

# Support Workers Learning Week 2022





OR  
Join at  
[slido.com](https://slido.com/join/874813)  
#874 813

Where in Scotland are you  
joining us from?





# What will you learn today?

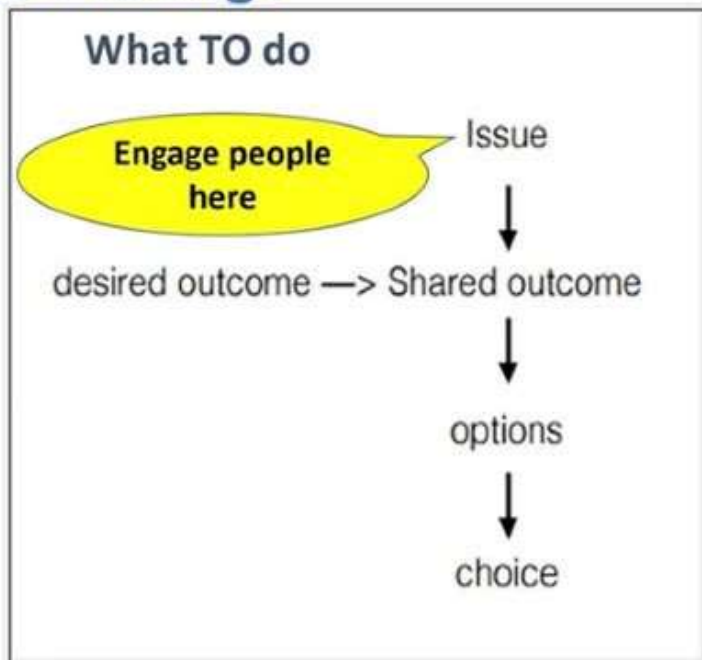
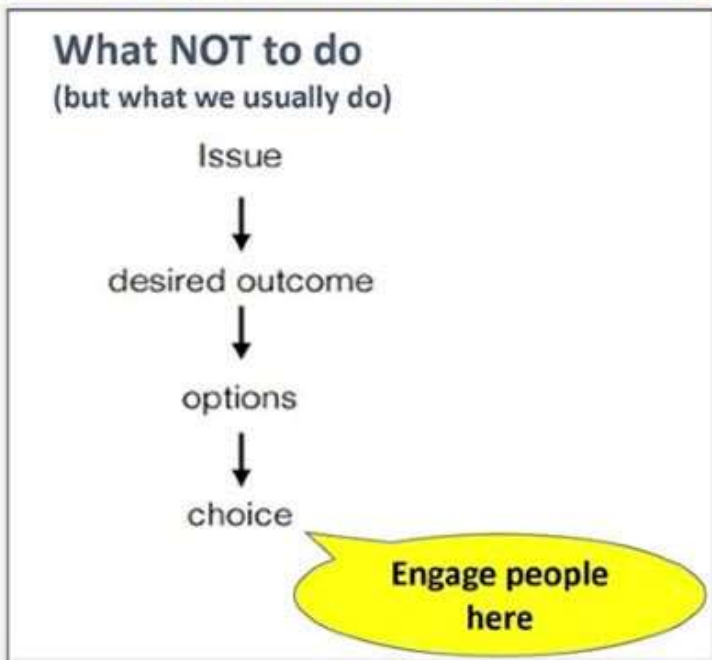
1. What the HCSW Framework/4 Pillars model means for you?
2. How to use the new Facilitating Learning pillar activities
3. Why learning matters and how you can support others to learn at work

# How do we develop our new resources?

- In partnership with HCSW Advisory Group
- Co-production model
- Working “with” not doing things “for” HCSWs



# Mark Jaben on the science of change



**We don't need buyers (who "buy-in" to change)  
We need investors**




Search

NHS Scotland


General Posts Files Wiki + Meet

### Welcome to the team!

Here are some things to get going...



