

A one-day course from The At Work Partnership in association  
with the journal *Occupational Health [at Work]*

# TRAINING



## Occupational Health Consultations

Tuesday 2 July 2024 – A Virtual Event

A one-day course designed to help you improve  
your OH consultation skills and techniques

Chaired by Dr Nerys Williams, independent OH physician

### CPD:

*Self-certification  
schemes:  
5.5 hours*

Additional CPD can be  
gained after the event  
via our CPD scheme.

- > Aims, purpose and preparation – how to get the most out of the OH consultation
- > Your legal obligations
- > Develop your communication skills and techniques
- > Consultations in practice – a case study exercise to finesse your skills
- > Quality improvement



Quality conferences  
at value for  
money prices

### SPECIAL OFFER

Book and pay by  
13 May 2024 and  
**SAVE £65 + VAT!**  
Self-funded and other  
offers available –  
see back page!



# Programme

The full course programme can be found on our website: [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)

## 9.00 Registration

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## 9.05 Welcome and introduction

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*Dr Nerys Williams,*  
independent OH physician

## 9.10 Aims and purpose of the OH consultation

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*Dr Nerys Williams,*  
independent OH physician

- Moving the case forward
- Key questions – and getting meaningful answers
  - Disability
  - Long-term absence
  - Health and capability
  - Pre-employment/pre-placement
- Taking a relevant history
- Timescales and follow-up

## 9.40 Before the consultation

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*Dr Clare Fernandes, BBC*

- Management referral • What the employee needs to know before the consultation
- Triage • Privacy
- Accompanied consultations
- Recording consultations • Safety concerns
- Safeguarding issues

## 10.30 Coffee

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## 10.50 OH consultation and the law

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*Prof Diana Kloss, barrister*

- Consent and confidentiality • Duty of care
- Disclosure without consent in the public interest
- Access to Medical Reports Act 1988
- Accompanied consultations and chaperones
- Safeguarding duties

## 11.45 Consultation methods & techniques

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*Sharon Wilday, consultant cognitive behavioural psychotherapist*

- Face-to-face, telephone and video platforms
- How to develop a rapport • Managing referrals where the individual is anxious or angry • Motivational interviewing and coaching techniques

## 12.55 Lunch

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## 13.45 Consultation skills and how to develop them

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*Carolyn Graham, consultant*

- Listening and questioning techniques
- Note-taking • Resetting the consultation if things go wrong • Dealing with objections from the employee

## 14.45 Tea

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## 15.05 Consultations in practice

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*Sharon Wilday and Carolyn Graham*  
Chair: *Dr Nerys Williams*

- A practical role play, following a case scenario based on a common mental health problem, looking at how improved communication could change the outcome of a consultation

## 15.50 Quality improvement

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*Dr Nerys Williams,*  
independent OH physician

- Dos and don'ts • Common issues – and how to avoid these • Auditing and peer-reviewing your consultations

## 16.10 Final questions

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## 16.20 End of day

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The full course programme can be found on our website: [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)

There is some overlap on this programme with our OH report writing day. This is reflected in the pricing for this day – and we offer a discount for previous OH report writing attendees.

# Occupational Health Consultations

OH consultations are at the heart of an occupational health professional's work. This new one-day course from The At Work Partnership is designed to help OH professionals enhance their consultation skills.

## This training day aims to teach you to:

- Understand the aims of the OH consultation in terms of moving the case forward
- Set up and prepare for effective OH consultations, and understand how to audit and improve these
- Know your legal responsibilities – and the nuances of the unique role of the OH professional – in fulfilling your obligations to both the employee and the employer
- Get the most of your OH consultations whether face to face, telephone or video/online

## This training is designed for:

- OH professionals
- Other professionally registered practitioners working in OH

The day concentrates on the communication and interpersonal skills that are required for effective OH consultations but are so seldom taught. These include how to:

- Establish a rapport with the employee, using a non-judgemental style and clear language
- Gather information using open questions – and phrase questions to get informative answers
- Use and interpret non-verbal communication cues
- Develop your listening skills
- Lead the conversation, using techniques such as motivational interviewing and coaching
- Manage difficult referrals where the individual is anxious or angry
- Put it all into practice – our case study shows how the communication skills learnt on the course can improve the outcome of cases for the employee and the employer

## ABOUT OUR EXPERT TUTORS

**Course chair: Dr Nerys Williams** is a specialist in occupational medicine and is a former deputy director of health and wellbeing at the Department for Work and Pensions (DWP). She has extensive audit experience and is the current clinical appraisal lead for the Society of Occupational Medicine.

