



## Healthcare



## Our Service

At Talking Life, we don't just deliver training. Our service starts at the development phase and carries right through to end of service impact reports, all delivered with our expert customer care.

**Design** All Talking Life training is bespoke to your organisation. The content of each session is discussed with you and formally signed off prior to delivery. Once the content is agreed, final course programmes and associated materials are developed and shared with you prior to delivery.

**Delivery** Our courses are delivered by exceptional, qualified trainers – specialists in their subjects – and feedback from our training is consistently rated 'excellent' or 'very good' by both delegates and those commissioning the courses.

**Customer Care** Our dedicated, professional customer team manages and carries out all communication between Talking Life and you, the client. They will liaise directly with you and the training will be monitored at every stage to make sure you are satisfied. Our head office team is experienced, enthusiastic and empathetic.

**Online** All of our courses can be delivered online via Zoom, MS Teams or your online platform of choice. Our training team has substantial experience of delivering successful training online with excellent outcomes. We provide materials to learners in an electronic format.

**Booking System** Talking Life has in place an established, bespoke, web-based Client relationship Management system, to organise and manage all training bookings, delegate bookings, trainers, materials, evaluations, and record keeping. Within this system is a client booking system which we are able to offer to our customers free of charge on most of our contracts.

**Evaluation** is a critical part of our process. All delegates complete an online evaluation form, as does our trainer, so that we may feed back to you any relevant issues raised as a result of the training.

**Impact** Our training doesn't end at evaluation. 3 months post-delivery, we send out a post-training impact survey to monitor the effectiveness that the training has had in your organisation.

**Review** Through our Service Delivery Management team we meet with our clients regularly to discuss past training and how improvements can be made (if any) and discuss any future training requirements.

**Managed Training Service** Talking Life has many years of experience managing training contracts of all kinds for various group sizes & across organisations. We recognise the care and attention to detail required to create the perfect training experience and outcomes.

We rigorously adhere to all available corporate training guidelines, local and national policies & requirements. So, whether you are looking for a one-off course or a bespoke programme we are confident we can offer you the right training for you.

Please ask about our volume booking discounts. The details of current offers can be found on our website at [www.talkinglife.co.uk/offers](http://www.talkinglife.co.uk/offers)

## About Talking Life

Talking Life is the No. 1 choice for high quality training in the Adult & Childrens Social Care, Corporate and Healthcare sectors. Established for more than 25 years, we offer a portfolio of hundreds of online & in-house courses which we can deliver and tailor to exactly meet the requirements of our customers. We provide high quality training to more than 200 local authorities, social services departments, NHS Trusts and adult social care organisations throughout the United Kingdom. We are experienced in delivering contracts & projects small and large, have the capability to deliver complex training requirements for organisations, if required, across many different topics and are successful on a regular basis in bidding and winning training contracts through tender or competitive quotation.

## Healthcare Training at Talking Life

Talking Life has one of the most comprehensive portfolios of Health Care training in the U.K. We have specialist teams able to deliver everything from refresher & update training for staff, including General Practice Staff. We have a range of clinical courses suitable for Nurses and Doctors working across the sectors, including Anaphylaxis, Asthma, Arthritis, and Epilepsy, as well as Diabetes Awareness, First Aid accredited courses and Tissue Viability. We are able to provide short protected learning time sessions for GP Practice Staff.



Talking Life trainers bring a wealth of experience, both as practitioners and as teachers to the training they deliver to clients in Health Care. We have included many of the more popular and important courses here; however, if there is a topic missing from this extensive list, please feel free to contact us by phone, email or via our website and we would be happy to discuss your requirements with you.



