

TEACHING THE WHOLE WORKFORCE HOW TO LISTEN:



Manchester University
NHS Foundation Trust

EVIDENCE OF IMPACT

1

RATIONALE

- Staff need communication skills
- Partial listening by nurses often excludes emotional worries
- Premature advice by nurses 'closes down' patients
- Effective communication improves patient outcomes
- Evidence-based listening is a core skill for cancer nurses
- Only long courses for small groups available

2

3 HOUR WORKSHOP

- Training developed by staff and a patient
- Meets NICE guidance
- Based on effective communication skills evidence
- 30 Staff trained in each workshop
- Includes group-work, presentations, and rehearsals

S SETTING
A ASK
G GATHER
E EMPATHY

T TALK
H HELP
Y YOU
M ME
E END

3

METHODS

Hospital & Community Healthcare Settings

- Knowledge Test
- Filmed talking to a simulated patient
- Questionnaires
- Focus Groups

4

IMPACT

- ↑ Knowledge (sustained at 2 Months)
- ↑ Self-efficacy and outcome expectancy (needed to change behaviour)
- ↑ Use of communication skills with patients
- ↑ Confidence in communication skills
 - Motivated to use skills (sustained at 2 months)
 - SAGE & THYME helped conversations with real patients



Notice distress, hear concerns, respond helpfully

www.sageandthymetraining.org.uk

SAGE & THYME foundation level workshop teaches all levels of clinical and non-clinical staff communication skills that are transferred into practice.

KEY PUBLICATIONS

Connolly M (2017) SAGE & THYME, in Kissane, D.W., Bultz, B.D., Butow, P.N., Bylund, C.L., Noble, S. and Wilkinson, S. eds., Oxford Textbook of Communication in Oncology and Palliative Care, Oxford University Press.

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Griffiths, J., Wilson, C., Ewing, G., Connolly, M., & Grande, G. (2015). Improving communication with palliative care cancer patients at home-A pilot study of SAGE & THYME communication skills model. *European Journal of Oncology Nursing*.

Connolly, M., Thomas, J. M., Orford, J. A., Schofield, N., Whiteside, S., Morris, J., & Heaven, C. (2014). The impact of the SAGE & THYME foundation level workshop on factors influencing communication skills in health care professionals. *Journal of Continuing Education in the Health Professions*, 34(1), 37-46.

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