Relational Approaches

Training and Consultancy

Working with complex people in complex systems.



Anna Freud
building the mental wellbeing of the next generation

About

The Relational Approaches team at Anna Freud offers co-produced training and consultancy services for those working with people with complex needs within the context of often highly complex systems. The key focus is on relationships and how these can be improved within the service to enable better support for people with complex histories and complex needs. This includes relationships between people who provide services and the people who access services; relationships between people working in teams; relationships between teams

Process

- **Make an enquiry** - please complete this **Commissioner Enquiry Form** detailing the nature of your work and the nature of your enquiry.
- **Initial engagement call** - you will be invited to an initial half an hour engagement call with one of the Programme Directors to discuss your needs and goals and agree on next steps.
- **Consultation** - the Relational Approaches team will visit you in person to get to know you, your service, the people who access your service and the wider system within which your service operates. Discussion groups will take place with all those working in your system and service users. These conversations act like a 'diagnostic': a way for us to try to understand the dilemmas you and your team are currently facing.
- **Report and recommendation** – a report will be sent within two weeks after the consultation which will include observations and key themes arising from the visit. It will also set out proposed training development and delivery to address the themes identified and make recommendations for post-training support to further embed the learning.
- **Engagement call** - if you decide to take up the proposal in the report an engagement call will take place to discuss the report and recommendations further and agree on a bespoke package specifically designed for your service.
- **Training development and delivery** - implementation of the training will take place, which will then be reviewed and developed further as required in response to the needs of different groups. All trainings will be delivered remotely online.
- **Post-training support** - delivery of the post-training support package will take place as agreed e.g. dilemma focused sessions or shared learning events. These sessions will be delivered remotely online.

Consultation Days

The purpose of the Consultation Days is to meet with as many people involved in your system as possible. This includes people who access your service, as well as people who work within it. Our aim is to hear from multiple perspectives so that we can gain a multidimensional sense of the dilemmas your service is facing.

We would suggest dividing the workforce discussion groups into those who hold leadership and managerial responsibilities and those who do not. Not only does this separation allow for candid discussions, but we also find that there may be differing perspectives on the nature of the difficulties that are influenced by the roles people take up within a system.

Although we aim to be led by the discussion in the room, we are always keen to hear about those areas of work where people feel confident and those areas that people find more anxiety-provoking. Similarly, in the discussion groups for people who access services, we are always keen to hear about those parts of the service that are working well and those parts of the service that people accessing the service feel could be improved.

Each discussion group should number no more than 20 people and run for one hour.

We do not record the discussion groups, but we do take notes as prompts to use in the final report.

We will provide an information sheet for participants to explain the following:

- Why we are holding discussion groups
- The confidentiality of the discussion group conversations
- How to raise any concerns or complaints about the process.

Training

Following the consultation stage, it is likely that we will recommend a package that includes training as well as additional elements that support embedding any training into practice. All training packages are developed in response to the specific needs of the organisation. However, common areas often include:

- Understanding complexity
- Working relationally with complex interactions
- Understanding trauma and its impact
- Establishing and maintaining boundaries
- Managing therapeutic relationships (e.g. working with ruptures)
- Developing containment and managing risk
- Thinking in action
- Self-care and wellbeing

We often recommend a series of half-day sessions delivered online with 'transitional' activities for participants to complete between training sessions. Our training utilises different learning models in recognition of people's different learning styles. It is also designed to be experiential in nature. We are adept at creating a high degree of psychological safety so that participants feel enabled to share their experiences of work and its impact on them. This is also why we limit each cohort to 15 participants.

Post-training support

Although training can be hugely beneficial for individuals and team functioning, we also realise that training on its own often isn't enough to address the complex difficulties that systems can face. Implementing training into practice requires a more concerted process that also seeks to address culture change.

To promote this type of culture change, we often suggest monthly follow-up sessions. Although these sessions can take different forms – their structure and content driven by the difficulties being faced – their overall aim is to create a sense of a 'team mind'.

Costs

Below is a guide to costs for this service, however a quote will be provided following the initial engagement call for consultancy and within the report for any post consultancy recommendations.

Consultancy

Two, in person, consultancy days and consultation report

Cost: £3000

Training delivery

The number of training days will be based on the needs of the organisation

Cost per day for co-facilitated training: £250 per delegate per day (15 delegates are required)

Post-training support – embedding the learning further

Monthly peer consultation groups for up to 10 people

Cost per half-day session is £700

Update training – additional half-day training sessions after one year to support ongoing development and reflection are available.

Cost per half-day, co-facilitated training is £125 per delegate per day (15 delegates are required)

Evaluation

People Outcomes Data (Pod), our online, mental health outcomes software, can be used to evaluate the impact of the intervention and training provided. Pod is entirely web-based, with no need to download software and will allow trainees and service users to electronically complete standardised questionnaires easily and quickly; they can login from their own device, using a unique username and password and see what is due for completion. The scheduling function of Pod allows questionnaires to appear in their dashboards, only when completion is due, and notification emails can be set up to automatically prompt them to login and make a completion; both these features hugely reduce the administrative burden of collecting programme evaluation data.

For more information about Pod, please visit our webpage.

Evaluation of the intervention on service

The Servicer User, Ward Atmosphere Measure can be used to measure perceived change in viewpoints about the service before and after intervention.

Cost: £500 for up to 200 respondents

Key features:

- Standardised Ward Atmosphere Measure set up to run the schedule you decide.
- Notification email template available for personalisation to your service.
- As Data Controller, have access to all individual results
- Export all raw data and utilise our standard reporting templating

Evaluation of Training Impact on Trainees

Standardised pre and post training feedback forms are completed by the Trainees, in Pod. The results are used to evaluate the delivery of the training (e.g. how well the content was received, suggestions for improvement) and track impact against competencies.

Cost: £350 for one staff login and up to 60 trainees*

Key features:

- Standardised Pre and Post Questionnaires set up to run the schedule you decide.
- Notification email template available for personalisation to your service
- As Data Controller, have access to all individual Trainee results
- Export all raw data and utilise our standard reporting templating
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**Extra trainee logins can be purchased in buckets of 60 for an additional £350.*