



**In-person 1-day workshop for PNAs and PMAs,
plus RCN-accredited online course**

**Royal College of Nursing,
20 Cavendish Square, London, W1G 0RN
Monday 20th October, 2025**



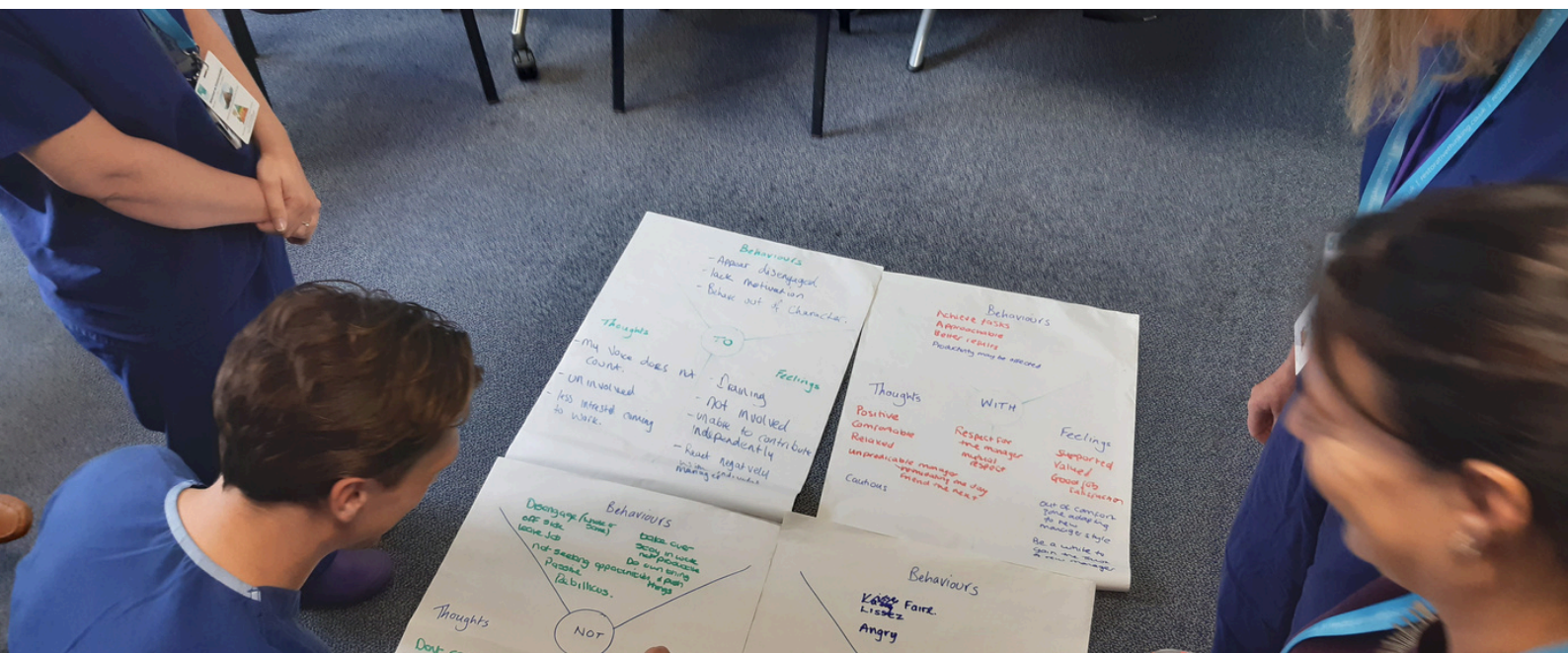
Overview

Do you need guidance and support with the more **practical aspects** of your PNA/PMA role?

- Would you value ideas for drawing on the A-EQUIP model in practice?
- Would you like to feel more prepared to plan, facilitate and follow-up successful supervision sessions?
- Would you like to feel better equipped to respectfully challenge and support colleagues?

Join us at **The Royal College of Nursing** for a day filled with practical and useful learning and development. This event focuses on building your knowledge and understanding of restorative and relational practice, **techniques** and **skills to enhance your PNA/PMA role**.

We lead a series of **meaningful conversations** and **practical exercises** that enable lasting change over time.



Why train with us?

We've developed this course with NHS colleagues; we've learnt that skills training with a focus on developing relationship skills shows demonstrable changes in practice, that are maintained over time.

Course structure:

- Application, Practice & Feedback (1 day experiential workshop)
- Resources (online, ongoing learning)
- Reflection and Support (virtually, with the RT team, to help transfer to individual practice)



“The whole session was beneficial but in particular, the Relational Window and the opportunity to practice skills.”

What will you learn?

- Explore some of the key techniques and processes of restorative and relational practice and apply these in practical ways to your role/s.
- How to enable a colleague/colleagues to balance challenge and support to find their way through problems.
- Phrases and techniques that enable solution-focused discussions with colleagues, patients and their families.
- Apply skills and principles within a supervision session.

Following the workshop you'll be enrolled to our RCN-accredited online course. 'Relationships for Change' has been designed with busy shift patterns in mind; we encourage you to dip into the course for 10-20 minutes a week. You'll have access to the online course for six months and you'll receive a Certificate of Completion with 5 hours' CPD.



