

Effective Referral Conversations

Designed for:

Practitioners in Health & Social Care wishing to increase their effectiveness at identifying the personal needs and outcomes being referred to them and improve the effectiveness of their own referral practice and achieve the best outcomes for their service users.

Course overview:

This 2-day workshop aims to offer a clear approach to triage decisions which achieves the best possible outcomes for people asking for help from services. It provides a framework for assessing risk/impact and formulating the duty of the service or practitioner to act.

Learning objectives:

At the end of this two day course, participants will have

- increased confidence in their initial conversations with people requesting a service and ability to translate requests into well-being outcomes
- increased confidence in their judgments of foreseeable harm and prioritisation
- increased clarity about the process of setting and understanding expectations
- increased confidence in their formulations around what will help and in gaining collaboration from people requesting a service, as well as other services to support collaboration and retain self-management
- ways of providing evidence to support a continuous learning process