

Talk as Action:

Enhancing confidence by embedding RealTalk evidence base into multiprofessional advanced communication skills training.



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Background

Our adapted Advanced Communication Skills Training (ACST) now embeds impactful direct evidence base from Conversation Analysis (CA) of real-life conversations¹, meeting the specialist needs for Tier 3 competencies², aimed at enhancing confidence. Assumptions lead to lack of confidence and barriers in effective communication^{3,4}. The impact of using CA to embed the learning of micro skills within ACST was explored and evaluated. By drawing on authentic conversations and real situations RealTalk reflects the complex, context-specific nature of actual healthcare conversations.

Aims

To evaluate our ACST courses, delivered over a 12 month period to multiprofessional groups, via a blended approach with RealTalk and authentic clinical scenarios, using the adapted EMET⁵ capturing a) pre and post evaluation of confidence / competence and b) the impact of CA evidence base RealTalk on learning.

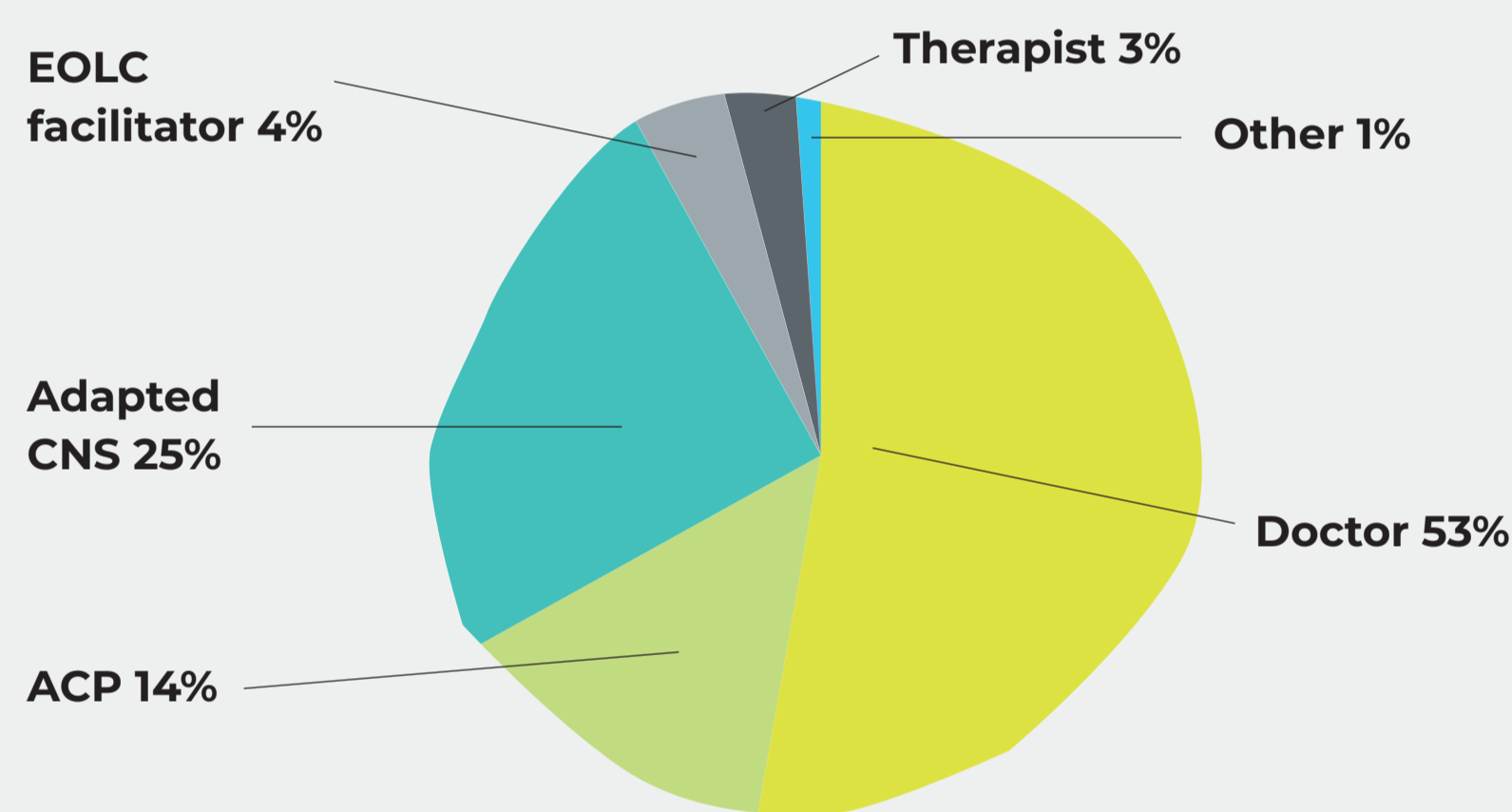
Method

Addition of CA evidence base to ACST April 2022-March 2023: pre and post evaluation using EMET⁵; adaptation of pre course preparation based on stakeholder feedback; data collected from EMET and goal setting returning to practice; data on impact of RealTalk on learning; data collected on professional demographics.

Results

EMET⁵ has shown increases in confidence of the nuances and tacit skills that can be taught⁶, enhancing professional behaviours. Post learning questionnaire showed 97.3% of delegates feel confident to listen to and talk with a dying person about issues surrounding their death. 100% feel competent in recognising a person's cues.

Evaluation: demographics of trainees: total 73 in 12 month period



Post learning questionnaire showed:

100% increase in competence in recognising a person's verbal/non verbal cues 100% agreed they felt safe in the learning environment, that the course met their needs and they would recommend course to colleagues.

The facilitators general approach was found to be 100% helpful, with 86% of delegate responses being extremely helpful.

100% of delegates agreed they would recommend this course to a colleague.

Evaluation & exploration embedding RealTalk micro skills evidence base into teaching:

