

## Allied Health & Community Services Negotiation Skills & Influencing Behaviours Training

Gabriela Veliz, Allied Health Clinical Educator, Western Health    Gabriela.Veliz@wh.org.au



### Background

In 2013, many of Western Health's (WH) Allied Health (AH) and Community Services (CS) staff completed an annual WH wide Safe Care survey. This survey identified priority areas for improvement in communication and teamwork, specifically the need for clinicians to develop skills in negotiation and influencing behaviours.

### Method

A multi faceted training program consisting of 3 multimedia e-learning modules and an interactive practical workshop was established. A train-the-trainer model was applied to ensure ongoing sustainability of the program. A total of 450 clinicians will undertake the training program. All participants will complete a pre and post evaluation survey for the workshop and the overall training program, to determine the benefits of training in enhancing communication and team work.



For each skill the difference between before & after means scores was statistically significant = Participants identified that participation in the training program had improved their negotiation and influencing skills

### Results

A pre training survey has been completed by 219 staff to date. Each communication skill was scored before and after the training and the mean scores established. A paired sample t-test was conducted, for each communication skill and the difference between before and after mean scores (detailed in diagram) was found to be statistically significant – strengthening the data to support this training.

### Discussion

Implementation of a WH AH and CS Negotiation Skills and Influencing Behaviours Training Program has successfully commenced to impact the AH and CS workforce to result in improvements aligned with high quality communication and teamwork and optimal patient care.

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