



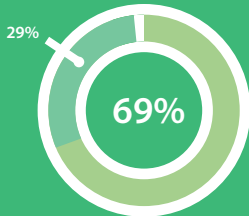
Online Delegate feedback summary

Delegate feedback was gained from 18 SAGE & THYME Online (S&TO) workshops using an online survey at the end of the training. 214 of the 255 attendees (84%) responded.

Job title ranged from nurse (37%), healthcare assistant (9%), admin staff (9%) manager (5%) and occupational therapist (4%) to physiotherapist, socialworker, and doctor, amongst others.



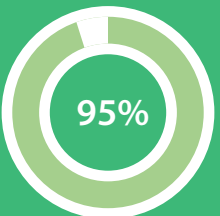
Felt that the training would influence their practice.



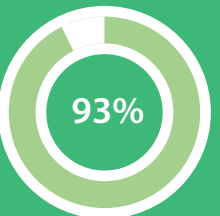
Felt that they learnt a lot about listening and responding. 29% felt they learnt a moderate amount.



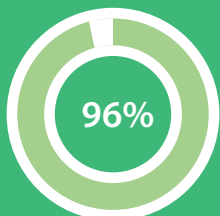
Felt more confident about listening and responding to concerns.



Felt more willing to talk to emotionally troubled people after the training.



Would definitely recommend the training.



Found the training enjoyable.

As a result of this training, I am more likely to...

"Give patients/family members the opportunity to share more of their concerns rather than jumping ahead to respond to the first issue."

"Have a conversation with a patient in distress without worrying about not being able to help."

"Enter into difficult conversations with people, not just patients but colleagues, friends or family too."

"Listen before giving advice and information. Allow them to construct their own ideas about what will help."

"Incorporate SAGE & THYME into my practice when communicating."

As a result of this training, I am less likely to...

"Jump ahead and provide advice prior to asking what would help."

"Worry about saying the wrong thing."

"To forget something during consultation - the structure helps as a guideline listing concerns, support and plans."

"Avoid difficult conversations because I don't think I have time."

"Panic and feel helpless, even if there is no support I can personally offer."

Comments

"I really enjoyed how interactive the session was even though it was through Zoom. I was worried it would be a bit awkward, but it was not as it was really well led."

"Having attended both face to face a few years ago and virtual today, I was pleasantly surprised how well the course transferred to virtual."

"Breakout rooms were good, small groups. I really feel that this course will help my practice."

"I really enjoyed the training and I think that this would benefit all levels of staff in the department. I will look at enrolling more staff onto the course in the future."