The impact of using RealTalk's real-life video recording training modules has been directly measured and has a significant impact on the learning and labelling of the micro-skills involved. 98.6% found the RealTalk evidence useful and 100% found the RealTalk filmed conversations useful within their learning

Using EMET pre & post evaluation:

The revisions in the evaluation questionnaire have enabled us to:

- better measure delegates confidence in communication skills by completing a pre and post course questionnaire containing questions taken from EMET
- better measure the impact of RealTalk evidence base as a training tool.
- gain permission from delegates to participate in follow-up evaluation in the future with both Treetops Hospice and Loughborough University.



Please apply to facilitate RealTalk at:
www.realtalktraining.co.uk

What 3 learning points will you be taking back into practice?

53% directly name the use of pauses/silences, along with empathy / Exhibit more empathy in practice and "gather before you give". 47% directly refer to talk as action; choice of words; tone and pace; along with screening questions.

Empathetic, knowledgeable & insightful facilitators

Very safe and supportive facilitation

Positive and knowledgeable facilitators.

This was a fantastic course

What are the best aspects of the course?

The role plays with the actors were an excellent opportunity to practice very difficult conversations.

Role play and RealTalk

Whole course! especially the role play and how interactive it was

Using actors for the scenarios.

Really enjoyed the role-playing opportunity



Conclusion

RealTalk has added the next step in widening the dissemination of talk as action in clinical practice, confidence has increased following the embedding of basic principles that underpin a range of complex communication skills. The use of RealTalk direct evidence base and filmed video recordings is extremely useful and impactful. Practitioners can draw on these to facilitate compassionate tender conversations. Protected time from the work environment, safe small group reflections, use of skilled actors, unpacking empathy and cue based consultations are important to trainees.

References

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Communications skills training at Treetops Hospice:



University Hospitals of Derby and Burton
NHS Foundation Trust

Derbyshire Alliance for End of Life Care
Transforming End of Life Care across Derbyshire