Agenda

9:00 AM – 9:15 AM

Welcome and check-in

9:15 AM – 9:45 AM

Restorative and relational practice and the A-EQUIP model

9.45 AM – 10:45 AM

The Relational Window – leadership styles

11:00 AM – 11:45 AM

Developmental psychology – brains and behaviours

11:45 AM – 12:30 PM

Script psychology, shame and empathy

1:30 PM – 2:00 PM

The Relational Window – a supervision tool

2:00 PM – 3:30 PM

Restorative conversations – processing challenge and support

3:30 PM – 4:45 PM

Starting conversations that are difficult

4.45 PM – 5.00 PM

Check-out



Why should you take part in restorative and relational practice training?

This interactive training will equip you with the knowledge, skills and understanding to improve communication; successfully facilitate supervision sessions; get better at starting and holding challenging conversations and maintain these changes over time.

Its interactive delivery will allow you to:

- Discuss challenges and successes with colleagues, allowing others to process what's happened and consider solutions, including care planning, handling anger or distress, difficult conversations with colleagues.
- Practice restorative and relational key skills and principles, receive constructive feedback and test out alternative strategies.
- Take away communication strategies that can be transferred to any interpersonal or professional context.



What specific skills will you transfer into practice?

This training focuses on adapting and developing your communication and supervision practice, to have a lasting impact, in a professional setting.



Your facilitators Lesley Parkinson and Christine Savage-McMahon have been introducing and embedding restorative and relational practice across Public Services for over 20 years and with NHS leaders, managers and staff, both clinical and non-clinical roles. There is *no role play* and all learning takes place in pairs and small groups.

This workshop aims to boost your confidence in your PNA/PMA role, supporting and guiding colleagues and enabling them to actively participate in decisions about their roles and relationships. All the techniques and skills you learn can equally be applied to your work with patients and their families and decisions about their treatment and care.



To book your place, please send an e-mail to:

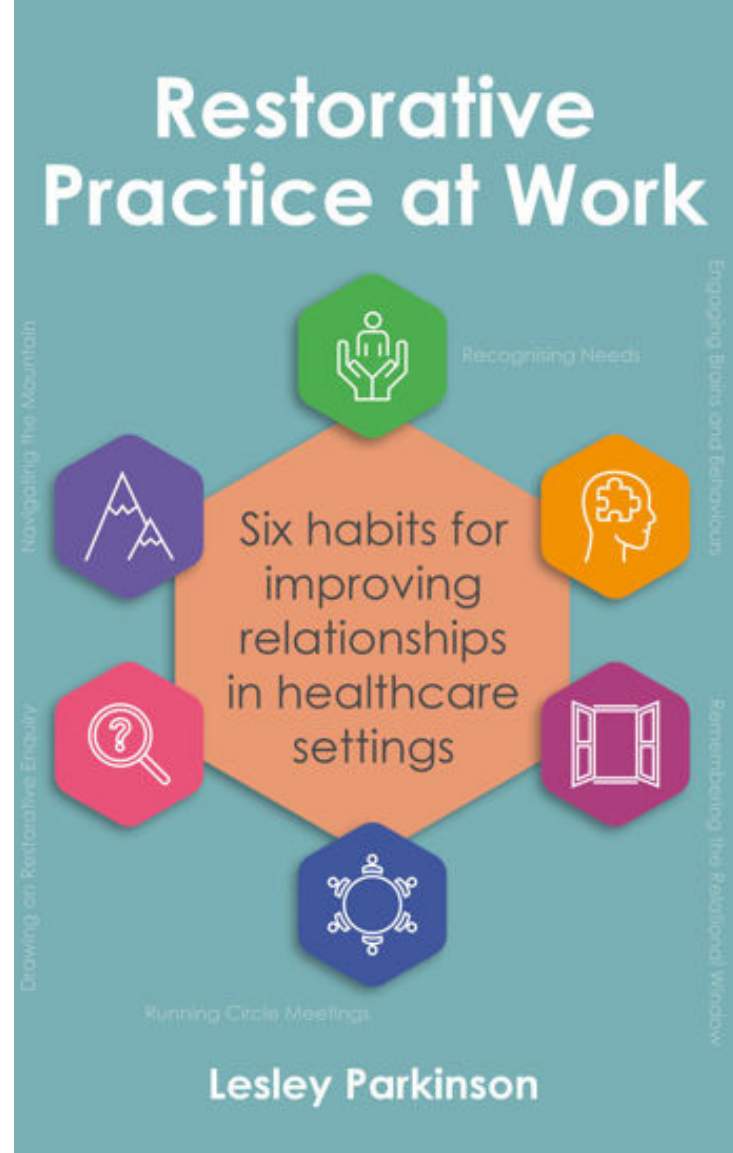
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Cost per person: £475 plus VAT

- 1-day workshop at the Royal College of Nursing
- Online course 'Relationships for Change', 6-month access
- Virtual support with the Restorative Thinking team to apply learning to role
- Includes teas/coffees/pastries and lunch
- Maximum 24 participants

Booking Terms & Conditions

- Your place will be confirmed when Restorative Thinking receives payment or the production of an official purchase order. Please DO NOT book a place unless you have approval from your manager AND confirmation that your trust are willing to pay your delegate fees.
- Once your place is confirmed, you will be notified by e-mail. Please ensure that we hold a valid email address and mobile contact number for you.
- Payment must be made before the course commences. We reserve the right to cancel a booking in the case of non-receipt of payment.
- Joining instructions will be sent via email two to four weeks before the course commences.
- In the event of a cancellation: A charge of 25% of the course fee will be made for cancellations up to 6 weeks prior to the workshop date; a charge of 50% of the course fee will be made between 4 and 6 weeks prior to the workshop; no refund will be given for cancellation within 4 weeks of the workshop; suitable replacement delegates will be accepted up to 3 days prior to the course.

