Administrative Support Guide

Administrative support (or extra facilitators) is vital to the effective running of the workshop and the participants' experience – details do matter.

Before workshop:

- Send invitations after date agreed and venue booked.
- Send confirmation letters to those who have accepted the invitation and copy facilitator. Recommended maximum number of delegates is 12. Include directions/parking/public transport and remind delegates to advise if they are not able to attend.
- Ideally visit venue and check the main room and breakout areas, need sufficient separation to avoid 'cross-talk'. 'Café-style' with small tables may be better than lecture type set-up.
- Flip-charts for each table.
- You will need good internet access and appropriate AV kit - screen/projector and good sound for video and PowerPoint slide deck.
- Phone numbers of IT support/facilitators.
- Organise catering – break times.

Preparation:

Administrative support is important in the second session of the workshop. Here the delegates work in groups of three for skills practice, with facilitators joining groups as necessary, to ensure each has three members. You will need to allocate participants to groups in advance, try to get a mix of experience, professions etc. If necessary, have one or two groups of two participants – facilitators will join to make up to three for the skills practice.

The lead facilitator needs to choose at least five different scenarios – there are eight to choose from – do not use the video scenario.

In three, 20-minute rounds, each trio will use three of the scenarios provided with participants taking 'professional', 'patient' and observer role in turn. The observer will be asked to manage the timekeeping – up to 10 minutes for the consultation and 10 for feedback and discussion. A reminder about the time to change onto the next consultation can be useful – a bell maybe.

For each scenario, three separate sheets will be needed:

- The 'patient' script
- The 'professional' script
- The observer's sheet – with both former two scripts.

It is important that 'professional' and 'patient' do not see each other's scripts – this will need reinforcing by the facilitator when they are given out.

'Patient', 'professional' and observer should all take time to read the scripts before starting the conversation. The facilitator will emphasise that the learning is about the communication rather than the clinical topic.

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Each group will also need one sheet to remind the observer about the process and their duties.

The scenarios can be given out in advance in envelopes to be opened at the start of each round with the scripts marked so they can be distributed without the content being seen to other members of the group.

Example:

Group 1 will do scenarios:	1, 5, 4 (3)
Group 2	2, 1, 5 (4)
Group 3	3, 2, 1 (5)
Group 4	4, 3, 2 (1)

Each group will be offered an alternative (the number in brackets) in case any member feels uncomfortable with a particular scenario.

So…. Group 1 will have:

- one sheet of observer instructions
- one envelope marked ‘scenario 1’ containing 3 folded sheets, marked on the outside either ‘patient’, ‘professional’ or observer (members of the trio will decide on their role – ‘patient’, ‘professional’, observer - and open the appropriate folded sheet, for each new scenario, they will change roles and at the end of the exercise, they will have played all three)
- one envelope marked ‘scenario 5’ with the three folded sheets
- one envelope marked ‘scenario 4’ with the three folded sheets

Each scenario will take 20 minutes maximum only, ideally give 2-minute warning at 18 minutes – some may already have moved on to next one. If in one room a bell may be useful though the observer should be managing time anyway.

Have ‘fast feedback’ forms ready for completion and collection before participants depart.

Feedback successes and problems to facilitator.

Have cup of tea and give yourself a pat on the back for a job well done!

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