Follow us on Twitter  
@TrainingTL

**Talking Life Limited** 36 Birkenhead Road, Hoylake, Wirral CH47 3BW

## Bereavement & Loss Courses

- Bereavement & Loss
- Bereavement and Loss
- Breaking Bad News
- Dealing with Distressed People
- End of Life Care
- End of Life/ Palliative Care



## Foster Care Courses

- Chairing Sensitive Meetings
- Foetal Alcohol Syndrome
- Paediatric First Aid (2 days) Accredited



## General Courses

- Active Signposting
- Common Induction Standards
- Compassion fatigue, Moral Injury and Supporting Resilience
- Customer Care
- Dealing with Difficult Customers and Situations
- Ethical Training for Admin Staff
- Holistic Dementia Care for Social Workers
- Intersectionality
- Intersectionality Awareness
- LGBT+ Awareness in Healthcare
- LGBTQIA Awareness
- Lunchtime Learning – Dementia – Sundowning
- Manual Handling – Half Day
- Menopause Awareness
- Motivating Compliance, Change with clients
- Motivational Interviewing
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- Neurodiversity
- NLP (Neuro Linguistic Programming)
- Patient Engagement
- Personal Care
- Revalidation for Registered Nurses
- Social Prescribing
- Supporting children and young people/families who identify as LGBTQ
- Unconscious Bias
- Valuing and Motivating Others

## Health, Safety and First Aid Courses

- Basic Life Support & Anaphylaxis Update
- Basic Life Support & First Aid
- Buccal Midazolam Administration
- Continence Awareness/Stoma Care
- Diabetes Awareness
- Dysphagia
- Emergency first Aid
- Emergency First Aid: Gun and Knife Wounds
- Epilepsy & Midazalam Administration
- Fibromyalgia
- First Aid at Work (2 day Refresher)
- First Aid at Work (3 day) Accredited
- First Aid at Work Annual Refresher
- Food Hygiene & Hydration
- Health & Safety in the Workplace (level 1, accredited)
- HIV & AIDS Awareness
- Infection Control
- Ligature Training
- Lunchtime Learning - Health and Safety Law - recognising and controlling hazards
- Making Every Contact Count
- Manual Handling
- Medication Administration
- Mindfulness - Bitesize
- Moving & Handling
- Moving and Handling Refresher
- Moving and Positioning of Children
- Paediatric First Aid (2 days) Accredited
- Parkinson's Awareness
- PEG Tube Feeding
- Personal Safety for Lone Workers
- Risk Assessment
- Schizophrenia
- Sepsis Training
- Sharps Awareness
- Stroke Awareness
- Suicide First Aid - Understanding Suicide Intervention (SFAUSI) (accredited)
- Tissue Viability

## Human Resources Courses

- Application and Interview
- Bias Training
- Diversity in the Workplace
- Embracing Change
- Equality, Diversity and Inclusion
- HR Core Skills
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Sexual Harassment in the Workplace Awareness for Managers



## IT Training Courses

- How to use Microsoft Teams



## Learning Difficulty / Disability Courses

- Acquired Brain Injury
- Autism
- Autism – Advanced
- Autism for AMHP's
- Autism Intermediate
- D/deaf Awareness and a brief introduction to British Sign Language
- Down Syndrome Awareness
- Learning Disability & Complex Needs
- Managing Challenging Behaviour
- Oliver McGowan Mandatory Training on Learning Disability and Autism – Tier 2
- Oliver McGowan Mandatory Training on Learning Disability and Autism – Tier 1 (part 2)
- Understanding ADHD & Autism
- Understanding Dementia and Supporting Behaviour That Challenges

## Legal Courses

- Consent
- Court Skills and Expert Witness
- Duty of Care
- Expert Witness Training
- Healthcare Ethics
- Sexual Harassment in the Workplace Awareness for Managers
- The Law & The Nurse



## Management & Leadership Courses

- 1:1 Direct Supervision
- Adaptive Leadership
- Apprentice Training
- Bias Training
- Clinical Leadership & Management
- Clinical Leadership kls
- Compassionate Leadership
- Conflict Management
- De-escalation – A Proactive Approach to Conflict
- Developing Effective Supervision: Core Skills for Supervisors
- Diversity in the Workplace
- Embracing Change
- Emotional Intelligence for Managers
- Facilitation Skills
- Managing Challenging Behaviour
- Managing Change
- Managing Conflict
- Managing for the First Time
- Multi Skilling the Team
- Multi-Generational Teams
- Sexual Harassment in the Workplace Awareness for Managers
- Stress & Resilience for Managers
- Team Building
- Team Development
- Time Management

