



MDT Coordinators

A learning and **development program**
for the MDT Coordinator role



Overview



This **CPD learning and development program** has been developed for healthcare professionals in the MDT Coordinator role, supported by the East Midlands Cancer Alliance as part of MDT ROSE offer.

Purpose:

- Further expand core skills and competencies
- Develop new skills for nurturing personal resilience & wellbeing
- Improve ability to create relatedness with self & colleagues in a reflective supportive space

Outcomes:

The program leads participants – with minimum demand on their time – to establish a new set of **intrapersonal** and **interpersonal skills**, relating differently with themselves and their colleagues. Participants will take away a set of **proactive practices** with long-lasting impacts beyond the program.





PROGRAM CONTENT



In the first few sessions of the program, participants co-create a safe and inclusive **reflective** and **experiential learning** environment, with opportunities to **connect** with colleagues over experiences within their roles. Participants enquire into creating new ways of **listening, perceiving** and **responding**.

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As the program progresses, participants strengthen both **intra** and **inter-personal skills** in **communication** which supports their personal **resilience** and **compassionate practices** within self-leadership. The program offers a transformation in how they experience their contribution within their MDT.

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Our Approach

is based upon **experiential learning** with **peer support** and **reflective practices**, all underpinned by **narrative transformation** as our core methodology.



**COACHING STYLE
FACILITATION**



**PEER TO PEER
DISCUSSION**

Experiential learning focuses on the *process of learning* rather than just on the learning outcomes.





The measure of success for experiential learning goes beyond the acquisition of new knowledge, towards achieving **behavioural change** and **transformation**.

The combination of these key elements is what makes our programs unique, enjoyable, and effective.

Time Commitment



Program completed over 14-16 weeks

	Commitment	with	How often	How long
	Welcome Call	Talent for Care Team member	1 pre-program	½ hour
	Interactive Sessions	Cohort [on MS Teams]	7 program sessions	1½ hour each
	Meeting & Bridging Assignment	Practice Group	6 (weekly in between session)	¾ hour
	Reflective Practice	[on your own]	14 (weekly) & ongoing	½ hour
Average: 1 ½ hrs per week			Total time	23 hours



Participant Feedback

We ask all participants for their consent to share their anonymised feedback.

'It has allowed me to be **open** and **honest** about the difficulties I have faced in my role. This has made me **feel listened to** and **heard.**'

'it has helped me **feel part of a team** and not alone'

'The team offered a **safe environment** and were always **open** and non-judgemental. You could say things without fear of any repercussions or negativity.'

'at first I wasn't sure this was the right programme for me but as the weeks have gone, I have felt **very connected** with the team, and I look forward to using the **skills** from the course'

MDT Coordinator Program participants, September 2023



an opportunity to



- ✓ Feel valued
- ✓ Pause and reflect
- ✓ Connect with colleagues
- ✓ Be heard and hear others
- ✓ Enquire about new ways of thinking
- ✓ Link theory and learning to ongoing practices
- ✓ Be part of an inclusive, collaborative community

Program Framework Pg.1



Session	Theme	Content	Outcomes
1:1 Welcome Call	Onboarding	Clarity about commitment to and structure of the program. Briefing about material and methodology. Setting-up for orientation session	Getting related, listening, sharing, creating trust & connection, clarity around expectations. Setting personal goals as outcomes for each participant
1	Welcome & orientation to the MDT coordinators program	Setting up the program. Introductions to each other and to experiential learning foundational to the program, how to be and listen on the program. Meeting with practice partnerships	Getting related, creating partnership with program practice partners, trust, listening, acknowledgement. Creating a sense of being valued and heard. Creating the space for participants to connect with colleagues to reflect together
	<i>Linking sessions</i>	<i>Practice partner conversation and skill building assignment</i>	
2	Listening and relatedness	To expand participants' experience of active listening; developing the capacity to practice active listening consistently; listening skills and practice; new skills in using language to create and influence outcomes	How listening can contribute to colleagues and patients; how listening can support others and make a positive difference in someone else's life; our use of language and how this can be a creative process in developing relatedness and influencing outcomes
	<i>Linking sessions</i>	<i>Practice partner conversation and skill building assignment</i>	
3	Mindset, intrapersonal & interpersonal skills	Models and thinking about – Mindsets, perception, meaning and understanding. The constant cycle of how we learn, predict and assume and the subsequent impact on how we listen. Approaching and engaging with the challenge in the current circumstances	An opportunity to engage in a conversation about the fundamentals of being human and the factors that influence everything. Understanding about self and how this could transform our thinking and response functions. Connection to our personal values & beliefs and how these shape our experience
	<i>Linking sessions</i>	<i>Practice partner conversation and skill building assignment</i>	

Program Framework Pg.2



Session	Theme	Content	Outcomes
4	Transformative conversational skills	Awareness of language and asking powerful questions. Deepening understanding of listening & questioning. Understanding coaching style conversations and how this can positively impact challenging and difficult conversations. How we can have much more choice than we may have previously believed. Coaching style conversational practice.	A new way to see/think and understand challenges in situations that are about circumstances or people. How enquiry and asking powerful questions can make a difference, often giving positive or even unexpected outcomes. Coaching skills and ability to have meaningful and impactful conversations with colleagues. Coaching style conversations to promote positive & creative relationships which directly impact our ability to delegate, positively support others, resolving difficult situations
	<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>	
5	Uncovering our Resilience stories	To expand our thinking about resilience, further develop our awareness of our own resilience and raise our ability to reflect on events and circumstances and reframe them as opportunities to practice resilience; influencing our personal resilience	New practices for developing resilience; new thinking to support a better sense of self resilience; how to support others resilience levels
	<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>	
6	Empathy and Compassion	Enquiry into the true nature of compassion & empathy and the difference. New understanding of how these human qualities can be developed and practiced.	Understanding the difference between empathy & compassion and how these qualities are essential in our roles as Coordinators; practices of compassion; demonstrated in practice & response
	<i>Linking sessions</i>	<i>Practice partner conversation and session bridging assignment</i>	
7	Integration and going forwards	Collating key learning from the program. Naming and committing to practices going forward to support continued development beyond the program.	Embedding learning in practice, identifying support structures beyond the program, creating relatedness, acknowledgement. Developing continued benefit for yourself and the MDT's

For more information..

If you'd like to find out more about the **MDT Coordinators program**, or have any further queries, please contact:

team@talentforcare.uk

We look forward to welcoming you to the program.

