This workshop teaches the communication skills required to: notice distress, hear the concerns that a person may have, and respond helpfully to them.

It consists of a mixture of small group work, a lecture and rehearsals demonstrating the SAGE & THYME communication model.

It is taught to up to 30 participants in 3 hours using 3 facilitators.

It is suitable for all levels of health, social care and other staff, who have either clinical or non-clinical roles.

Why choose SAGE & THYME training?

- Three published papers have described the positive impact of the training.

- The evidence behind the SAGE & THYME model is described in ‘The Royal Marsden Manual of Clinical Nursing Procedures’ (9th edition).

- It is highlighted as a way of improving staff communication in the report entitled ‘One Chance to Get It Right’.

- It addresses four of the ‘6Cs’ regarded as key staff skills by NHS England: care, compassion, competence, and communication.

- It teaches staff how to provide level 1 support in accordance with NICE guidance ‘Improving Supportive and Palliative Care for Adults with Cancer (2004)’.

- It is mentioned as a case study in Macmillan Cancer Support’s report on ‘How we can support and empower NHS staff to deliver a good experience of care to patients’.

- It has been adopted by over 50 organisations: NHS Trusts, CCGs, Hospices, Universities, Charities and Councils around the UK.

How is the SAGE & THYME Foundation Level Workshop relevant to healthcare staff?

- NURSES AND MIDWIVES:
  The knowledge and skills taught apply to sections 2 and 3 of the Nursing and Midwifery Council publication, ‘The Code: Professional standards of practice and behaviour for nurses and midwives’ (2015).

- DOCTORS:
  The knowledge and skills taught apply to domain 3 of the ‘GMC: Good Medical Practice’ (2013).

- HEALTH AND CARE PROFESSIONS:
  The knowledge and skills taught apply to section 7 of the ‘Health and Care Professions Council: Standards of conduct, performance and ethics’ (2012).

- MANAGERIAL and ADMINISTRATIVE staff:
  The skills of listening and responding helpfully are the foundation of work in the NHS.
What is the SAGE & THYME model?

<table>
<thead>
<tr>
<th>Setting</th>
<th>If you notice concern – think first of the setting - create some privacy – sit down</th>
</tr>
</thead>
<tbody>
<tr>
<td>Ask</td>
<td>&quot;Can I ask you what you are concerned about?&quot;</td>
</tr>
<tr>
<td>Gather</td>
<td>Gather all of the concerns – not just the first few – “Is there something else?”</td>
</tr>
<tr>
<td>Empathy</td>
<td>Respond sensitively – “You have a lot on your mind.”</td>
</tr>
<tr>
<td>Talk</td>
<td>“Who do you have to talk to or support you?”</td>
</tr>
<tr>
<td>Help</td>
<td>“How do they help?”</td>
</tr>
<tr>
<td>You</td>
<td>“What do YOU think would help?”</td>
</tr>
<tr>
<td>Me</td>
<td>“Is there something you would like ME to do?”</td>
</tr>
<tr>
<td>End</td>
<td>Summarise and close – “Can we leave it there?”</td>
</tr>
</tbody>
</table>

What is the impact of the SAGE & THYME Foundation Level workshop?

In a hospital setting, participants show a significant increase from pre to post workshop in: **perceived confidence, competence and willingness to explore emotional concerns** of patients.¹

They also show a significant increase in:

- **knowledge**
- **self-efficacy**
- **outcome expectancy**
- **expert-rated participant behaviour** when speaking to a simulated patient.²

**Motivation** to use the skills in practice, and the **perceived usefulness** of the SAGE & THYME model, are high after the workshop.²

For district nurses, knowledge and confidence in helpful communication behaviours improved and was **sustained two months after training**. Motivation to use the SAGE & THYME model was high and remained so at two months. Some nurses reported that the model saved them time.³

How can my organisation access the training?

Organisations can have their own staff trained to run the SAGE & THYME Foundation Level workshops. They purchase a licence and delegate packs, and the SAGE & THYME 'lead trainers' teach and accredit new SAGE & THYME Facilitators to maintain the high quality of the workshops.

Workshops are also being run in London (close to Euston station) on:

- Mon 5 Oct 2015, 13:30-16:30
- Mon 2 Nov 2015, 13:30-16:30

Please contact us to book a place.

**Is SAGE & THYME value for money?**

These skills can make clinical consultations quicker and more person-focused. After the initial investment (training trainers), each workshop can train 30 staff in just 3 hours. Licence holders can charge delegates to recover the cost of the initial investment.

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CONTACT

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