



Training Update

Solution Focused Techniques in Behaviour Change Conversations

August 2019

Our Training

The two day Solution Focused training is designed to allow participants to experience the approach in order to develop the confidence and practical skills to use in behaviour change conversations. At end of the course attendees will be able work collaboratively with people using a solution focused approach to help them to move forward rather than remain stuck in a problem or behaviour. Our team of trainers apply their knowledge and experience of holding person centred, motivational conversations while working with people in the community. Our training is peer led, developed in the consultation room rather than the classroom.

We were recently commissioned by Kent and Medway Public Health to deliver our 2 day course as part of a tiered program of training for a make every contact count (MECC) approach to behaviour change conversations.

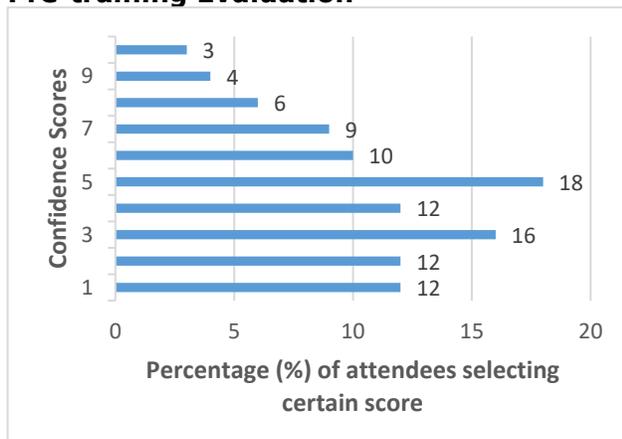
The course was delivered to multidisciplinary staff including those working in social care (adult and children), education, public health, acute hospitals, primary care and the community and voluntary sector across Kent and Medway. Below is a summary of the feedback from 115 attendees.

Course Quality

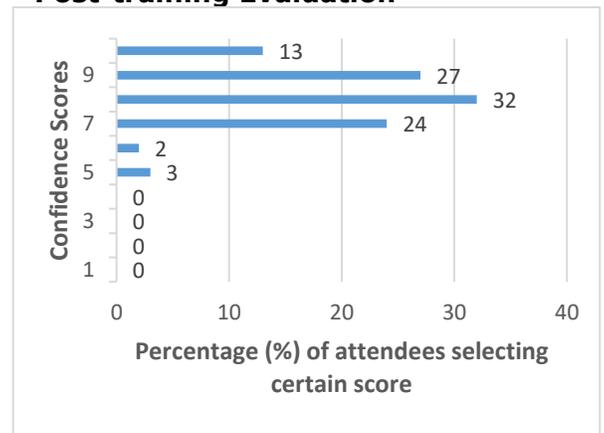
Attendees were asked to rate their feedback on a scale of 1-10 where 1=the least confident and 10=the most confident and included 115 responses.

How confident do you feel in using Solution Focused Therapy Techniques?

Pre-training Evaluation



Post-training Evaluation



Rating (1-10) on aspects of training

- 100% rated the course content 7 or above
- 99% rated the course structure and pace 7 or above
- 100% rated the trainers 7 or above
- 100% rated the training overall 7 or above

Sample of feedback

When asked "What did you find most useful from today's training?"

- Everything.
- How effective the SFT can be and how simple the questions are to what effect they have. How to use this in my role.
- Well organised and thought through. Facilitators were brilliant.
- It will make my approach to 1:1 sessions with clients focus on the positives rather than the negatives.
- The fact that I feel confident to deliver the training at work.
- Languages and dialogue- different focus, focusing on preferred future and best hope, not the 'problem'.
- The Relevance to my role. The level of practice in the 2 days. The style of delivery - open; direct; challenging, safe - well balanced. Handouts.
- Ideas for motivating people by them realising their achievement.
- Enthusiasm of trainer & knowledge.
- The hopefulness + optimism of this approach that has potential to empower clients + affect change. How to change the direction of a conversation + reveal unconscious thoughts.
- Flexibility of use.
- I found the whole two days excellent! I learnt so much and found I was really looking forward to day 2.
- How to use Solution Focused Therapy in my role & the importance of re-evaluating my current practice.
- How to create a positive interaction with clients and raise the vibes in the room! New way of working - how to think creatively + bring about positive change - client led.
- Simple model and toolkit with range of applications.
- Everything! Knowledge. Confidence. Ability to deliver therapy. How powerful the solution focused model is.
- The whole training was brilliant and a way of supporting our families in helping them to change. The role play reinforced the approach & made it easier to understand.
- It's given me confidence to continue using this approach in my work.
- A new philosophical approach, new way of thinking.
- Well-paced/opportunities to practice and share ideas. Put into practice the ideas being taught.
- Practical strategies that can be used immediately in my work.



