talk ™
FOUNDATION
SUPPORTING CLINICAL DEBRIEFING

Learn and improve together

TALK © Courses

2022

# THE TALK FOUNDATION

TALK© is a practical approach to clinical debriefing which supports an inclusive culture of dialogue and empowers clinicians to act and improve. It is underpinned by well defined values that foster positive, constructive and supportive communication strategies and continued commitment to patient safety. For details see Clinical debriefing: TALK© to learn and improve together in healthcare environments.

The TALK Foundation is a charity that will continue the work of the TALK© project, a collaboration funded by the Horizon 2020 programme of the European Commission through a Marie Curie MCSA-RISE grant.

Our Vision, Mission and Values focus on maximising the opportunity for healthcare improvement, patient safety and staff wellbeing through the use of TALK© and empowering a culture of patient safety through the education of clinical teams ethically, positively and with an emphasis on inclusivity.

The Foundation aims to advance the education of clinical teams in patient safety through the use of structured debriefing. This will benefit members of the public requiring healthcare due to improvements in performance and teamwork in clinical environments. It should also contribute to improved healthcare staff wellbeing.

The Foundation will support, whenever possible, any healthcare professionals and institutions which express an interest in using the TALK© tool. This will aid the introduction of clinical debriefing as a means to improve performance, teamwork and patient safety. The TALK Foundation will offer support through educational activities and individual certifications as well as further initiatives and collaborations.

contact.us@talkdebrief.org

www.taldebrief.org

Charitable Incorporated Organisation Registered with the UK Charity Commission, # 1177093.

# EDUCATIONAL PRINCIPLES

Our educational initiatives aim to improve patient safety and healthcare team communication.
There is extensive evidence of the benefits of debriefing in clinical environments. It has been linked to improved learning, staff performance and patient outcomes, as well as team performance and efficiency. All our courses are based on the following principles:

## Inclusivity

Our courses are designed by multi-professional experts and developed to be delivered in an interprofessional and interdisciplinary manner. This is in alignment with our values: to foster professional communication, valuing everybody's input and perspective whatever their background, in order to build environments in which all team members feel able to contribute.

## Adherence to a Safety-II approach

The use of clinical debriefing promotes team reflexivity, aligns with Safety II (based on understanding performance variability and the determinants of success), and allows organisation leaders to engage clinicians in collaborative change by empowering them to contribute to continuous improvement.
Empowering clinical teams to make small adaptive changes results in slight improvements in performance at different stages of clinical care, which build up to a cumulative benefit and better patient outcomes (aggregation of marginal gains).

## Accessibility

We advocate cascade training (s*ee fig 1).* We train instructors who will then deliver local short courses as the main mechanism for teaching and disseminating TALK© within healthcare organisations.
We focus on instructor training and provide free standardised materials to guide local training supported by a well established course evaluation and feedback system.

The TALK Foundation is a charitable organisation and all educational activity follows a "minimum cost for sustainability" policy. Therefore all TALK© user courses are expected to be free of charge, and all fee paying courses are tiered according to national income level as per the World Bank Classification.

