

# Anne Davies



# AUDIOLOGY



# COURSES

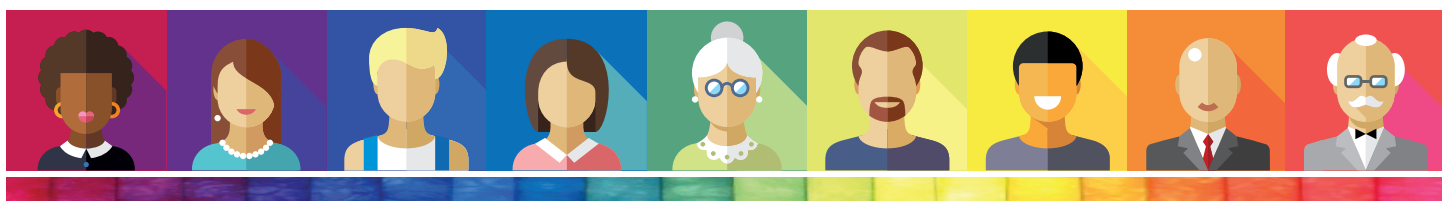
The **8<sup>th</sup>**

## Sharing the News (Gwen Carr)

Communicating Effectively with Families Around the Time of  
Early Identification of Deafness and Ongoing Paediatric Care

Tuesday 27<sup>th</sup> - Wednesday 28<sup>th</sup> August 2024

## Course Programme



## Tuesday 27<sup>th</sup> August 2024

- 8.45 **Arrival, Registration and Refreshments**
- 9.15 Impact of communication on parents (Gwen Carr)
- 10.00 Parental perceptions and reflections on their screening and diagnostic experiences (Gwen Carr)
- 11.15 **Break**
- 11.30 Effective Communication: Skills and Techniques Part 1 (Actor-coaches)
- 12.30 **Lunch**
- 1.30 'Forum Theatre' session (Actor-coaches & Gwen Carr)
- 2.45 **Break**
- 3.00 Effective Communication Skills and Techniques Part 2 (Actor-coaches)
- 4.10 Plenary and preparation for Day Two activities
- 4.30 **End of Day One**

## Wednesday 28<sup>th</sup> August 2024

- 8.45 **Arrival and Refreshments**
- 9.15 Personal Construing (Gwen Carr)
- 9.45 Active Practice preparation (Actor-coaches)
- 10.15 Active Practice group work (Actor-coaches)
- 11.15 **Break**
- 11.30 Active Practice group work (Actor-coaches)
- 12.30 **Lunch**
- 1.30 Active Practice group work
- 2.30 **Break**
- 2.45 What do parents say they want? (Gwen Carr)
- 4.00 Closing Plenary Session (Actor-coaches)
- 4.30 **End of Course**



## Course Content

### Impact of communication on parents

An overview of the underpinning research and evidence base.

### Parental perceptions and reflections on their screening and diagnostic experiences

This interactive session uses video footage of parents of young deaf children who have received their services within the screening to early intervention pathway in the UK context.

### Effective Communication: Skills and Techniques Part 1

This session involves working with the acting team in large and small groups to explore and practise a number of different techniques which can affect how communication and information sharing is both expressed and received, looking at active listening, body language, congruence and appreciative disagreement.

### 'Forum Theatre' Session

Forum theatre is a facilitated group activity whereby the actor-coaches present / role play a scenario and invite discussion. The scenario is shown twice, with the 'replay' being open to the active input of the group to make comment and give direction to affect the situation and enable a different outcome.

### Effective Communication: Skills and Techniques Part 2

Building on the earlier activities, this session focuses on how to establish genuine rapport with families and to ask 'good' questions which elicit information to help the relationship and positive understanding and management of child and family needs moving forward.

### Personal Construing

This session explores the issue of personal construct - how we make sense of and interpret events as they confront us. It examines how the personal beliefs and experiences of people in any encounter can affect their understanding of it and affect how it progresses - both positively and negatively. The technique is applied specifically to the context of audiological and family support practice.

### Active Practice group work

Active Practice involves using the skills and techniques focused on in the first day of the course to work with the actor-coaches in small groups to explore different clinical scenarios from real life practice. The sessions allow the participants to take forward the learning from Forum theatre, put it into practice in small group settings and receive feedback and coaching from the actors in their roles as parents and family members. Active practice is always undertaken in a confidential, safe, positive and mutually supportive context.

### What do parents say they want?

Outcomes from research with parents and parent-led policy initiatives.

### Closing Plenary Session

Looking back and looking forward: implementing effective communication skills in your clinical practice.

## Course Faculty

### Gwen Carr

Gwen Carr is an Honorary Senior Research Associate at the UCL Ear Institute. Since her retirement from the role of National Programmes Lead for Antenatal and Newborn Screening for Public Health England in summer 2014, she has worked as an independent research and development consultant primarily in the field of Early Hearing Detection and Intervention and Family Support.

Gwen was for many years Head of Sensory Services in a metropolitan authority, working closely with the Health Authority and in particular Audiology, and then spent four years as Director of UK Services and Deputy CEO of the National Deaf Children's Society, before joining the England Newborn Hearing Screening Programme as Deputy Director to Professor Adrian Davis.

Her current work focuses on research, service development and training which actively promotes evidence-based family centred approaches to service provision both in the UK and overseas. She also serves as a member of the executive group for the International conferences on Family Centred Early Intervention; a member of the Quality and Clinical Governance Group of the Wales Newborn Hearing Screening Programme and a member of the Global Research on Developmental Disabilities Collaborative Group.

Gwen developed the Sharing The News course originally as an NHSP / NDCS collaboration and has evolved and delivered it over many years in a variety of international contexts.

### Actor-coaches

The course is run with a team of professional actors / coaches who have extensive expertise in this field.

[www.audiology-courses.co.uk](http://www.audiology-courses.co.uk)

