

## Patient Engagement Overview

### Description:

This half-day course will provide participants with the fundamental skills to engage with service users effectively.

It will highlight the key benefits of engagement activities and help participants identify those who should be engaged with.

It will also share key principles for effective engagement and demonstrate a wide range of practical tools that participants could utilise.

### The workshop will cover:

- Why engage with service users?
- Tips for recruit service users for engagement
- Key principles for engagement
- Tools for effective engagement including EBD and Goldfish Bowl
- An easy to use engagement plan

### Who should join this session:

This session would be useful for any staff member who wants to learn more about the views of their service users, and would be particularly valuable for:

- Service leads
- People involved in quality improvement
- Communications and engagement staff

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