We also provide free instructor courses under "promoting TALK©" initiatives

## Quality assurance

All our courses are designed by experts in clinical debriefing and healthcare education and are peer reviewed. We adhere to AoME Standards for healthcare educators. We continuously collect evaluation data, which are applied into iterative course revision processes.
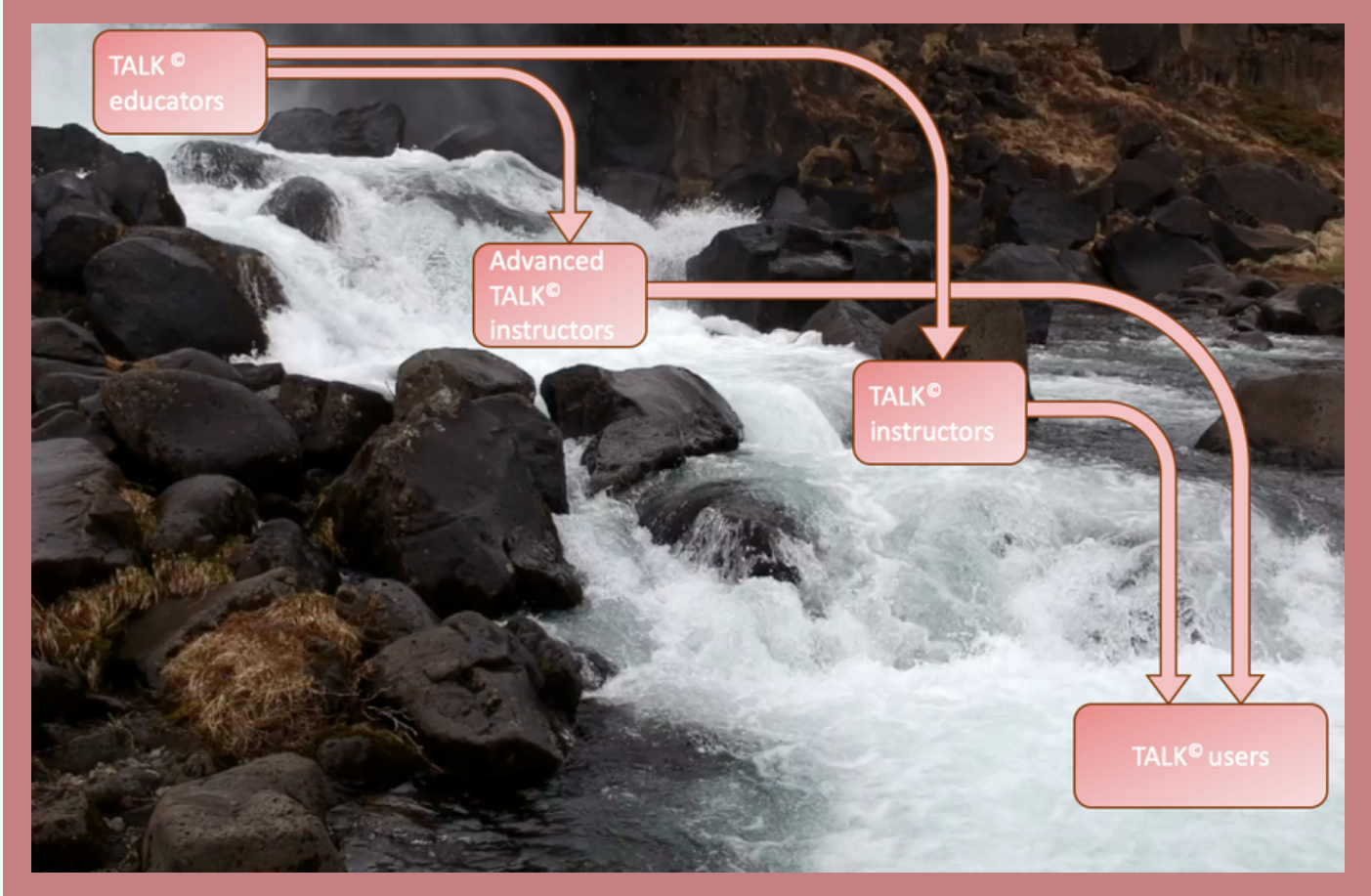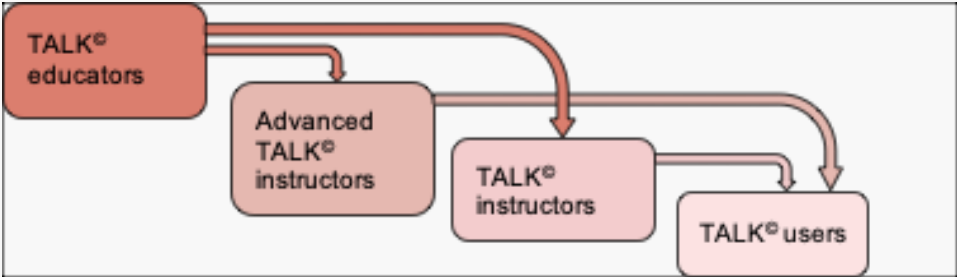
# Cascade training



