

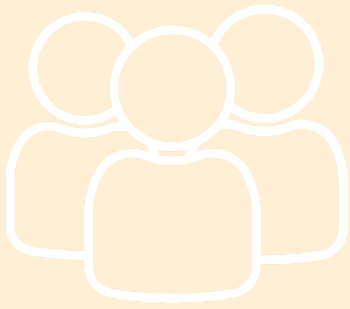
# SAGE & THYME COMMUNICATION SKILLS ONLINE WORKSHOP EVALUATION STATS JANUARY - DECEMBER 2021

37  
workshops

541  
participants

## The Participants...

Job Role by %...



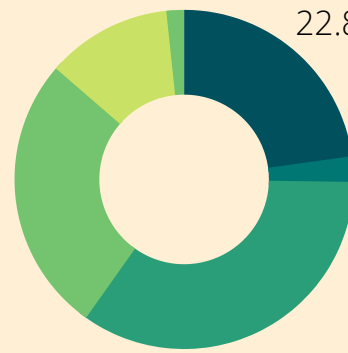
Allied Health Care Professionals  
26.5%

Health Care Support Workers  
12%

Doctors  
1.7%

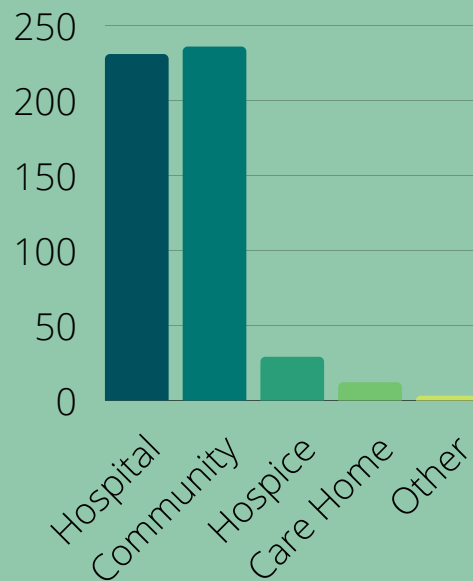
Others  
22.8%

Pharmacists  
2.4%



Nurses  
34.6%

Care setting by numbers...



**Each 2hr 45 minute online workshop demonstrates the communication skills required to provide person-centred support and offers a structured approach for dealing with the concerns of patients and their carers**

98%

of participants would recommend the workshop to a colleague

99%

agreed that the workshops created a safe environment for learning

**JANUARY - DECEMBER 2021**

453 evaluations completed

98%

*agreed that the training would influence their practice*

As a results of their learning, participants commented they were...

## ***More Likely to:***

- Remember to ask the patient about what they would like to do regarding their issues
- Empower patients to see their way through situations
- Take the time, listen and be more empathic
- Adopt the Sage & Thyme model into conversations particularly the use of the word 'something' rather than 'anything'
- Think about my environment
- Listen to people without trying to think of a solution or a way of helping them straight away
- Gather information before trying to problem solve
- Let a patient express their concerns without interruption

## ***Less Likely to:***

- Feel I am not equipped to deal with the situation
- Jump to conclusions
- Rush and not take my time
- Try to instantly give solutions when people raise their concerns
- End patient calls quite as quickly as I would have done
- Make assumptions
- Miss important information out
- Make assumptions about a someone's support network

**Notice Distress, Listen Carefully  
Respond Helpfully**