ACADEMY

Developing your people to
deliver exceptional care

TSA

The voice of technology
enabled care

ALYSON SCURFIELD

CEO

At TSA we are passionate about ensuring citizens receive the highest experience of care, living lives that are enhanced and enriched by technology. Over the last ten years TSA has worked with organisations to develop a skilled, confident, and competent workforce across TEC, care, health and housing. We are committed to working with organisations large and small, using our tried and tested methodology and quality-focus to build the skills, knowledge and behaviour to support new ways of working.

We are a trusted partner of national and local institutions, government, and voluntary sectors. Our focus is to strengthen workforce and organisational development, creating the right environment for technology enabled care to thrive.

DEVELOPING YOUR WORKFORCE WITH TSA ACADEMY

The people we serve, the way we work and the world we live in are changing rapidly. Citizens have never been more digitally aware, more receptive to technology and there has never been a greater need to provide practical, life-enriching, and affordable care.

With new technology on the market all the time it can be difficult as an organisation to know if you're making the right choices. How do you select and commission the right product? Are your staff using all the available options appropriately? Is there the culture, mindset, and skills across the workforce for technology enabled care to thrive and benefit your service users?

About Us

TSA is the representative body for technology enabled care (TEC) services, working on behalf of and advising organisations including telecare and telehealth providers, suppliers, housing associations, care providers, emergency services, academia, charities, government bodies and health and social care commissioners. Through our TSA Academy portfolio, we provide consultancy, training and resources as well as facilitating peer-learning and mentoring. In addition to delivering solutions, we also work alongside organisations to build their own training functions. Our philosophy is to create the right environment for TEC to thrive, so we can reach a point where people's everyday lives are enriched and enhanced by Technology Enabled Care.

Developed by TSA alongside industry partners and experts, this range of training packages and consultancy has been designed to support good quality service delivery under the TSA Quality Standards Framework. Each training session aims to develop skills, knowledge and understanding, build expertise and raise awareness for how Technology Enabled Care can support the delivery of integrated services to enable health and wellbeing and maintain independent living for service users and customers.

The TSA Way

All of our learning interventions are built on a consistent methodology outlined in our TSA Way. Programmes, resources and training are designed to be practical, application-focussed and built to enable participants to build their skills in a sustainable and measurable way.

WHY TSA?

CURRENT

We are positioned at the forefront of new thinking, working with government and tech innovators and leading pioneering projects to stay ahead of the curve.

QUALITY

Being aligned with TEC Quality, standards and quality drive what we do. We are committed to continuous improvement and have rigorous measurement and internal quality processes.

CREDIBILITY

Our work is a combination of tried and tested TSA programmes, the expert knowledge of our special interest groups and the sector knowledge and training credibility of our TSA Associates.

BREADTH

Creating the right environment for TEC to thrive means working across organisations and skills. We don't just focus on TEC, it's about the culture, systems, behaviours and processes too.
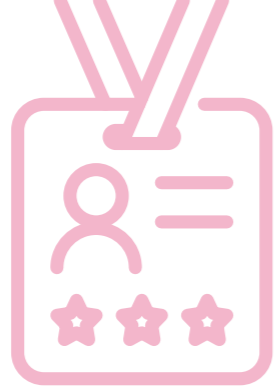
HOW WE WORK WITH YOU

We work in collaboratively to design flexible ways of learning that fit around the lives of your people. Whether it's a one off virtual classroom, a series of bitesize sessions, an off-site leadership programme or whole workforce digital transformation, we have the expertise to guide and support you.

DELIVERY METHODS

In-house Face to Face Training
Interactive, practical workshops that can be off the shelf, tailored or fully bespoke to meet your needs.

Virtual Classrooms and Webinars
Engaging, activity-based and pragmatic virtual sessions ranging from 60min webinars to six month virtual programmes.

'TecBite' Sessions
Short bitesize sessions that can be delivered virtually or face to face to groups of up to 40, giving a high-impact introduction to a topic.

eLearning and Online Resources
Access to TSA materials, curated content as well as fully designed eLearning programmes that can be standalone or as part of a programme.

Coaching
Allowing a reflective space, targeted and accelerated development and expert guidance for managers and leaders through 1-2-1 coaching.

Mentoring and Peer Learning
Setting up an internal mentoring and peer programme or linking in with external experts to share knowledge and expertise.

Blended Learning
Ensuring sustainability and the chance for workplace learning, TSA Academy creates.

Tools and Guides
TSA has created educational resources and tools for specific care and clinical specialities including for Ambulance Services and Prescribers.

FRONTLINE STAFF

Induction Call Handling
For those new to call handling or to the organisation, having a consistent approach to taking calls is important. Going beyond that, this lays the foundations for understanding the practical and emotional needs of callers and how to manage them safely and effectively.

