

Working with Others to Improve Dignity and Respect in Care



This highly interactive one day workshop aims to enable you and your team to see the world from your patient's 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 a team to ensure patient dignity and respect is promoted and delivered.

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 patient's 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
- Handle tough situations with confidence
- Problem solve to ensure patients consistently experience dignity and respect

Who Will Benefit?

Suitable for health professionals who are not necessarily in a leadership role

Course Outline

- Defining dignity and respect in care
- A practical model of patient experience management
- How to really understand from your patient's perspective
- Challenging your teams attitudes towards 'how it should be done'
- What are the effective behaviours and actions of those who consistently deliver dignity and respect to patients?
- Evaluation as a means to constant development
- Problem solving to meet patient's needs
- Handling other's attitudes and behaviours that are hindering the patient's experience
- Dealing effectively with annoyed patients and relatives
- Enabling others to stop blaming and start taking personal responsibility
- Action planning

Duration

1 Day

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