## Mental Health Courses

- Anxiety, Phobia, Obsession and Compulsion
- Bereavement & Loss
- Bereavement and Loss
- Bouncing Back! How to be Resilient in the Workplace
- Cognitive Behavioural Therapy CBT
- Dealing with Distressed People
- Dementia Champions
- Depression Awareness
- Depression in Older People
- Embracing Change
- Introduction to Cognitive Behavioural Therapy
- Ligature Training
- Mental Health First Aid (Accredited)
- Mental Health First Aid Refresher
- Mindfulness
- Mindfulness - Bitesize
- Motivational Interviewing and Solution Focused Interventions
- Schizophrenia
- Schizophrenia Awareness
- Section 117 Awareness
- SRFT - Cognitive Behavioral Therapy (1.5 day course)
- Suicide First Aid - Understanding Suicide Intervention (SFAUSI) (accredited)
- The Mindful Manager in Times of Crisis
- Trauma Informed Practice Awareness
- Understanding Dementia and Supporting Behaviour That Challenges
- Youth Mental Health First Aid

## Personal Development Courses

- 1:1 Direct Supervision
- Bias Training
- Breaking Bad News
- Building Confidence
- Challenging Conversations
- Conflict Management
- Customer Care
- Customer Care on the Telephone
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Dealing with Difficult Conversations
- Dealing with Difficult Customers and Situations
- Dealing with difficult People
- Developing Effective Supervision: Core Skills for Supervisors
- Difficult Conversations
- Embracing Change
- Equality & Diversity
- Facilitation Skills
- Holding Difficult Conversations
- LGBTQIA Awareness
- Lunchtime Learning – Delivering Equitable, Person-Centred Care through Intersectionality & Cultural Intelligence
- Managing Challenging Behaviour
- Managing Change
- Managing Change
- Managing Conflict
- Medical Terminology
- Medical Terminology for Non Clinical Staff
- Mindfulness – Bitesize
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- Neurodiversity
- Practicing with Professional Authority
- Pre Retirement
- Professional Boundaries
- Providing Reception Services
- The Mindful Manager in Times of Crisis
- Time and Workload Management
- Time Management
- Time Management
- Valuing and Motivating Others
- Visitor Training
- Working from Home Effectively
- Working in a Changing Environment

- Working with Distressed & Difficult Clients



## Resilience, Wellbeing & Stress Courses

- 6 Week Wellbeing Programme
- Anxiety - Bitesize
- Bouncing Back Bitesize
- Bouncing Back! How to be Resilient in the Workplace
- Bouncing Back! How to be Resilient in the Workplace for Managers
- Compassion fatigue, Moral Injury and Supporting Resilience
- Depression Awareness
- Emotional Intelligence for Managers
- Emotional Intelligence in the Workplace
- Managing Pressure & Maintaining Resilience at Work
- Mindfulness
- Mindfulness - Bitesize
- Stress & Resilience for Managers
- Stress and Resilience
- The Mindful Manager in Times of Crisis

## Safeguarding Courses

- 1:1 Direct Supervision
- Chairing Sensitive Meetings
- Child Sexual Exploitation
- County Lines & Child Criminal Exploitation
- Cultural religious beliefs within adult safeguarding – Learning Disability, Sexuality, Mental Capacity & Faith
- Developing Effective Supervision: Core Skills for Supervisors
- Inter-agency Communication
- LGBTQIA Awareness
- Ligature Training
- Oliver McGowan Mandatory Training on Learning Disability and Autism – Tier 1 (part 2)
- Physical Disengagement Training
- Safeguarding – Clinical Leadership
- Safeguarding Children who have a Disability
- Safeguarding for the Unborn and Newborn
- Safeguarding Supervision Skills
- Safer Recruitment
- Supervising to Safeguard in Health Organisations (Adults)
- Supervising to Safeguard in Health Organisations (Children's)
- Supervising to Safeguard in Health Organisations (Individual space course)
- Trauma Informed Practice Awareness

