

# Walking in my shoes Online Training



One Workforce Hub

This new online course will provide you with a refreshed way of thinking about how we deliver the best service user experience. This fantastic interactive training session will last for 2 hours and will be running from 1st March. The session sets an empathetic tone, whilst recognising the hard work and dedication of all support staff. Within the session, support staff will recognise what it is like to 'walk in service users' shoes', taking responsibility to get it right first time.

**This course is for all support staff working across health and social care in Bradford District and Craven**

## By the end of this session participants will have:

- Identified and shared top tips on behaviours and attitudes that 'service users' value
- Reflected on own skill set and identified areas for development
- Discussed the issues with colleagues and shared best practice

## The course will cover the following:

- First impressions and lasting impressions
- Needs and expectations, including cultural awareness and how to support people with special educational needs or disabilities
- The impact of attitude and behaviour
- Techniques to improve communication and build understanding
- How to break the cycle of conflict
- How to maintain a positive approach when feeling under pressure
- Service 'supply' chain - one organisation

For more information and course dates [click here](#)

To book on a course email

[walkinginmyshoes@shingley.ac.uk](mailto:walkinginmyshoes@shingley.ac.uk)