When asked "What else would you like to tell us about today's training?"

- Great course, one of the best quality I have done so.
- Really enjoyed the training.
- Learnt a lot from this course.
- Good training, developed further skills to help interact with families where problem talking is very common, the skills have helped to focus on positive talk.
- Some of the best training available in Medway to date. It was fab! Thank you.
- Trainers really know their subject - each question was validated + answered.
- Really enjoyed and well worth attending.
- Very informative, uplifting & professional trainers, who are evidently practicing what they are teaching.
- Thoroughly enjoyed it & fell very motivated.
- This is the best training I have attended in years.
- Very skilled trainer. This approach was relaxed and his knowledge of the subject was phenomenal. An inspiration.
- Really enjoyed it and far exceeded by expectations.
- Really engaging + enjoyable.
- I came feeling like I may not understand the concept; maybe I would struggle in the role play. I left feeling motivated and driven even excited to give it a go.
- Brilliant trainer; He has brought the training + theory to life!
- Haven't had such positive training in a long time.
- The training will help me in my own development as well as my day to day work
- Very inspired by the trainer - His knowledge, enthusiasm & personality!
- I have found this training invaluable in helping me to support on my caseload to achieve their best hopes.
- The learning was very relevant to social care practice with adults.
- Brilliant. Had a really eye opening and thought provoking 2 days.
- Really enjoyable - looking forward to trying out this on clients.
- Very informative, interactive.
- I found it so useful. I feel motivated and looking forward to implementing this to my clients.
- Inspiring + empowering.

Words attendees used to describe our training.



Kwik Survey Results

We used Kwik survey to capture implementation data in practice 2-4 months after training. This gives us valuable information on how attendees have implemented what they have learned and the impact that this has on their practice after training.

Some responses when asked for examples of implementing what they have learned.

- I use these techniques in my initial assessment. Particularly the scaling. This is always helpful in my review to determine how well an individual is progressing in our work together.
- I often use the scaling questions when families doubt themselves and need to see just how far they have come and to encourage them to go that little bit further.
- I've been using SF during 1:1 session with clients. This has been particularly useful at the beginning of our sessions. The training has provided a high level of confidence that enables me to work confidently with my clients.
- It helps the people that I am talking with to come up with their own solutions and to get them to own the idea and outcome.
- In my assessments; I find it better than using SMART goals with some patients as it's more realistic and a better understanding between myself and patient.
- It has really improved my technique of making people realise they can manage money and improving lifestyle.
- Very useful when dealing with young people with anxiety to enable them to see the positives and things that have gone well as opposed to things that have gone wrong
- Before attending the training I was aware that a SF approach would not necessarily be effective or appropriate for every individual on my case load. Since completing the training I have been pleased to notice that, for two of my clients in particular I am now using a SF approach every visit and in both cases I have been successful in introducing and utilising most of the techniques. The impact the training has had on the value and content of my weekly visits to both of these clients has been so positive.
- During discussion in the way forward for parents. Looking at recognising some of the children's positive behaviours and being able to build on the positivity.
- A client suffering from depression following the death of her husband. She couldn't see any way forward, declining to see specialist bereavement service. The SF techniques helped her find a way through.
- Using a more focused and positive approach with families has opened them up to positive ways of thinking which has increased their wellbeing.

For more information on Solution Focused training contact the training team at First Contact Clinical Telephone: 0191 432 9838 (Option 1), Email: training@firstcontactclinical.co.uk or visit our website www.firstcontactclinical.co.uk/Training/Behaviour-Change-Skills-Training