



Relational +  
Restorative  
Thinking

# RELATIONSHIPS FOR CHANGE

Relational and restorative practice  
on-demand online course for leaders,  
managers and staff in health and social care



Royal College  
of Nursing  
**RCN ACCREDITED**

RCN Accredited until 24 March 2026  
Accreditation applies only to the educational content and not to any product  
RCN cannot confirm competence of any practitioner



Innovation **WINNER**  
Awards 2018  
Transforming and Innovating Public Services Award

# Relationships for Change

Relational and restorative practice online course



**Our vision is for relational and restorative practice to become a core feature of health and social care workforce training and practice.**

In the high-pressure environments of health and social care, staff face daily challenges that can strain working relationships and impact patient/family care.

Stress, conflict, and miscommunication can reduce team effectiveness, create silos and undermine wellbeing. In turn, this can affect how staff collaborate, how included they feel, and ultimately, the experiences of the patients and families we serve.

This course enables leaders, managers and staff to work together better, by improving accountability; equity; fairness; conversations that move people from confrontation to collaboration.

For patients and families, this means better coordinated care, improved experiences, and a culture of understanding.

Course participants progress through a series of modules, gaining practical tools and techniques they can immediately apply within their team, department and organisation.

Each module is designed to build lasting improvement skills at a sustainable pace, alongside targeted ongoing support with our team.

# Relational and Restorative Thinking

Relational and Restorative Thinking is a not-for-profit Social Enterprise.

In 2012, our team began delivering training workshops, intervention programmes, coaching and supervision sessions across Public Services.

We work with leaders, managers and staff across Health and Social Care, schools, Children's and Adult Services, Prison and Probation Services.

In 2018 we won i-Network's 'Transforming and Innovating Public Services' Award, for our work with Liverpool Children's Services.

In 2020 we began producing online learning programmes, investing in our own moodle learning platform.

Programmes have since been DfE-assured and accredited by the Royal College of Nursing.



**Our blended training and coaching appeals to a variety of learning styles.**

# Relationships for Change

## Relational and restorative practice online course

The 'Relationships for Change' course is for leaders, managers and staff working in health and social care.

Course content enables all members of a team to build the skills and mindset to work together differently and better.

### **This course will help individuals and teams to:**

- Gain confidence in handling confrontation and conflict
- Collaborate, plan and innovate together better
- Access tools for constructive communication and accountability
- Develop techniques for rebuilding trust after disagreements
- Learn strategies for fostering inclusive team cultures
- Effectively address problems and issues together

### **Some of the outcomes we expect to see:**

- Improved patient/family experience and safety
- A reduction in staff absence and improved staff retention
- Improvements in staff surveys
- More effective collaboration with families and patients
- Reduction in grievances and complaints
- Individuals, teams and departments embracing change



# Relationships for Change

## Relational and restorative practice online course

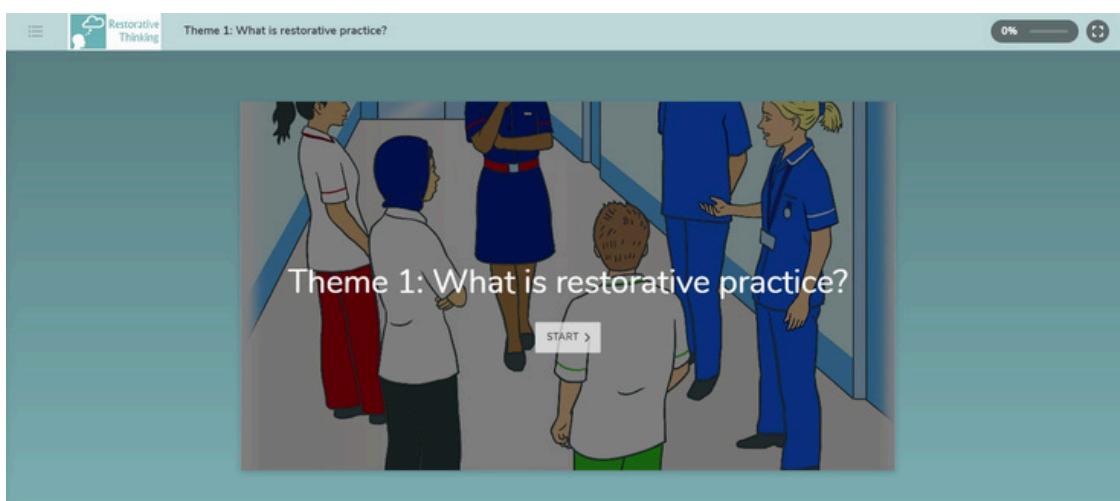
We operate a Moodle Learning System, designed and supported by [Titus Learning](#). We aim to cater for all learning styles.

What will you find on the platform?

- Learning pathways for you and your team/department
- e-learning modules
- Podcasts and videos
- Written materials and references
- Live forum for sharing ideas and insights
- Learner support
- Flexible, unlimited access to resources
- New resources added regularly

**In addition, we invite course participants to join us at monthly webinars to explore the course content in depth and apply learning to role/s.**

Learn at your own pace, in line with your shift patterns and work schedule.



