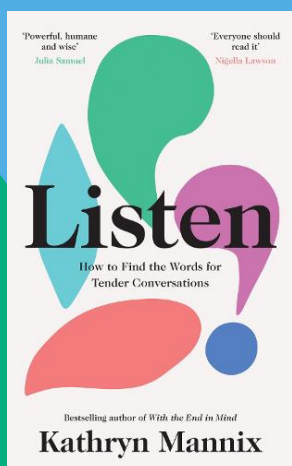




Listen - How to find the words for tender conversations

Event report



OCTOBER 2021

NDHT Knowledge & Library Service

PREPARED BY:

Lynsey Southern

Overview

Following the success and value of our 2020 webinar on end-of-life care and advance care planning we received multiple requests to hold another event with Dr Kathryn Mannix.

When we heard through the Twitter grapevine of a new book coming out in the Autumn of 2021 and we immediately knew that this was our opportunity to invite Kathryn back for a second event .

Listen- How to find the words for tender conversations is a book that is valuable to us all, both professionally and personally. Tough conversations can fill us with dread and anxiety: not knowing how to begin, how to support and hold space for someone during a difficult time and how to care for ourselves can sometimes see us avoiding those situations.

Kathryn shared with us how a conversation is much like two people coming together in a dance, we each have a role, it takes practice and ultimately that like a dance, each partner needs to be invited, to consent to the conversation.

Please read below some of the feedback and key takeaways from the event.

A recording and transcript of the event is available at:
www.northdevonhealth.nhs.uk/library/event-resources/listen-with-dr-kathryn-mannix-webinar-resources/

FEEDBACK

98%

were satisfied or
very satisfied
with the content
covered



98%

satisfied or very
satisfied
with the event

97%

said it was
relevant or
extremely
relevant to their
roles

"a really important
topic that should
be included as
standard for all
colleagues
working in
healthcare -
clinical and non
clinical"



"Thank you so much, Kathryn. I think considering ourselves as just as worthy of care and respect as the expensive equipment we work with is very powerful but so difficult in current times when so many healthcare workers feel so tired and distressed."

"Very well worth while attending - it's given me the impetus to re evaluate my listening skills - after many years as a Lead CNS. I am often divorced from face to face patient support and this was an excellent learning and refresher session for me. The book will be an essential read. I love that I can still be learning new and improved ways to support patients and will be directing my junior colleagues to the new book and recording of the event."

"This was a really helpful session to attend both professionally and personally, with many tips I can apply."

Amazing event. Very empowering to hear from such an experienced and caring professional. Thank you

Thank you so much for this evening, as a second year student nurse I've learnt so much



"Heartfelt thank you from Sweden and the Swedish death doulas! Your books and your work is such an inspiration and help in our pioneering work over here"

Fabulous event, one which all colleagues across health and social care should participate

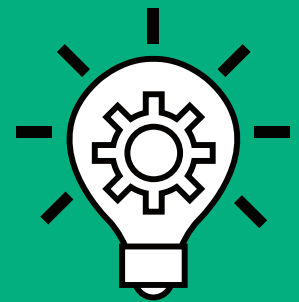
SOME KEY TAKEAWAYS

"Listen listen listen"



"That its ok to not the answers or feel confident when having tender conversations and that it is important to connect with the person you are having a conversation with as a human, to make sure that the space that I hold for someone is safe and supportive."

That I don't have to fix a problem or provide reassurance always.



"silence is powerful. do not fill it. seek understanding, hence listen to understand. clarify that both parties understand the conversation. make no assumptions. doubt is normal, certainty is problematic."

The whole session was really wonderful, for me the need to be less of a fixer was a take away point it is difficult when motivated to go into medicine for the reasons we are not to want to fix things but the tips around asking what they have already thought of and just sitting with it was a take away

"you can revisit conversations a number of time"

Forget about what to say and look at it from the persons perspective -
Listen -Reflect- Understand

"That it's OK to say what time you have to listen to the person without feeling guilty



EVENT STATISTICS

4032 Twitter views

1200 event page views

300 tickets booked



eventbrite



Attendees

England	Sweden	USA
Ireland	New Zealand	France
Wales	Australia	
Scotland	Malaysia	



Logistics and technology

Based upon the feedback from participants and experience on the night, Microsoft Teams wasn't the most accessible or effective platform for a global audience.

Future events: Try Zoom