

# Leading to Improve Dignity and Respect in care



This highly interactive two day workshop aims to enable you and your team to see the world from your patients point of view, doing some serious 'outside in' thinking so that you can improve and enhance their experience of dignity and respect. The workshop will teach and develop skills in leading your team to ensure patient dignity and respect is promoted and delivered to the highest standards.

Using best practice examples and proven models this workshop will enable you to:

- Define in practical terms the experience of dignity and respect
- See the world from your patients point of view so you can gain new insights into their needs
- Recognise what patients are looking for
- Equality and diversity and its impact on respect and dignity
- Identify behaviours that can help or hinder the patient experience
- Identify opportunities to improve the patient's experience
- The power of patient stories to plan for, monitor and improve their experience
- Create time to enable improved patient interactions
- Handle tough situations with confidence
- Problem solving to ensure patients consistently experience dignity and respect

## Who Will Benefit?

Those in senior positions whose roles require others to deliver the patient experience

## Course Outline

- Defining dignity and respect in care
- A practical model of 'patient experience management'
- How to develop and align my teams vision for an excellent patient experience
- How to really understand our patient's emotional needs using sensitivity and compassion
- Challenging my team's attitudes towards 'Can we really do this?'
- Enabling others to stop blaming and start taking personal responsibility
- Enabling my team to feel valued, secure, significant and important
- The steps to creating buy-in and personal commitment rather than 'lip-service'
- Challenging how we work to create more quality time with patients using patient stories
- How to increase my teams motivation using inclusive problem solving techniques
- Managing change to achieve even more for patients in a safe and consistent way
- Recognising and acting on tasks that add no value to the patients care experience
- Turning around negative attitudes and behaviours that hindering the patients experience
- Dealing effectively with annoyed patients and relatives
- Action planning

## Duration

2 Days

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