## Substance Misuse Courses

- Alcohol Brief Intervention GP Practices
- Drug & Alcohol Awareness
- Foetal Alcohol Syndrome
- Introduction to New Psychoactive Substances (NPS) & Substance Misuse
- Motivational Interviewing and Solution Focused Interventions
- SRFT – Cognitive Behavioral Therapy (1.5 day course)
- Substance Misuse

## Supervision Courses

- 1:1 Direct Supervision
- Developing Effective Supervision: Core Skills for Supervisors
- Promoting Reflective practice in Supervision
- Recording Reflective Supervision
- Supervising to Improve Practice
- Supervising to Safeguard in Health Organisations (Adults)
- Supervising to Safeguard in Health Organisations (Children's)
- Using Supervision Effectively: a one day course for Supervisees



## A-Z Course Index for Healthcare Courses

- 1:1 Direct Supervision
- 6 Week Wellbeing Programme
- Acquired Brain Injury
- Active Signposting
- Adaptive Leadership
- Alcohol Brief Intervention GP Practices
- Anxiety - Bitesize
- Anxiety, Phobia, Obsession and Compulsion
- Application and Interview
- Apprentice Training
- Autism
- Autism - Advanced
- Autism for AMHP's
- Autism Intermediate
- Basic Life Support & Anaphylaxis Update
- Basic Life Support & First Aid
- Bereavement & Loss
- Bereavement and Loss
- Bereavement in the Workplace
- Bias Training
- Bouncing Back Bitesize
- Bouncing Back! How to be Resilient in the Workplace
- Bouncing Back! How to be Resilient in the Workplace for Managers
- Breaking Bad News
- Buccal Midazolam Administration
- Building Confidence
- Chairing Sensitive Meetings
- Challenging Conversations
- Child Sexual Exploitation
- Clinical Leadership & Management
- Clinical Leadership kls
- Cognitive Behavioural Therapy CBT
- Common Induction Standards
- Compassion fatigue, Moral Injury and Supporting Resilience
- Compassionate Leadership
- Conflict Management
- Consent
- Continence Awareness/Stoma Care
- County Lines & Child Criminal Exploitation
- Court Skills and Expert Witness
- Cultural religious beliefs within adult safeguarding - Learning Disability, Sexuality, Mental Capacity & Faith
- Customer Care

- Customer Care
- Customer Care on the Telephone
- D/deaf Awareness and a brief introduction to British Sign Language
- De-escalation – A Proactive Approach to Conflict
- De-Escalation – A Proactive Approach to Conflict 2-day Course
- Dealing with Difficult Conversations
- Dealing with Difficult Customers and Situations
- Dealing with difficult People
- Dealing with Distressed People
- Dementia Champions
- Depression Awareness
- Depression in Older People
- Developing Effective Supervision: Core Skills for Supervisors
- Diabetes Awareness
- Difficult Conversations
- Diversity in the Workplace
- Down Syndrome Awareness
- Drug & Alcohol Awareness
- Duty of Care
- Dysphagia
- Embracing Change
- Emergency first Aid
- Emergency First Aid: Gun and Knife Wounds
- Emotional Intelligence for Managers
- Emotional Intelligence in the Workplace
- End of Life Care
- End of Life/ Palliative Care
- Epilepsy & Midazalam Administration
- Equality & Diversity
- Equality, Diversity and Inclusion
- Ethical Training for Admin Staff
- Expert Witness Training
- Facilitation Skills
- Fibromyalgia
- First Aid at Work (2 day Refresher)
- First Aid at Work (3 day) Accredited
- First Aid at Work Annual Refresher
- Foetal Alcohol Syndrome
- Food Hygiene & Hydration
- Health & Safety in the Workplace (level 1, accredited)
- Healthcare Ethics
- HIV & AIDS Awareness
- Holding Difficult Conversations
- Holistic Dementia Care for Social Workers
- How to use Microsoft Teams
- HR Core Skills
- Infection Control
- Inter-agency Communication