Experienced Call Handling
For experienced call handlers this is an opportunity to refresh their skills, take a step back from their work and consider opportunities for improvement. It's also a chance for peer sharing about things that work in your organisation and embed a consistent approach across the team.

Trusted TEC Assessor
Increasing confidence for assessors to be able to leverage the wider range of TEC solutions when they're providing advice and referral options in their role.

Selecting the Right Tech for Your Client
When your client has multiple needs or there are a lot of different technologies on the market, how do you make a choice about what to recommend? Exploration of customer needs and how to map these across to technologies, when to have too many and how to make sure you use what they have in place where you can.

Confident Communication
Explaining care and options to those you provide care for can be difficult. Practice confidently and clearly communicating, handling a client's and concerns.

The Role of a Responder
Understand the roles and responsibilities of a responder, how to assess a situation and safely manage a scene.

SUPPORT STAFF

Call Handling for Supervisors
Support call handlers to give the best service to their customers using a variety of techniques. You'll learn how to listen effectively to calls, give feedback, coach in the moment and make recommendations for development.

Complaint Handling
Handling queries and complaints or upset or angry clients and family members can be a challenge. Explore steps for doing this effectively, taking a solution-focussed approach and opportunities to take learning from experiences.

Putting yourself in the customer's shoes
Providing the right care means really understanding what a client wants and needs. Practical exploration of empathy mapping, questioning and listening and a step-by-step process for summarising, clarifying and matching needs.

Reporting and Monitoring with Data
Many platforms and technology offer opportunities for monitoring individual or team effectiveness against specific measures. Consider the opportunities for the data you have to provide insight to inform decisions and strategies.

Providing Intelligence and Insight
It's not enough to share numbers and figures. Through practical examples find ways of translating data into intelligence and providing insightful commentary.

MANAGERS

Developing your People

Whatever the skill set, expertise, or position, your people should be encouraged to learn throughout their careers. Create strategies to promote people development, take a coaching approach, identify skills, train and direct your staff and generate knowledge sharing in teams.

Giving Effective Feedback

Feedback is one of the most important developmental tools but like all skills it takes practice. Using a clear structure, gathering information, considering perspectives and staying forward-focussed are integral to using feedback to shape a safer, more effective organisation.

Managing Performance in a Technology Enabled Workforce

Teams are increasingly using new technology to support their role. For managers there can be a challenge in what good performance looks like, how to gather the information and measure success in these new ways of working. Learn how to measure and manage TEC performance effectively.

Coaching for TEC Performance

Achieve better outcomes in your service by taking a coaching approach with your staff. Experiment with different approaches to coaching conversations, understand when to coach, coaching in the moment and how to ask powerful questions.

QI/ Quality Improvement

Using quality improvement methodology and the Model for Improvement, explore how you and your people can apply QI tools across the organisation.

Service Redesign

Explore options for improving outcomes and efficiency in your service by developing technology enabled patient pathways. Learn how to identify opportunities, source suppliers and involve citizens in TEC-focussed service redesign.

Digital Planning

How can you predict the tech needs of your organisation into the future and plan accordingly? Looking at practical ways of identifying need, considering your population and how to structure a digital plan.

Data-Driven Decision Making

Technology provides us with more data than we've ever had before. Learn how to use this data and insight to make considered decisions and learn to read the metrics effectively.

Creating a Culture of Digital Innovation

Technology enabled care is about more than commissioning technology. Develop a culture that challenges the status quo, uses tech in new innovative ways and explores opportunities for taking a digital-first approach.

LEADERS AND COMMISSIONERS

The Digitally Capable Leader

Do you understand the need for a digital approach in your organisation, but feel held back by your own tech knowledge and abilities? This practical session shows how to demonstrate digital leadership, develop and demonstrate capability in a number of key areas and give you the awareness to be able to take a 'digital first' approach.

Creating a Healthy Tech Culture

Striking the right balance in company culture can be tricky. How do you create a tech-led and digital-first culture that gets the most from your people while supporting their wellbeing?

Cyber Security

Cyber security used to be the responsibility of specialist departments. As organisations now adopt new TEC it's more important than ever for people to understand what cyber security is and their role in keeping the business and patient data safe.

Building Local Digital Plans

More of us are being asked to create a plan for delivering digital as part of our local plans. This practical session helps senior leaders, programme managers and commissioners to gather the information, lay the structure and put in place the measures of a successful digital plan.

Preparing Your Organisation for Emerging Technologies

AI, robotics, 5G or biometrics are examples of emerging technologies that are starting to seep into the mainstream. Develop an awareness of what they are, their benefits and limitations and explore case studies, innovators and examples.

Leading Digital Transformation

In a time of digital disruption more and more managers and leaders are taking a role in leading digital transformation. For this to be successful you need to understand the process and the pitfalls while developing the skills, tools and knowledge to guide your people and organisation forward.

Strategically Commissioning Technology

Making the right choices for your organisation, department or region can be challenging when it comes to stepping into technology. Explore how to link tech to your strategic goals, understand digital outcomes, consider workforce implications and identify current and future tech available on the market.