**Fig 1**



**Fig 2: TALK trainers and users**

# TALK© TRAINING
## DEFINITIONS AND CRITERIA

**A TALK© user** is anybody who applies the TALK© framework to lead and/or participate in clinical debriefing episodes. To become a TALK© user you should familiarise yourself with the TALK ethos, values and structure. Free materials are available online to facilitate this. However, we recommend that you attend a free of charge TALK© user course locally or complete the TALK© user e-learning course (soon available online). Successful attendance to these short courses will allow access to a TALK user certificate (provided by the TALK Foundation upon request, subject to a small administrative fee).

**A TALK© instructor** is an individual who is qualified to deliver TALK© user courses at their own healthcare organisations, following standardised materials and free of charge. A TALK© instructor must have successfully completed the TALK© instructor course, taught at two TALK© user courses under the supervision of certified instructors and achieved a TALK© instructor certificate.

Candidates willing to attend a TALK© instructor course should have previous educational or training experience in healthcare, such as being an instructor on other courses etc.

**An Advanced TALK© instructor** is a TALK© instructor with a deeper understanding of system improvement, able to facilitate a complex debriefing as well as to mentor and coach less experienced debriefers. They must have successfully completed the Advanced TALK© instructor course and achieved an Advanced TALK© Instructor Certificate.

In order to access an advanced TALK© instructor course, a TALK© instructor must have delivered at least 10 TALK© user courses with evidence of positive feedback gathered through our standardised system.

**A TALK© researcher** is an advanced TALK© instructor with previous research experience who has successfully completed the TALK© research module and investigates in a research project approved by the Research Committee of the TALK Foundation.

Any research proposal including the TALK© framework and/or materials must be submitted to the Research Committee of the TALK Foundation (research@talkdebrief.org). Our team will be happy to support researchers in ensuring that the TALK© ethos and values are adhered to, copyright is not infringed, and the work is carried out abiding by ethical research principles and following international research standards.

**A TALK© educator** is an experienced TALK© instructor who represents the TALK© ethos and values and is qualified to train and support new instructors. They must have successfully completed the advanced TALK© instructor course, and be nominated as a prospective TALK© educator by the course faculty or at least two TALK© educators.

Successful applicants to the role of TALK© educator will be ratified by the Education Committee of the TALK Foundation (education@talkdebrief.org) after a standardised process which includes signing the TALK© code of conduct, submitting a short CV and a 300 word statement in order to demonstrate adequate educational experience as well as TALK© debriefing proficiency which will be evaluated by a panel.

# TALK© TRAINING
## DEFINITIONS AND CRITERIA

| ROLE | SKILLS & RESPONSIBILITIES | TRAINING | CRITERIA TO ACCESS TRAINING |
|---|---|---|---|
| **TALK© user** | Apply the TALK© framework to lead and/or participate in debriefing episodes. | **TALK© user course**<br> - locally<br> - online<br>(free of charge)<br><br>A certificate may be provided by the TALK Foundation (subject to small admin fee) | Anybody interested in using/applying TALK© may attend |
| **TALK© Instructor** | Deliver local TALK© user courses following standardised materials. | **TALK© instructor course**<br>+ supervised teaching 2 TALK user sessions | Previous experience in healthcare education or training |
| **Advanced TALK© instructor** | Deliver local TALK© user courses with a deeper understanding of system improvement. Facilitate a complex debriefing. Mentor and coach TALK© users and instructors. | **Advanced TALK© instructor course** | TALK© instructor + delivery of at least 10 TALK user courses with evidence of positive feedback. |
| **TALK© researcher** | Adhere to the TALK© ethos and values. Abide by ethical research principles. Follow international research standards. | **Research in clinical debriefing module** | TALK© instructor with previous research experience |
| **TALK© educator** | Represent the TALK© ethos and values. Train and support new instructors. | One to one supervision and training.<br><br>Mentoring provided by a nominated peer. | TALK© instructor certificate. Nominated by 2 TALK© educators. Submit a short CV and a 300-word statement. The Education Committee of the TALK Foundation will ratify successful applicants. |

