



Notice distress, listen carefully, respond helpfully

SAGE & THYME listening skills

Improve staff wellbeing — train staff how to listen

Looking for a new way of supporting staff wellbeing?

- Staff want to help people who are upset or worried, but many are unsure how to do this effectively
- The 'SAGE & THYME' structure provides an evidence-based approach to listening and responding to concerns
- Talking about worries can help a person to think more clearly and understand the support they have
- Staff also benefit from using SAGE & THYME in conversations—our research shows they feel more in control and satisfied that they have helped others



Watch a short film that explains SAGE & THYME:

www.sageandthymetraining.org.uk/film/what-sage-and-thyme

When could the SAGE & THYME approach be used by staff?

- When a clinician is speaking to a worried patient/relative
- When an administrator takes a call from an upset patient
- When a manager notices that their colleague has concerns



“I wanted to let you know how valuable I found the recent training for SAGE & THYME. The very next day I got the opportunity to use this training three times, to listen to patients who were distressed. I was thanked by each one of them following our interaction and was told it really made a difference to them and how they felt afterwards. I have found this so rewarding and really pleased to have made a difference.”

Quote from a Patient Health and Wellbeing Lead on using SAGE & THYME

Benefits of SAGE & THYME training:

Suitable for anyone:
from administrators to clinicians



Teaches listening and communication
knowledge and skills that are
evidence-based



Provides a way carefully into and respectfully
out of conversations without having to fix the
problems



Shown to significantly improve confidence in
talking about worries or concerns



Training can be accessed
face-to-face or online



Highly interactive teaching helps to
embed the learning



To get information on prices, book a place or find out more, contact us:

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