**Dr Clare Fernandes** is the chief medical officer at the BBC and is an occupational health physician. Clare is the author of *'Questions and Answers for the Diploma in Occupational Medicine'* and is the co-founder of The Occupational Health Academy, which runs revision courses for FOM examinations.

**Carolyn Graham** is an experienced mediator, facilitator, trainer and coach who specialises in mediating in

employment and workplace disputes. She mediates in disputes in all sectors throughout the UK and is a tutor on The At Work Partnership's *Certificate in Managing OH Services*.

**Prof Diana Kloss MBE** is a barrister, former employment judge and honorary senior lecturer in OH Law at the University of Manchester. She is an honorary fellow of the Faculty of Occupational Medicine, an ACAS arbitrator, and in 2009, was awarded an MBE.

**Sharon Wilday** is a consultant cognitive behavioural psychotherapist, EMDR practitioner and honorary clinical lecturer at the University of Birmingham. She is director of Optimal Health UK – Wilday Consultancy Ltd, where she uses her skills to improve occupational health outcomes.

# Booking information

Occupational Health Consultations: Tuesday 2 July 2024 – Virtual event

**SPECIAL OFFER: SAVE £65 + VAT with our early bird rate for bookings paid before 13 May 2024!**  
Offers available for self-funding delegates and past OH Report Writing course attendees\*

## Standard rate:

**Early bird rate** (for payment before 13 May)

£295 + VAT (£354) per delegate – save £65!

**Main rate** (for payment after 13 May)

£360 + VAT (£432) per delegate

**Self-funded delegates:** £225 + VAT (£270) if paid **before** 13/5/24 OR £290 + VAT (£348) if paid after this date. Past attendees at OH Report Writing can save 25% on these rates (*rate applies to sole traders or when your employer does NOT fund your fee*)

\* The past OH Report Writing attendee rate is for those who attended one of The At Work Partnership OH Report Writing courses during 2021-2024. Please confirm the date of the course attended when booking.

## ADMINISTRATION

**Format:** The event will be held virtually on Zoom.

**Bookings:** Places can be booked online or by telephone. In cases, where your paperwork may take time to reach us, please contact us to reserve a no-obligation provisional place. Please contact us if you do not receive written confirmation of your booking within two weeks of making the reservation. To process your order, we keep your details securely on our database and we NEVER pass on your details to 3rd parties. At the time of booking, you will be given options to choose your preferred methods of communication with The At Work Partnership.

**Conference administration details:** Full instructions will be sent with your administration details. Zoom links will be sent to paid delegates approximately one week before the event. If you have not received these 3 days before the event, please telephone us on 0208 344 2328, or email [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk).

**Cancellation policy:** For cancellations received in writing 14 days before the workshop, we will provide a refund, less a 25% administration fee. If the cancellation is received within 14 days of the workshop, no refund will be made, but we will accept an alternative delegate. Refunds are not available to delegates who fail to attend after confirming a booking.

**Printed documentation:** This will be posted to arrive with paid delegates 3 working days before the event. Please provide a preferred delivery address at the time of booking for receipt of your documents.

**Special requirements:** If you have any special needs, please let us know in advance and we will be delighted to try and help.

This programme was correct at time of going to press. In unavoidable circumstances, we reserve the right to change or cancel this event. If we do need to cancel this event, our liability is limited to a refund of fees

## Past OH Report Writing attendee\* – save 25%!

**Early bird rate** (for payment before 13 May)

£220 + VAT (£264) per delegate – save £65!

**Main rate** (for payment after 13 May)

£270 + VAT (£324) per delegate

## HOW TO BOOK

To secure your place use one of the 3 methods below

- 1 Book online: [www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)
- 2 T: 0345 017 6986 or 0208 344 2328
- 3 E: [conferences@atworkpartnership.co.uk](mailto:conferences@atworkpartnership.co.uk)

**BOOK ONLINE NOW**  
[www.atworkpartnership.co.uk](http://www.atworkpartnership.co.uk)

## ABOUT THE AT WORK PARTNERSHIP

Dedicated to bringing high quality, good value conferences and courses to OH and allied health professionals, **The At Work Partnership** researches the subjects that really matter to professionals in your field, and sources speakers who are true subject experts.

All delegates receive a Certificate of Attendance and can gain additional CPD by participating in further learning after the conference/course, via The At Work Partnership's CPD scheme.