



Notice distress, listen carefully, respond helpfully

Free Online Communication Skills Workshops

SAGE & THYME workshops support all clinical and non-clinical staff in using the evidence-based skills required to provide person-centred support to people with emotional concerns or worries. Using a memorable structure each **2 hour 45 minutes** online workshop reminds staff how to listen, and how to respond to distress in a way which empowers the patient. The workshops discourage staff from 'fixing' and demonstrates how to work with the patient's own ideas and solutions first. Each workshop uses a mixture of small group work, lectures and videos.

To register for a SAGE & THYME online workshop you must:

- Work in health or social care
- Have access to a PC/Laptop/Tablet with a webcam and microphone (**Smartphones are *not* suitable**)

This training is open to all and is **free** for staff who work within NHS Greater Glasgow & Clyde (including hospitals, primary care, Health & Social Care Partnerships (HSCP), hospices and care homes). For all others there is a **fee** of £40.00 per person.

Workshop dates:		Workshop times:
Monday	21 st September 2026	0930 – 1215 hrs
Tuesday	29 th September 2026	1300 - 1545 hrs
Wednesday	14 th October 2026	0930 – 1215 hrs
Thursday	29 th October 2026	0930 – 1215 hrs
Tuesday	17 th November 2026	0930 – 1215 hrs
Wednesday	2 nd December 2026	0930 – 1215 hrs
Thursday	17 th December 2026	1300 – 1545 hrs

Booking Instructions:

- **NHS staff:** All staff are required to book via the eESS system. Please ensure that your email address on eESS is up-to-date and that you have sought line manager approval to attend the workshop. [Click here](#)
- **Non-NHS staff:** Please email ggc.carepalliative@nhs.scot stating full name, job title, work location, contact email and phone number, as well as your preferred workshop date. Following this, you will receive an email confirming your place if space is available.

For further information please contact: ggc.carepalliative@nhs.scot.

For issues surrounding logging into eESS please contact the eESS Team, follow link below:
<https://www.nhsggc.scot/staff-recruitment/hrconnect/about-eess/contacting-the-eess-team/>