Summary of Training challenges discussion, 1st May 2020

Course effectiveness challenges:	Ideas and suggestions from the group:
- Professional integrity – we want to deliver training well and safely - Length of training – discussions of how long people can concentrate on their screen, with a suggestion of 45 minutes maximum, so how to deliver ½ day courses effectively, let alone longer courses? - What might we miss from face-to-face training: - More difficult to notice attitudes and therefore to challenge stigma when delivering online - We will miss informal conversations that happen in breaks and feed productively into sessions - Who is responsible for issues like losing connection or someone dropping out of the training mid-session, and how to respond? - Different technology available – which to use?	- Some established mental health courses are exploring how to effectively move their longer courses online – making them modular, with delivery over 2-4 weeks rather than 2 days - Recommendations for Zoom and Microsoft Teams - Some trainers and organisations are using other tech to encourage interaction and engagement alongside Zoom and Teams - With Zoom you can record the training to share afterwards so the details aren't lost - Examples of training delivered online by participants: - Volunteer training: 3 x 1.5-hour sessions over a day, 3 trainees, 2 trainers - Teacher training: 3-hour session with 2 x 15-minute breaks, 15 trainees, 1 trainer - Staff training: 4-hour course in 8 modules, a 5-minute break after each module, and a 15-minute break half-way through - Self-guided training online, contact numbers if participants become distressed
Needs of commissioners are changing: - Some are asking for training content to shift from suicide prevention or mental health to more resilience-focussed courses - Increased demand from some areas: furloughed staff can undertake training; schools are keen to use time positively for those teachers and support staff not needed in classrooms	

• In some NHS Trusts internal training teams have stopped all delivery and/or been moved to new roles • Staff not available or released for training • As many staff are being moved to new roles, on-going need to ensure they are trained to do them well • Non-Covid-19 training is not prioritised, but some still vital, like 'Managing violence and aggression' • How to do e-learning well if the technology of a commissioning organisation is poor or staff don't have access?	
Safeguarding • How to keep participants safe when delivering online? • How manage emotional distress if arises? • How to manage disruptive participants online?	• On registration could have an 'agreement' for trainees about keeping yourself safe, being responsible for your own well-being • Zoom has 'break-out' room facility, for smaller groups, and emotional support space • Increasing trainer/trainee ratio
Trainers • As staff can also be struggling with their own well-being, important to support trainers too • Trainers have found it exhausting to deliver online	• Modular course options over longer periods of time may help trainers as well as trainee concentration
Future • Will online training become the new normal, with loss of richness of face-to-face training? • How ensure income in future, if training moves online and is cheaper?	• No guarantee training is cheaper online, especially as it may need to be re-designed and delivered with more trainers