# TALK© COURSES

The World Health Organisation recommends clinical debriefing after tasks, shifts or events. It promotes team reflexivity, aligns with Safety II principles and allows organisation leaders to engage clinicians in collaborative change. TALK debriefing courses are interprofessional, inclusive and quality assured.

## TALK© user training course

Learning objectives: By the end of this course, participants will be able to
- Define clinical debriefing
- Recall and apply the TALK© structure
- Identify opportunities for the use of clinical debriefing
- Identify strategies to follow up on agreed key actions

Duration: up to 2 hours.

Taught by local TALK© registered instructors, expected to be delivered free of charge.
Standardised educational materials are available to TALK© instructors without fee.
Requirements: Course registration, participant registration and completion of a course evaluation form is required. For information contact admin@talkdebrief.org

The TALK Foundation can provide TALK© user certificates upon request, however this will incur an administrative fee to be met by institutions or individuals as appropriate. Fees will be tiered according to national income as per the current World Bank classification
- High income country £4
- Middle and low income countries £2
- Courses under the umbrella of the "promoting TALK©" initiatives will access certificates free of charge.

## TALK© user e-learning course

Asynchronous - Currently under development.
Learning objectives: By the end of this course, participants will be able to
- Define clinical debriefing
- Recall and apply the TALK© structure
- Identify opportunities for the use of clinical debriefing
- Identify strategies to follow up on agreed key actions
Duration: up to 2 hours.

E-learning materials developed and delivered by TALK© educators.
Fees will be tiered according to profession and national income as per World Bank classification and profession
- High income countries: doctors £30, non-doctors £10
- Middle income countries £5
- Low income countries £2

The TALK Foundation will provide a TALK© user certificate after completion of a course evaluation form.

# TALK© Instructor Course

**Aim**: to provide essential skills in order to be able to deliver local TALK© user courses, which must be aligned with standardised materials provided by the TALK Foundation and should be taught free of charge.

**Criteria:** Candidates willing to attend a TALK©instructor course should have previous educational or training experience for healthcare professionals, such as being an instructor on other courses.

In order to achieve a TALK© instructor certificate and free access to TALK© user course materials, candidates must have successfully completed the TALK© instructor course and taught at two TALK© user courses under the supervision of certified TALK© instructors.

**Learning objectives:** By the end of this course, participants will be able to

- Define clinical debriefing and describe its relevance
- Differentiate between educational and clinical debriefing
- Describe the TALK© ethos and values
- Apply and teach the TALK© structure
- Facilitate the identification of opportunities for the use of clinical debriefing
- Facilitate the identification of strategies to follow up on agreed key actions

**Duration** 7 hours (or 2 sessions of 3.5 hours each) plus pre-course assignments.
Courses will be facilitated by two accredited TALK© educators.

**Delegate fees** will be tiered depending on national income according to the current World Bank classification

- High income countries £300 per delegate
- Middle income countries £50 per delegate
- Low income countries £20 per delegate

**Course modalities:** Virtual / face to face

Virtual TALK© Instructor Course:
Institutional courses can be arranged via email: admin@talkdebrief.org
Minimum 10 delegates, up to 24 spaces.

National/international courses will be advertised for registration via website.

Face to face TALK© Instructor Course:
Institutional courses can be arranged via email: admin@talkdebrief.org
Minimum 10 delegates, up to 24 spaces

Requirements:
- AV set-up with screen and sound
- Computer compatible with PowerPoint and video
- Catering for participants and facilitators should be provided by the booking institution if required.

