

Sample: PACT – Educational workshop plan template

Facilitator(s)		Date		Location	
Topic	Making a PACT	Time		Duration	90 minutes
<p>Aim: The overall aim of the session is:</p> <ul style="list-style-type: none"> to address the issues of bullying and harassment by ensuring that staff understand professionalism and its context and learn how to identify, raise and respond to concerns around unprofessional behaviours within the workplace. 					
<p>Learning outcomes: By the end of the session the learner will be able to:</p> <ul style="list-style-type: none"> understand and identify the circumstances which can lead to unprofessional behaviours occurring in the workplace, including bullying and harassment and; understand how low levels of unprofessional behaviours can evolve into more serious behavioural concerns, including bullying and harassment. 					
<p>Most learners should also be able to:</p> <ul style="list-style-type: none"> have increased awareness of their own and others' participant role and behaviours in situations; have increased awareness of the personal and shared responsibility for the atmosphere in the departments and boundaries; expand knowledge about behaviours and what to do against situations and how to raise concerns and seek support; have increased awareness of the attitudes related to behaviours; improve the self-efficacy and outcome expectations for defending behaviours. 					
Time	Content	Suggested activities		Suggested resources	
5 minutes	<p>Welcome and introductions To introduce yourself, the aims of the session and welcome attendees.</p>				
10 minutes	<p>What does professionalism look like? To facilitate group discussions on what professionalism should look like within the team/ department or organisation.</p>	<ul style="list-style-type: none"> Attendees in small groups to outline the positive values and behaviours they would wish to see in their team, department or organisation and those they would not. 		<p>NHS Constitution</p>	

		<ul style="list-style-type: none"> • What do values and behaviours mean to the group, what benefits and challenges do they bring? • Summarise key points from the discussion. 	<p>Values and Behaviours Framework.</p> <p>Flip chart and pens</p>
25 minutes	<p>Exploring unprofessional behaviours To provide attendees with examples of unprofessional behaviours and explore how these could be perceived as bullying and harassment.</p>	<ul style="list-style-type: none"> • To invite attendees to participate in a discussion on how culture within an organisation can result in unprofessional behaviours. • To play a video (or role play) of a hostile situation. Discuss with attendees the enabling, motivating and precipitating factors for bullying and seek their feedback. • Summarise the key points from the discussion. 	<p>Sample of behaviours</p> <p>Video/ role play exercises</p>
15 minutes	<p>Real life case studies To present attendees with real life case studies of unprofessional behaviour for discussion.</p>	<ul style="list-style-type: none"> • To work in groups of five to review the case studies and discuss how they would approach the situation from the perspective of a bystander using the examples provided in chronological order. • Summarise the key points from the discussion. 	<p>Real life case studies (clinical and non-clinical) highlighting examples of bullying and unprofessionalism.</p> <p>Examples of interventions available.</p>

<p>15 minutes</p>	<p>Patient experience To interview a patient who will describe an inpatient experience where they witnessed the impact of bullying and harassment of staff and their patients.</p>	<ul style="list-style-type: none"> • To ask the patient to describe the conversations witnessed. • To participate in a discussion around the patient's story. • To identify how circumstances within the workplace can result in unprofessional behaviours. • Summarise the key points from the discussion. 	<p>Patient (either face-to-face or via video).</p>
<p>15 minutes</p>	<p>Making a PACT To introduce the concept of staff members making a pledge to say they will play a part in improving the professionalism and cultural transformation "PACT" of your organisation.</p>	<p>Facilitator to start the process by sharing their own "PACT" pledge.</p> <p>To encourage attendees to share one positive change they will make in their own environment when they leave the workshop.</p>	<p>Making a PACT PowerPoint template</p>
<p>5 minutes</p>	<p>To provide attendees with a summary of the next steps the organisation wishes to take and how these will be communicated to staff within the organisation.</p>	<p>Introduce to PACT champions and Freedom to Speak up Guardians.</p>	