

NW SuppoRTT Course

Day 1

Day 1 of the NW SuppoRTT Course is delivered virtually over Zoom and is a mixture of interactive workshop and lecture-based sessions.

The first session looks at some of the issues that people returning to work experience in general and also at the particular concerns of the group on the day through a Slido poll. Some of these concerns will be looked at in greater depth and you will be signposted towards resources to help.

The session highlights the SuppoRTT process and how this can help when returning to work, in particular the meetings with your Educational Supervisor / TPD and the use of KIT or SRTT days. It also addresses some of the more practical issues affecting those returning to work including returning on a less than full time basis. Links to online resources are included in the presentation.

The next two sessions focus on two common human factors topics, communication and decision making.

- In the first of these sessions we will look at communication and its importance in the workplace, with an emphasis on how we can utilise our communication skills to improve confidence when returning to work after time away. We will discuss barriers to communication, including those encountered as a result of COVID-19, and review some techniques to improve the way we communicate. Topics covered will include debriefing, critical language, and assertive language with the PACE technique for raising concerns in a clinical environment.
- The second of these sessions is a talk on decision making, helping us to understand the way we think and thereby the way in which we make decisions. You will then be given an overview of how and when cognitive errors occur and what we can try to do in order to mitigate these.

The afternoon begins with a session from Sally Beyer, a Coach and Trainer who also runs the Overcoming Imposter Feeling Interactive Webinar that is highly recommended ([further details of the webinars can be found here](#)). In this interactive session we will explore recent findings from neuroscience that help us to understand more about our stress responses and explore ways to manage change in a resourceful way. In a safe space, Sally will be encouraging you to be honest about your own situations and helping you explore how to thrive as you return to work by building skills in cognitive awareness & emotional agility. Sally will share a number of useful coaching

tools that are proven to help when we are experiencing stress. Our aim is to make the session practical, fun and useful. There will be an opportunity to talk with other doctors in the same situation and gain mutual support and encouragement.

At multiple points throughout the day there will be opportunities for delegates to ask questions, either to the whole group, or on a one-to-one basis if needed.

Core Faculty:

- Sally Beyer, Coach and Trainer
- Karen Kidner, Consultant Anaesthetist and Anaesthetic SuppoRTT Champion
- Shelley Regan, Consultant in Emergency Medicine and Course Lead
- Catherine Roberts, Consultant in Intensive Care Medicine and ICM SuppoRTT Champion
- Kirsten Walthall, Consultant in Emergency Medicine and Simulation and Course Lead