

NWL Training Hub

Newsletter

w/c 27th October 2025

News and Updates

Review and book all NWL Training Events:
nwltraininghub.co.uk/events/

Obesity – A Long-Term Condition, Focusing On People Who Are Using Weight Loss Injections Training

- 26th February 2026, 9:30–16:00 [book here](#)
- The course will look to cover:
 - A deeper understanding of obesity and its impact on physical and emotional well being.
 - Understand the importance of obesity and its impact on physical and emotional well being.
 - Understand the role and impact of the weight loss jab.
 - Gain an appreciation of the current national and NHS environment re weight loss jab management both the strengths and weaknesses.
 - Experience a practical approach to having the difficult conversation when a patient does not receive the prescription they want.

Mental Health First Aid Training – 3 different programmes for different roles

Mental Health First Aid Training for personalised care roles

- Tuesday 13th January and Tuesday 20th January 2026, 9:00–17:00 [book here](#) @ The Irish Cultural Centre, W6 9DT
- Open to Social Prescribers, Health & Wellbeing Coaches and Care Coordinators. The course will look to cover:
 - A deeper understanding of mental health and the factors that can affect people's wellbeing, practical skills to spot the triggers and signs of mental health issues and the confidence to step in and support someone to recover their health by guiding them to appropriate support
 - Three years of access to the MHFAider Support App** with 24/7 digital support and access to exclusive resources, ongoing learning opportunities, and the benefit of joining England's largest community of trained MHFAiders.

Mental Health First Aid Refresher Training for personalised care roles

- Friday 16th January 2026, 9:00–13:00 [book here](#) @ The Irish Cultural Centre, W6 9DT
- Open to Social Prescribers, Health & Wellbeing Coaches and Care Coordinators. The course will look to cover:
 - Renewing their skills and updating their knowledge of mental health support.
 - Giving them the chance to practise applying the Mental Health First Aid action plan.
- Before your place is approved you will need to submit your previous certificate before your place on the course is accepted. The refresher MUST be done within 6 months of the 3 year expiry date.

Mental Health Skills for PCN and Practice Managers

- Thursday 22nd January 2026, 9:00–13:00 [book here](#) @ The Irish Cultural Centre, W6 9DT
- Open to PCN & Practice Managers. By the end of this course, you will be able to:
 - Describe mental health and the impact of stress on employees in the workplace.
 - Identify if a team member may be experiencing poor mental health and confidently have open conversations about mental health at work.
 - Respond empathetically to challenging situations related to mental health in the workplace and appropriately signpost your team members to available support.
 - Describe what support and guidance is available for yourself and your employees and how to access it.

Peer Support Network for ARRS-funded roles that manage or supervise others

- 26th November, 13:00–15:00 [register here](#)
- Are you in an ARRS-funded role? Do you line manage or supervise other ARRS-funded colleagues? If you answered yes to both above questions, this Peer Support Network is for you! What are they?
 - Two hours every two months on MS Teams
 - Open to all NWL colleagues who fit the above criteria
 - Includes funded development to help you be a more confident manager or leader, or to help your team work better together
 - A space to showcase your local initiatives to NWL peers around management, leadership or team development
 - A space to hear about relevant development for you in your role, or to help you develop your team

- Join this first session where [Affina QD](#) will explore Team Based Working! Objectives for this session:
 - Appreciate the research and data supporting the impact of effective team-based working.
 - Explore the core characteristics and foundations of high-functioning, real teams.
 - Introduce practical strategies, tools, and techniques to support and strengthen team-based working.

Lung Cancer Screening Webinar

- 25th November 2025 – 13:00–14:00 [book here](#)
- Join Dr Mohsin Choudry, GP Prevention and Screening Lead and Jane Derbyshire, Senior Project Manager at RM Partners, to learn more about:
 - Progress on roll out and coverage
 - Reach and outcomes across 14 boroughs
 - The GP toolkit and management of incidental findings
 - Patient experience and pathway case studies

[View flyer here for more information](#)

Cholesterol Awareness Month Webinar—Lunch & Learn for Primary Care Colleagues

- 6th November, 13:00–14:00 [book here](#)
- Cholesterol targets made simple – navigating NICE & ESC guidance
- Treatment options – statins and beyond
- Injectables in practice – inclisiran administration and practical tips
- Clinical cases – examples from everyday practice

[View flyer here for more information](#)

Inspiring Conversations: A Fireside Chat with Duncan Burton, Chief Nursing Officer for England

- 4th November, 17:30–18:30 [book now](#)
- The RCN has partnered with the NHS to bring an inspiring new webinar series dedicated to supporting and empowering the future of nursing. This is the first of the series; 'Inspiring Conversations: A Fireside Chat with Duncan Burton'. RCN students will interview Duncan Burton, Chief Nursing Officer for England, as he shares his career journey and provides valuable insights to help you progress in your own nursing path. This free webinar is open for all nursing students to join.

