mentoring skills and tools</li> <li>• Core skills that both mentors and mentees should be familiar with focus on tools for achieving goals such as setting the SMART objectives, using the GROW model and Johari Relationship Window to maximise successful outcome</li> </ul>
	<p><b>To register:</b></p> <div style="text-align: center;">  </div>	<p>2 Hours Workshop Face to face (when possible) <b>2 CPD points</b></p> <p>Or</p> <p>Two 1 Hour Webinars <b>1 CPD point each</b></p>		


# Active Bystander Training

Audience	Dates	Title	Description	Aims & Objectives
<b>Faculty &amp; Trainees</b>	<p>06/04/2022 at 7pm – 9pm</p> <p>To register:</p> 	<p><b>Developing Diverse Workforce for Global Diverse Patient Groups - Active Bystander Training</b></p> <p>2 Hour Webinar  <b>2 CPD points</b></p>	<p>Webinar or face to face teaching which considers why we need active bystanders, who they are and what they do. Be an ally – learn how you can become an active bystander.</p>	<ul style="list-style-type: none"> <li>• What does it mean to be an Active Bystander?</li> <li>• Difference between noticing behaviour and doing something about it</li> <li>• Barriers to intervention</li> <li>• How to intervene safely</li> </ul>


# Addressing Differential Attainment

Audience	Dates	Title	Description	Aims & Objectives
<b>Faculty and Trainees</b>	<p>06/04/2022 at 1pm – 2pm            17/05/2022 at 1pm – 2pm            15/06/2022 at 1pm – 2pm</p> <p>To register:</p> 	<p><b>Developing Diverse Workforce for Global Diverse Patient Groups – Addressing Differential Attainment</b></p> <p>1 Hour Webinar  <b>1 CPD point</b></p>	<p>Webinar or face to face teaching which looks at the who, what and how of Differential Attainment before moving on to consider the system, institutional and importantly individual interventions that make a difference.</p>	<ul style="list-style-type: none"> <li>• What is DA?</li> <li>• Who does DA affect?</li> <li>• What is the effect?</li> <li>• What is HEIW doing about DA?</li> <li>• What can you do about DA?</li> </ul>

# Crucial Conversations


Audience	Dates	Title	Description	Aims & Objectives
<b>Faculty &amp; Trainees</b>	<p>18/05/2022 at 7pm – 8pm</p> <p>To register:</p> 	<p><b>Crucial Conversations: Giving and receiving feedback</b></p> <p>1 Hour <b>1 CPD point</b></p>	<p>Webinar or face to face teaching where we consider feedback conversations, why they're crucial before moving on to the format and technique for success.</p>	<ul style="list-style-type: none"> <li>• An exploration of how crucial conversations are defined</li> <li>• Why feedback is important</li> <li>• Why we worry about feedback and the skills in receiving feedback.</li> </ul>

# Minimising Imposter Syndrome


Audience	Dates	Title	Description	Aims & Objectives
<b>Trainees</b>	<p>15/06/2022 at 7pm - 8pm</p> <p>To register:</p> 	<p><b>Minimising Imposter Syndrome Webinar</b></p> <p>1 Hour</p>	<p>Imposter syndrome is the feeling of being a fraud, despite evidence to the contrary.</p> <p>This webinar is aimed at anyone who identifies with impostor syndrome or who would like to understand more to support others.</p>	<ul style="list-style-type: none"> <li>• Recognise signs of Imposter syndrome</li> <li>• Effects of Imposter syndrome</li> <li>• Risks Imposter syndrome</li> <li>• Steps to manage and overcome symptoms</li> </ul>




# Exam Support

Audience	Dates	Title	Description	Aims & Objectives
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Trainees</b></p>	<p>All sessions held from 7pm – 8pm</p> <p><b>Future sessions will be advised in due course:</b></p> 	<p><b>Exam Support Webinars</b></p> <p>3 Parts 1 Hour each</p>	<p>A series of 3 webinars providing practical tips and resources for a structured approach to revision, suggestions for maximising preparation time and tools for combatting anxiety to achieve exam success.</p> <p><i><b>We recommend attending all 3 webinars</b></i></p>	<p>Part 1</p> <ul style="list-style-type: none"> <li>• Reflecting on your approach</li> <li>• Organising your resources</li> <li>• Review of your College guidance</li> </ul> <p>Part 2</p> <ul style="list-style-type: none"> <li>• Creating a realistic study plan</li> <li>• Generating support</li> <li>• Accelerating your learning</li> </ul> <p>Part 3</p> <ul style="list-style-type: none"> <li>• Final Preparation</li> <li>• Managing exam anxiety</li> <li>• Tips for MCQs</li> </ul>

