

1<sup>st</sup> May 2020

## Proposal to assist workforces to support service users

### Who are we?

We are a collective of Health Psychologists and Public Health practitioners and educators from the Wessex Faculty of Healthy Conversation Skills, supported by NHS Health Education England. We support the delivery of the Wessex Making Every Contact Count (MECC) training programme which involves developing the workforce to gain practical skills in having person-centered healthy conversations. The MECC Healthy Conversation Skills training programme has been delivered to over 5,000 people working in frontline workforces in the UK from the NHS, Local Government and Voluntary and Community Sectors, and is accredited by the Royal Society for Public Health. It has also been delivered globally to workforces in South Africa, China, Canada, Australia, New Zealand and India.

### Our offer

We are writing to offer our support to workforces or volunteers who are providing support to those affected by the current pandemic. Our offer is to provide free short online training providing practical skills for 'supportive conversations' informed by evidence-based behaviour change approaches. We recognise that whilst the UK is responding to the coronavirus, there are great physical and psychological implications to individuals, and that many organisations provide key support. This short training would equip your workforce with additional skills to provide this important support.

Healthy Conversation Skills training develops skills to provide solution-focused support to empower people to feel more in control of their situation, providing them with a sense of increased self-efficacy. The training is based on communication skills which allow the individual being supported to explore an issue, identify barriers, generate solutions and set goals that can be reviewed. Our evaluations to date show that the training has increased confidence and competence of practitioners providing support to people without feeling they need to be an expert.

We can tailor our established Healthy Conversation Skills training to suit your service. Our offer is to support your team to feel equipped, confident and competent to support those in need through a 90 minute online training session.

Please do get in touch to register your organisation's interest in the MECC/Healthy Conversation Skills training programme to train the workforce to have "supportive conversations" with service users. We are confident that this training will make a difference to those needing extra support during this time and will provide teams with effective skills to conduct this important work.

If you would like to include this offer in any of your newsletters or communications to your networks and groups, please use the below text:

The Faculty of Healthy Conversation Skills, comprising Health Psychologists and Public Health practitioners, are offering free online training to volunteers and workforces who are providing support to people affected by Covid-19. The training will facilitate the development of practical skills in having 'supportive conversations' to help people's wellbeing. To find out more or to access the training, contact [MECC.WX@hee.nhs.uk](mailto:MECC.WX@hee.nhs.uk)

If you would like any further information or would like to take up this offer, please contact us at [MECC.WX@hee.nhs.uk](mailto:MECC.WX@hee.nhs.uk).

Kind Regards,



**Em Rahman**  
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*Health Education England*



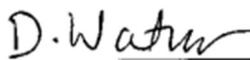
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