- Intersectionality
- Intersectionality Awareness
- Introduction to Cognitive Behavioural Therapy
- Introduction to New Psychoactive Substances (NPS) & Substance Misuse
- Learning Disability & Complex Needs
- LGBT+ Awareness in Healthcare
- LGBTQIA Awareness
- Ligature Training
- Lunchtime Learning - Delivering Equitable, Person-Centred Care through Intersectionality & Cultural Intelligence
- Lunchtime Learning - Dementia - Sundowning
- Lunchtime Learning - Health and Safety Law - recognising and controlling hazards
- Making Every Contact Count
- Managing Challenging Behaviour
- Managing Change
- Managing Change
- Managing Conflict
- Managing for the First Time
- Managing Pressure & Maintaining Resilience at Work
- Manual Handling
- Manual Handling - Half Day
- Medical Terminology
- Medical Terminology for Non Clinical Staff
- Medication Administration
- Menopause Awareness
- Mental Health First Aid (Accredited)
- Mental Health First Aid Refresher
- Mindfulness
- Mindfulness - Bitesize
- Motivating Compliance, Change with clients
- Motivational Interviewing
- Motivational Interviewing and Solution Focused Interventions
- Moving & Handling
- Moving and Handling Refresher
- Moving and Positioning of Children
- Multi Skilling the Team
- Multi-Generational Teams
- Neuro Linguistic Programming (NLP) for Communication and Influencing
- Neurodiversity
- NLP (Neuro Linguistic Programming)
- Oliver McGowan Mandatory Training on Learning Disability and Autism - Tier 2
- Oliver McGowan Mandatory Training on Learning Disability and Autism - Tier 1 (part 2)
- Paediatric First Aid (2 days) Accredited
- Parkinson's Awareness
- Patient Engagement
- PEG Tube Feeding
- Personal Care
- Personal Safety for Lone Workers

- Physical Disengagement Training
- Practicing with Professional Authority
- Pre Retirement
- Professional Boundaries
- Promoting Reflective practice in Supervision
- Providing Reception Services
- Recording Reflective Supervision
- Revalidation for Registered Nurses
- Risk Assessment
- Safeguarding – Clinical Leadership
- Safeguarding Adults - Level 2 – Principles and Practice
- Safeguarding Children who have a Disability
- Safeguarding for the Unborn and Newborn
- Safeguarding Supervision Skills
- Safer Recruitment
- Schizophrenia
- Schizophrenia Awareness
- Section 117 Awareness
- Sepsis Training
- Sexual Harassment in the Workplace Awareness for Managers
- Sharps Awareness
- Social Prescribing
- Solution Focused Interventions
- SRFT – Cognitive Behavioral Therapy (1.5 day course)
- Stress & Resilience for Managers
- Stress and Resilience
- Stroke Awareness
- Substance Misuse
- Suicide First Aid – Understanding Suicide Intervention (SFAUSI) (accredited)
- Supervising to Improve Practice
- Supervising to Safeguard in Health Organisations (Adults)
- Supervising to Safeguard in Health Organisations (Children's)
- Supervising to Safeguard in Health Organisations (Individual space course)
- Supporting children and young people/families who identify as LGBTQ
- Team Building
- Team Development
- The Law & The Nurse
- The Mindful Manager in Times of Crisis
- Time and Workload Management
- Time Management
- Time Management
- Tissue Viability
- Trauma Informed Practice Awareness
- Unconscious Bias
- Understanding ADHD & Autism
- Understanding Dementia and Supporting Behaviour That Challenges
- Using Supervision Effectively: a one day course for Supervisees
- Valuing and Motivating Others

- Visitor Training
- Working from Home Effectively
- Working in a Changing Environment
- Working with Distressed & Difficult Clients
- Youth Mental Health First Aid