# Unconscious Bias

Audience	Dates	Title	Description	Aims & Objectives
<b>Faculty &amp; Trainees</b>	<p>12/05/2022 at 1pm - 3:30pm 07/07/2022 at 7pm – 9:30pm</p> <p>To register:</p> 	<p><b>Unconscious Bias</b></p> <p>2.5 Hours each</p> <p><b>3 CPD points</b></p>	<p>All of us make judgements of others within the first few seconds of seeing them. This is influenced by our own socialisation and is referred to as unconscious bias. However, there is a difference between unconscious bias and discrimination. Once we are aware of our biases, we are no longer unconscious to them.</p>	<ul style="list-style-type: none"> <li>• Defining unconscious bias</li> <li>• Understanding the difference between unconscious bias and discrimination</li> <li>• Unconscious bias and implications within clinical setting</li> <li>• Action planning and practical steps in minimising the implications of unconscious bias in clinical setting</li> </ul>


# Civility in the Workplace

Audience	Dates	Title	Description	Aims & Objectives
<b>Faculty &amp; Trainees</b>	<p>04/05/2022 at 7pm – 8pm</p> <p>To register:</p> 	<p><b>Civility in the Workplace</b></p> <p>1 Hour</p> <p><b>1 CPD point</b></p>	<p>Every place of work has a different atmosphere, a different environment, a different ethos. An efficient and harmonious working environment is created, largely, by the way people behave in the workplace.</p>	<ul style="list-style-type: none"> <li>• The prevalence of workplace behaviour(WBA) in health professions</li> <li>• Types of WBA</li> <li>• How to recognise WBA</li> <li>• Reasons why they occur in the workplace</li> <li>• Practical solutions to them, particularly from a clinical perspective</li> <li>• How to escalate these issues</li> <li>• Share our experience managing these issues</li> </ul>

# PSU Service – an Introduction

Audience	Dates	Title	Description	Aims & Objectives
<b>Trainees</b>	<p>The PSU will deliver this workshop by request from Post Graduate Centres or Specialties. To book please contact PSU on:</p> <p><a href="mailto:HEIW.ProfessionalSupport@wales.nhs.uk">HEIW.ProfessionalSupport@wales.nhs.uk</a></p>	<p><b>PSU Service – An Introduction (for inductions / reminder of support available)</b></p> <p>10 – 30 Minutes (tailored to need)</p>	<p>Webinar or Face to Face when possible</p>	<ul style="list-style-type: none"> <li>• An overview of the PSU service</li> <li>• What to expect</li> <li>• How to contact us</li> </ul>

# Maintaining your Strength & Wellbeing

Audience	Dates	Title	Description	Aims & Objectives
<p style="writing-mode: vertical-rl; transform: rotate(180deg);"><b>Trainees</b></p>	<p><b>26/04/2022 at 7pm – 8:30pm</b></p> <p><b>To register:</b></p> 	<p><b>Maintaining your Strength &amp; Wellbeing Webinar</b></p> <p>1.5 Hours</p>	<p>An overview of the PSU team and service, observations on Certainty vs. Uncertainty and the 3 Step approach to dealing with Challenges.</p>	<ul style="list-style-type: none"> <li>Focusing on Tools and Resources to maintain and improve wellbeing including: ‘Reframing’ to recognise and appreciate positive aspects of situations, noticing energy levels by using an ‘Energy Log’ / keeping an energy ‘credit balance’ and a mindful breathing exercise to create opportunities for calm.</li> </ul>

# Support Awareness for Trainees

Audience	Dates	Title	Description	Aims & Objectives
<b>Trainees</b>	<p>The PSU will deliver this workshop by request from Post Graduate Centres or Specialties. To book please contact PSU on:</p> <p><a href="mailto:HEIW.ProfessionalSupport@wales.nhs.uk">HEIW.ProfessionalSupport@wales.nhs.uk</a></p>	<p><b>Support Awareness for Trainees</b></p> <p>1 hour</p>	<p>Programme available to all trainees. The workshop focuses on how to maximise potential and avoid getting into difficulty.</p>	<ul style="list-style-type: none"> <li>• Participants explore signs and triggers of progression issues</li> <li>• Learn of the support which is available as well as some helpful hints toward successful progression through training.</li> </ul>

# Resources

**All PSU resources are available on:**

**<https://heiw.nhs.wales/support/professional-support/>**



# Contact us on:

## Professional Support Unit

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