Create more channels



Open the FAQ

Lesley Armstrong · 14/12/2021 12:55

**Welcome**

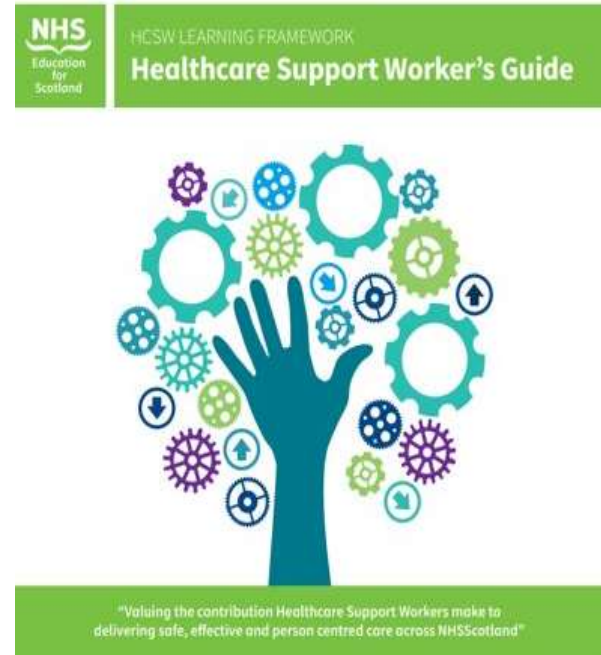
NES: HCSW Advisory Group · Welcome to our new teams site.

New conversation

13:56

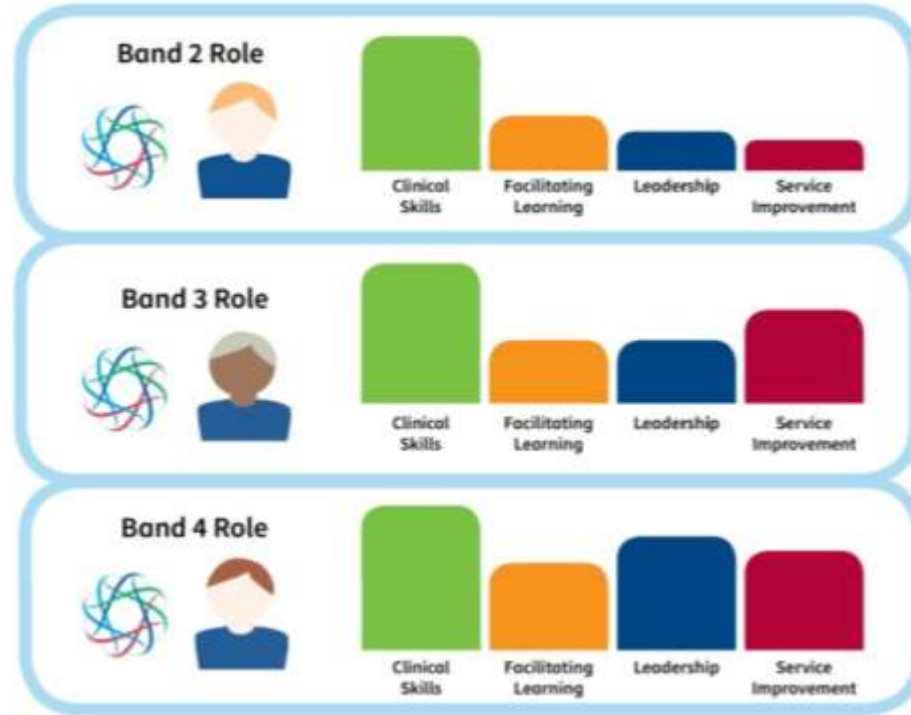
# HCSW Learning Framework – a reminder

- Develop across all four pillars
- Supports your learning style and choices
- Guides career development conversations





# 4 Pillars of Practice for HCSWs



Over three sections, we will introduce you to the knowledge and skills you need to:



Think about your own  
learning



Help others to learn



Make learning at work  
safe, supportive and  
inclusive

Activate Windows  
Go to Settings to activate Windows

# Slido - use the polls tab

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Which section of the new learning unit interests you most?

1. Think about your own learning
2. Help others to learn
3. Make learning at work safe, supportive and inclusive
4. All sections interest me



# Healthcare Support Worker Learning Framework

## Facilitating Learning Pillar: Section 1



# Break out rooms



You will now be automatically assigned to a break out room for 30 mins



Your facilitator will lead a discussion on finding out more about how you learn

## Questions:

1. How do you like to learn?

2. How do others prefer to learn?


# Support Workers Learning Week 2022



## Aim 3: What makes Learning inclusive?

☰ Healthcare Support Worker Facilitating Learning - Section 3 🔔

Learning will occur most effectively in a positive and encouraging atmosphere. This is where the psychological and physical environment encourages learning, development and reflection.



The illustration depicts three healthcare workers standing on a purple circular base. On the left is a man with a beard wearing a light blue shirt and dark trousers. In the center is a woman wearing a teal shirt and dark trousers. On the right is a woman wearing dark blue scrubs and holding a yellow folder. Above them is a large white speech bubble containing a blue gear icon and a yellow plus sign. The background features a light blue sky with a white cloud, green foliage, and a blue arc. The entire scene is framed by a dark blue header with a menu icon on the left and a notification bell on the right.

