

**School of Health, Nursing and Midwifery**

UNIVERSITY OF THE  
WEST of SCOTLAND

**UWS**

# Facilitation for developing effective relationship centred practice

University of the West of Scotland, Hamilton Campus  
6th – 7th October & 13th November 2016

A unique and creative opportunity to experience relationship centred facilitation. The 3 day programme will provide you with the opportunity to apply theoretical and practical aspects of relationship centred practice and appreciative inquiry to practice development and leading change. This programme uses energetic, experiential and creative approaches based on dialogue/caring conversations to enhance your facilitation skills. Building on your existing knowledge and skills it supports you to use workplace learning to enhance client care, team working and service delivery and improvement in complex environments.

## **Who is the course for?**

This course is for people who wish to develop more facilitative leadership practices for themselves and within their wider organisations.

The course would be particularly useful for action researchers and practice developers and is also suitable for people working in private and public sector services such as NHS health and social care professionals working with complex change, teachers and academics engaged in facilitation of learning with student groups, organisational development, community development, voluntary sector workers. Participants are likely not to be in a formal facilitation role, but to be interested in how they lead and support change with their colleagues and teams.

## **What will I learn?**

Using creative and experiential approaches, the course aims to develop leaders and facilitators who can improve and sustain outcomes in relationship centred practice in the workplace.

The course will enable you to develop confidence, competence, knowledge and skills to become more effective facilitators of cultural change within your organisation and to evaluate your impact as a practice developer or innovator within the workplace. We will support you to use a range of practice based tools aimed at opening up dialogue, cocreating future possibilities and capturing lessons learnt in a meaningful way. Examples of tools are storytelling, emotional touchpoints, use of images and metaphor, and real play.

## **The aim of this short course is to provide you with opportunities to:**

- Evaluate relationship centred theories, models and tools
- Examine and develop your leadership and facilitation style and approach
- Develop skills of participatory inquiry and co-production
- Incorporate novel and creative approaches to facilitation for individuals and groups

## **Key Themes**

- Effective facilitation
- Inquiry as intervention
- Practice development
- Caring conversations that promote dialogue and animation

Total cost £650 per person. Closing date for applications 31st August 2016

To book your place contact [myhomelifescotland@uws.ac.uk](mailto:myhomelifescotland@uws.ac.uk)

## Facilitator information

### **Professor Belinda Dewar**

Belinda is the Professor of Practice Improvement at the Institute of Health Care Policy and Practice at the University of the West of Scotland in Lanarkshire, Scotland. She has had extensive experience as a nurse, researcher and educator. She has been working with nurses, allied health care professionals, patients and families in a range of care settings over the last 25 years to support improving the experience of giving and receiving care. She is committed to approaches to research and development that work with and for people to enable them to become researchers of their own practice. Recent work includes the development of a model of compassionate relationship centred care and innovative methodologies, such as appreciative action research and emotional touchpoints to enhance implementation of this model across education and practice. She has published papers and presented to national and international audiences on caring and methodologies for improvement, including user and carer involvement. She is recognised for her work on developing and delivering innovative transformational leadership programmes.

Current research and practice development focuses particularly on developing creative methodologies to help to uncover practices that are known but rarely said; make real differences to people; develop meaningful practice based theory; and support practitioners to have the confidence to be curious and provocative in practice which may mean refuting dominant ideology and political rhetoric. As well as holding the position of Professor of Practice Improvement she is the Director of My Home Life Scotland. My Home Life is a national social movement that aims to enhance the lives of those living, dying, visiting and working in care homes.

**Dr Cathy Sharp** is Director of Research for Real, based in Edinburgh. As a leading practitioner of action research in Scotland, she aspires to change the ways that practitioners think about research and researchers think about practice. Cathy is actively engaged in the cultural challenges of public service reform in Scotland, working to support more appreciative and facilitative practice with a wide range of people, organisations and communities concerned with health, social care and community development.

She continues to be inspired by the stories of change and connection that these approaches to learning and change promote. Her recent work includes facilitation of My Home Life, a leadership support and community development programme for Care Home Managers and care professionals; several leadership development programmes to support the integration of health and social care; learning partner support for inquiry amongst young people and asset-based and appreciative approaches to community development and health improvement in Glasgow. Cathy is an experienced social researcher, academic and former research manager. She has a PhD in Town and Regional Planning, BA (Hons) degree in Urban Studies and a Postgraduate Diploma in Action Research in Professional Practice.

**Dr Dorothy Armstrong** is a freelance consultant, facilitator and coach. Clients include the NHS, Higher Education, Scottish Human Rights Commission and My Home Life Scotland. Her approach uses a unique combination of appreciative inquiry and neuro linguistic programming: where individuals and teams focus on what is working well and possible, positive communication, respectful relationships, self-awareness and modelling excellence.

As a Professional Advisor to the Scottish Public Services Ombudsman, Dorothy is passionate about listening and learning from feedback and she regularly facilitates seminars on the Power of Apology. She is Chair of North Edinburgh Dementia Care and Visiting Fellow at the University of Edinburgh.

Her professional career was in the NHS working as a Director and senior nurse. In 2010, the University of Edinburgh awarded Dorothy an Honorary Doctor of Science degree for services to nursing.



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