Strategically Leveraging Digital

Organisations are now providing a variety of different technologies to support the care of their patients and clients. How can you audit existing digital, learn and share knowledge about what exists in the business and leverage it to create better outcomes?

Build Your Own Digital Academy

Ensuring your organisation has the right digital skills and mindset is crucial. Develop your own digital academy, bringing together existing internal expertise and support from TSA to build programmes, develop your trainers and champions and create a sustainable training model.

Creating a Future-Ready Strategy

TEC can sometimes be reactive, a great piece of technology comes along or a pot of funding. How can you plan into the future and develop a strategy capable of adapting to changes, innovation and digital developments?

A TSA Academy certificate is a mark of expertise, quality and integrity. Many of our courses can become CPD accredited.
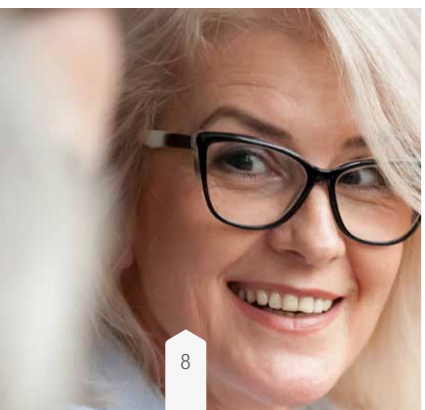
TEC PROVIDERS AND INNOVATORS

Proactive TEC

Evidence shows using technology in care proactively can give a better experience for patients and clients, and reduce costs and pressures on organisations. Develop your understanding of proactive TEC, how it works, how to commission, embed and measure it to generate results.

Getting your TEC Products Ready for Market

It's not enough to have a good idea or product. Learn about how health and care work and consider how to position, package and price your product so that it has the best chance of success.

HIGHER AND FURTHER EDUCATION

Understanding Technology Enabled Care

Technology and digital skills are becoming core skills for those entering employment. Learn how to leverage your existing digital abilities, raise your awareness of the benefits and think about how to apply what you know to enrich people's lives.

CONSUMERS AND INFORMAL CARERS

Enriching Lives through Technology

Do you keep hearing about the benefits of different apps, technology and platforms but you're not sure whether they're really a good bet? Explore the ways different types of technology can enhance lives, giving autonomy, support, advice and peace of mind if you choose carefully.

I Matter Too

You can't do it all. Understanding your limits, how to set boundaries but also how to leverage some of the technology available on the market to give care to those you love as well as the space that you need.

CORE SKILLS

Understanding Technology Enabled Care

Technology is a part of our everyday lives, yet it can sometimes be an afterthought when planning care. Learn the benefits of TEC, how it can enhance the experience of those you work with and explore the potential of products on the market.

Digital Mindset

Shift the focus on 'why' to use digital to 'how'. Explore the opportunities for doing more with digital, how to make it an everyday habit and take a 'digital first' approach to work.

Wellbeing and Resilience

Times are tough, we're all being asked to do more with less and the weight of this is felt by our people. Here we examine opportunities to boost our wellbeing, take care of ourselves and one another, build resilience, manage feelings of stress and seek help when needed.

Collaboration Skills

Individuals and teams that collaborate share a common purpose, see values in contributions from each member and find ways to improve the status quo. Learn how to collaborate better as a team or across organisations to deliver at scale and give a better, joined-up experience to customers.

OTHER WAYS WE CAN WORK WITH YOU

Digital Champion & Digital Ambassador Programmes

Embed a digital culture in your organisation by training Digital Champions and Ambassadors to incorporate technology and digital into programmes and decisions from the outset and spread the message across the organisation.

Service User led training

Understanding the perspectives of those you serve is best when it comes directly from those people. Service User led training is a mix of exploratory activity, question and answers and personal stories and examples to increase awareness of how to work better with customers and clients.

Tech-Buddies

Innovative approach to skills development, leaders are paired with tech innovators or industry digital leads to share knowledge.

Digital Mentoring

Fast, targeted and relevant skills development for senior leaders can be a challenge. Depending on the need, work with an innovation or digital mentor who can guide you based on their experience.

Change and Transformation Consultancy

Whether it's team mindset, embedding a culture of TEC or an organisation-wide transformation programme our team of learning and advisory consultants can help create a bespoke strategy and plan, either for TSA or you to implement.

Workforce research and analysis

Are you looking for insight into your workforce trends or to gain insight from existing data? Our Learning Associates and Researchers can create clear, practical reports to support decision making.

Learning Needs Analysis

Understanding the skills and knowledge of your workforce in relation to TEC can be a challenge, with adoption of solutions happening gradually over time. We can work with you to carry out a needs analysis and identify areas for development.

WWW.TSA-VOICE.ORG.UK/TRAINING-SERVICES

TSA™

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