# Feedback from course users

## Evidence-based

Our workshops and online courses have been helping to foster improvement and change in health and social care for over twelve years.

This course includes e-learning modules, videos and podcasts, in addition to prompts and questions to stimulate thinking, development and learning.

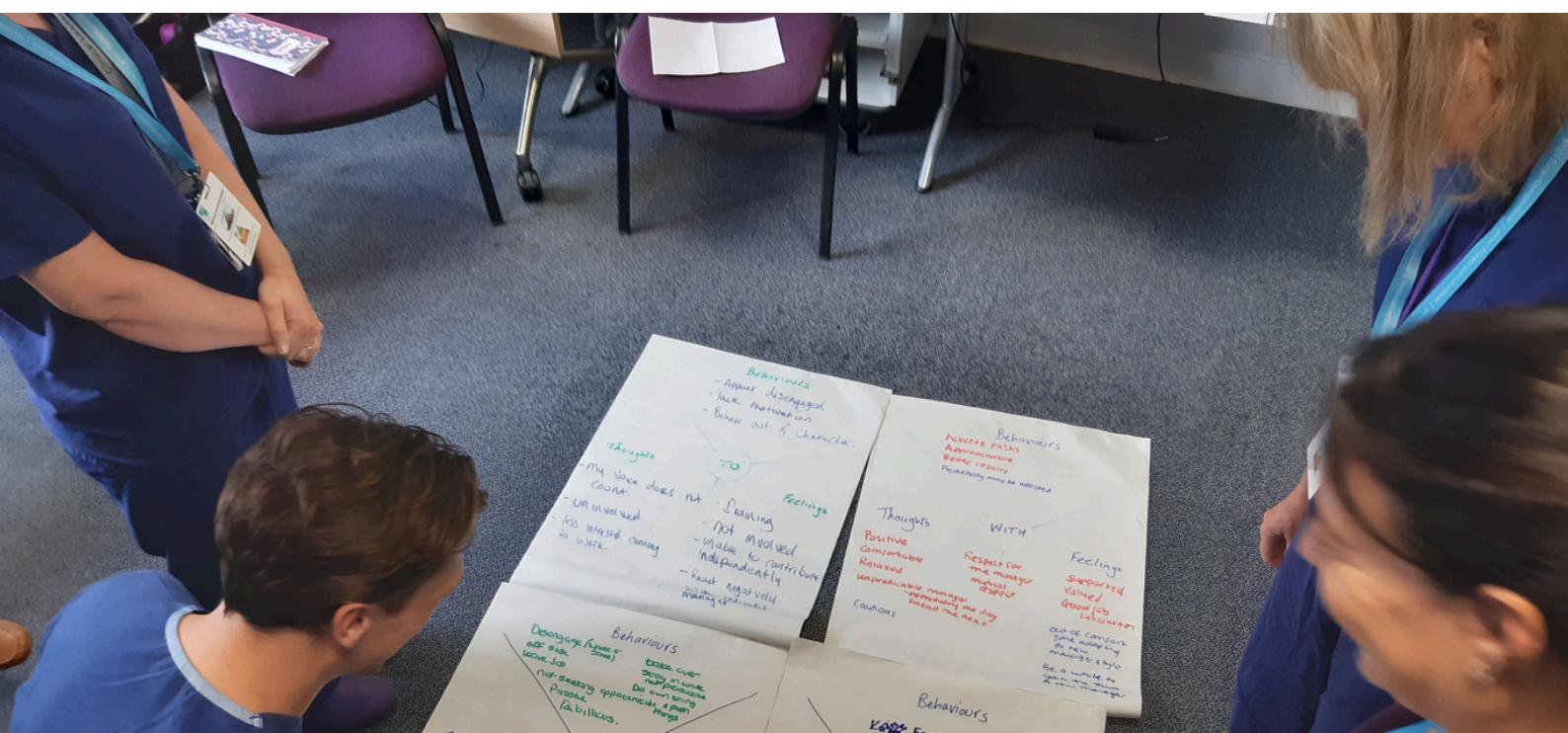
For organisations, we provide regular, anonymised feedback from course users and engage with Boards, SLT, OD and HR to ensure learning from the platform helps to enable your improvement journey.

*"This is a deeper and bigger subject than I was expecting and raised many questions about how I have behaved in the past and how using a considered approach to difficult problem-solving will, more often than not, bring about a better outcome for all parties."*

*(Social Care manager)*

*"The relational window was very interesting and I could see myself and colleagues fitting into the windows. Understanding this will help me to realise when I am in particular windows and how I should adjust my working."*

*(Radiology nurse)*





## Next steps

Please contact Mrs Lesley Parkinson in the first instance. We can arrange a virtual tour of the learning programme, discuss your intended outcomes, help plan your use of the programme and answer any questions prior to engagement.

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