Costs: all delegate fees, local costs derived from the educational activity, plus travelling expenses and accommodation for course facilitators should be covered by the institution and arranged according to local policies.

# TALK© Advanced Instructor Course   "TALKing for Improvement"

**Aim:** this course aims to provide advanced training skills, including a deeper understanding of system improvement, in order to facilitate complex debriefings and support less experienced debriefers (TALK©instructors and users).

**Criteria:** In order to access an advanced TALK© instructor course, a TALK© instructor must have delivered at least 10 TALK© user courses with evidence of positive feedback gathered through our standardised system.

**Learning objectives**: By the end of this course, participants will be able to
- Describe the relevance of clinical debriefing and the evidence behind its use
- Align the TALK© ethos and values to improvement theory
- Apply clinical debriefing to system improvement with a Safety II approach
- Facilitate complex debriefing in clinical environments
- Mentor and coach less experienced debriefers through the use of meta-debriefing

**Duration** 2 days (or 4 sessions of 3.5 hours each) plus assignments.
Courses will be facilitated by 2 accredited TALK© educators.

This training will prepare participants to become Advanced TALK© Instructors
Successful participants will receive an Advanced TALK© Instructor Certificate.

**Delegate fees** will be tiered according to national income as per the current [World Bank classification](#)
- High income countries £600 per delegate
- Middle income countries £70 per delegate
- Low income countries £30 per delegate

**Course modalities:** Virtual / face to face

Virtual Advanced TALK©Instructor Course:
Institutional courses can be arranged via email: admin@talkdebrief.org
Minimum 10 delegates, up to 24 spaces.
National/international courses will be advertised for registration via website.

Face to face Advanced TALK©Instructor Course:
Institutional courses can be arranged via email: admin@talkdebrief.org
Minimum 10 delegates, up to 24 spaces

Requirements:
- AV set-up with screen and sound
- Computer compatible with PowerPoint and video
- Catering for participants and facilitators should be provided by the booking institution if required.

Costs: all delegate fees, local costs derived from the educational activity, plus travelling expenses and accommodation for course facilitators should be covered by the institution and arranged according to local policies.

# TALK© Additional Module -  Research in Clinical Debriefing

This module is only available after completion of the Advanced TALK Instructor Course

**Aim**: this course aims to foster good research practice including compliance with ethical research principles as well as international research standards.

**Criteria:** successful completion of the Advanced TALK© instructor course and previous research experience.

**Learning objectives**: By the end of this course, participants will be able to
- Identify relevant evidence prior to establishing new protocols
- Select and apply suitable instruments to measure the relevant outcomes
- Access TALK©research tools
- Network with the TALK Foundation Research Committee

**Duration** 7 hours (or 2 sessions of 3.5 hours each) plus post-course assignments.

This module will be facilitated by 2 accredited TALK© educators with extensive research experience.

Successful participants will receive an attendance certificate.

**Delegate fees** will be tiered according to national income as per current World Bank classification
    High income countries £300 per delegate
    Middle income countries £50 per delegate
    Low income countries £20 per delegate

**Course modalities:** Virtual / face to face
Virtual:
    Institutional courses can be arranged via email: admin@talkdebrief.org
    Minimum 10 delegates, up to 24 spaces.
    National/international courses will be advertised for registration via website.
Face to face:
    Institutional courses can be arranged via email: admin@talkdebrief.org
    Minimum 10 delegates, up to 24 spaces
    Requirements:
    - AV set-up with screen and sound
    - Computer compatible with PowerPoint and video
    - Catering for participants and facilitators should be provided by the booking institution if required.
    Costs: all delegate fees, local costs derived from the educational activity, plus travelling expenses and accommodation for course facilitators should be covered by the institution and arranged according to local policies.

Any research proposal including the TALK©framework and/or materials must be submitted to the Research Committee of the TALK Foundation (research@talkdebrief.org).
Our team will be happy to support researchers in ensuring that the TALK© ethos and values are adhered to, copyright is not infringed, and the work is carried out abiding by ethical research principles and following international research standards.