Learn more about us at <https://www.nhs.uk/learning-and-development>

# How do we learn?



## Experiential Learning

Work-related collaboration  
On-the-job performance support



## Social Learning

Peer learning and coaching  
Mentoring



## Formal Learning

Learning program support  
High potential development

3Es

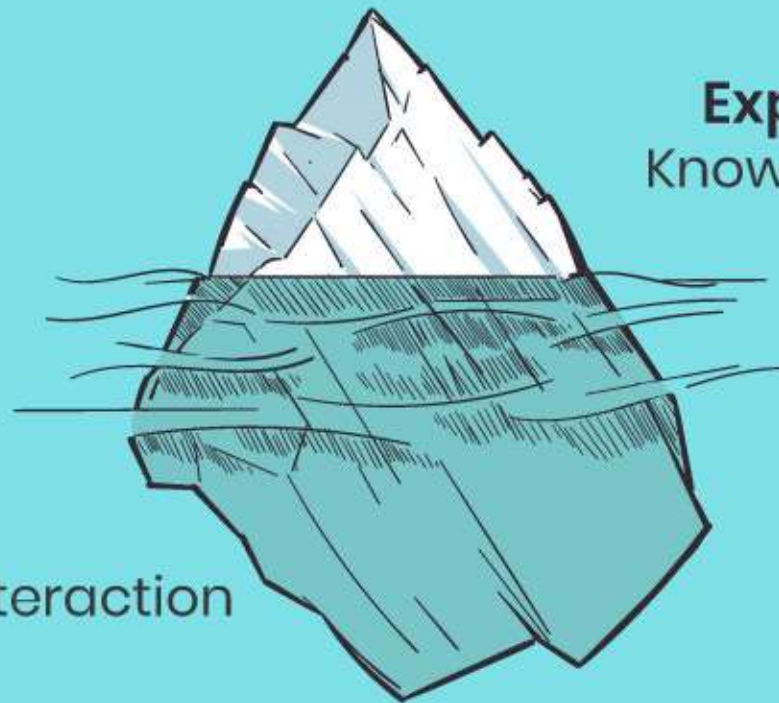
EXPERIENCE

EXPOSURE

EDUCATION



# Knowledge as an Iceberg Model



**Explicit + Implicit**  
Knowledge in Isolation

**Tacit**  
Knowledge in Interaction

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What knowledge do you hold that is:

- Personal
- Gained from experience of working as a HCSW
- **Can't be learned from a book?**

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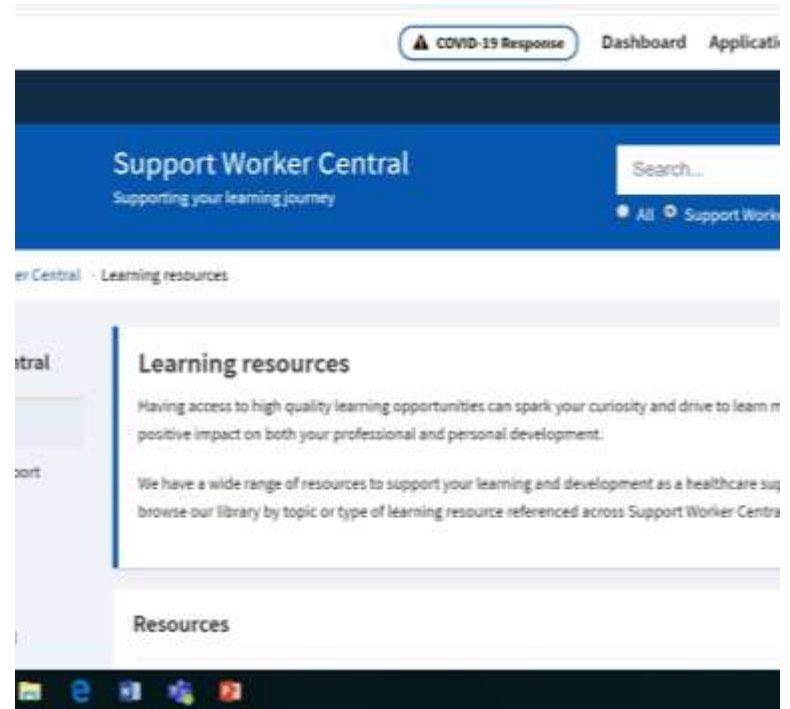


Slido - use the polls tab

What word best  
describes your  
experience of being at  
this workshop today?

# Resources to support Facilitating Learning

http://



This resource may be made available, in full or summary form, in alternative formats and community languages.  
Please contact us on **0131 656 3200** or email **altformats@nes.scot.nhs.uk** to discuss how  
we can best meet your requirements.



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