

Allied Health and Community Services Negotiation Skills and Influencing Behaviours Training

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Background: In 2013, many of Western Health's (WH) Allied Health (AH) and Community Services (CS) staff completed an annual WH wide survey. This survey identified priority areas for improvement in communication and teamwork. More specifically, the desire for AH and CS clinicians to develop their skills in negotiation and influencing behaviours was recognized. Improving practices in these areas may support coordinated and person-centered communication with team members and optimize Best Care.

Methods: A multi faceted training program with the primary aim of building WH AH and CS staff's capacity to communicate and work effectively with their teams was designed. The training program consisted of three multimedia e-learning modules and an interactive practical workshop. A train-the-trainer model was applied to ensure ongoing sustainability of the program, with 13 AH and CS staff completing facilitator training. A total of 450 clinicians will undertake the training program from May to September, 2015. All participants will complete a pre and post evaluation survey for the workshop and the overall training program to determine the benefits of training in enhancing communication and team work. To date training has been completed by 220 participants.

Results: Preliminary results from the pre and post workshop surveys suggest that training participation has improved WH AH and CS staff knowledge and confidence regarding negotiation and influencing skills. A pre training survey has been completed by 220 staff and a will be completed by all training participants. Anecdotal evidence from participants suggests that the training has enabled a change in clinicians' communication and teamwork practices.

Discussion: Implementation of a WH AH and CS Negotiation Skills and Influencing Behaviours Training Program has successfully commenced to impact the AH and CS workforce to result in improvements aligned with high quality communication and teamwork and optimal patient care.