Overactive Bladder management in primary care - Date change

- 3rd December, 13:00–14:00 [book here](#)

Detailed learning outcome to follow

Join NHSEs Learning Sessions: Embedding the People Promise in General Practice

- Various dates from 29th October – 10th December, 12:00–13:00. [View Flyer for more information and to register](#)
- Whether you're new to this work or already beginning to embed the People Promise, these sessions offer an opportunity to learn, gain expert guidance, and connect with others to share experiences and best practice. Sessions will cover:
 - Flexible Working in General Practice
 - Getting Started with Evaluation
 - Creating a Culture of Kindness: Culture, Civility & Respect
 - The People Promise and Customer Care
 - Health and Wellbeing in General Practice
 - Management and Leadership Development in General Practice

Masterclass for health professionals – Navigating weight and wellbeing

- 13th November, 12:00–13:00 [register here](#)
- 10th December, 12:00–13:00 [register here](#)
- The online session includes:
 - Discussions around why talking about weight matters and why it can be hard
 - Tips on starting the conversation
 - Practical guidance on how you can offer support
 - Insights on how to refer to local services

Making Changes in Your Practices/PCNs? Get the Tools to Boost Your PCN/Team Impact with Our Quality Improvement in Practice Webinars

- 13th November–26th February [Register here](#)
- Following on from the first cohort launched success, with all slots for Day 1 of the four-day training fully booked, Central London Training Hub in collaboration with NWL Hounslow Consortium Training Hub is excited to offer a series of engaging webinars designed to equip you with practical tools to lead meaningful change in your practice or PCN. The sessions will help you:
 - Understand how to approach a project from start to finish
 - Clarify roles and responsibilities
 - Learn practical tools for planning, tracking, and communicating
 - Link your project to quality improvement methods without the jargon
 - Avoid common pitfalls that slow down progress

[For more information and to register here](#)

Asthma in Primary Care: Managing Difficult-to-Treat and Acute Presentations

- 4th November, 10:00–16:30 [book here](#) [limited spaces](#)
- This practical study day provides primary care professionals with an evidence-based update on the assessment, management, and referral of patients with difficult-to-control asthma. It will also address acute asthma across all age groups.

Enhanced Service Inhaled Technique: NWL CYP Asthma Tier 3 aligned Training 2nd tranche available now

Attendance of Inhaler technique compliance training is required to achieve the training KPI in your respiratory specification this year (and therefore receive associated payment)

- This training is aimed at nurses/pharmacists/GPs but any AHP who does asthma and COPD chronic disease chronic disease management can attend.
- 5th November 9:15–17:00 @ Harrow, Harrow Mosaic Centre, HA3 0EL [book here](#) [limited spaces](#)
- 6th November 9:15–17:00 @ Hillingdon, Yiewsley & West Drayton Community Centre, UB8 9JL [book here](#) [limited spaces](#)
- 12th November 9:15–17:00 @ West, The Methodist Church, W11 4AH [book here](#) [spaces available](#)
- 26th November 9:15–17:00 @ Ealing, Ealing Dominion Centre, UB2 4BQ [book here](#) [spaces available](#)
- 27th November 9:15–17:00 @ Hammersmith & Fulham, Edward Woods Community Centre, W11 4TX [book here](#) [spaces available](#)
- 3rd December 9:15–17:00 @ Hounslow, Indian Gymkhana Club, TW7 4ND [book here](#) [limited spaces](#)
- 4th December 9:15–17:00 @ Brent, St John's Evangelist Church & Community Centre, HA0 2HX [book here](#) [spaces available](#)

THIS WEEK

- Safeguarding Children Training Level 3 - 29th October, 09:30-16:30 [View booking information here](#)
- NWL Cervical Screening Forums - 29th October, 13:00–14:00 [get joining link here](#)
- Flexible Working in General Practice - 29th October, 12:00–13:00. [Register here](#)

NWL Vacancies

Receptionist/Administrator required at Elthorne Park Surgery

- Experienced Receptionist/Administrator? Looking for secure, part-time work?
- We have a fantastic opportunity at a busy GP Practice in West London for an experienced Receptionist/Administrator. This role offers 30 hours per week with flexible shifts covering both mornings and afternoons. If you have a background working within the medical sector and want to join a supportive team in a professional environment, this could be the perfect role for you.

- Key responsibilities include answering phones, managing patient registrations, handling taxes and data workflow, processing online e-submissions, and performing various administrative duties in a supportive environment. A friendly and helpful manner is essential to provide excellent patient service.
- [Please see full job vacancy details here](#) If you are interested please send CV to admin.elthornepark@nhs.net
- Closing date 29.10.25

NWL TH Training

NWL Training Hub Webinars

Safeguarding Webinar Series

- Domestic abuse/ coercive control
 - 4 November 2025, 13:00–14:00 [book here](#) [spaces available](#)
- Online Risks & Alt-Right/Chan Culture
 - 6 November 2025, 13:00–14:00 [book here](#) [spaces available](#)
- Incels/ Misogyny
 - 4 December 2025, 12:00–13:00 [book here](#) [spaces available](#)
- Young people families & Drugs
 - 28 January 2026, 13:00–14:00 [book here](#) [spaces available](#)
- FGM & breast flattening
 - 5 February 2026, 13:00–14:00 [book here](#) [spaces available](#)

Harm Reduction Drugs & Alcohol- must attend first session prior to attending 2nd session

- part 1) 12 March 2026, 13:00–14:00 [book here](#) [spaces available](#)
- part 2) 25 March 2026, 13:00–14:00 [book here](#) [spaces available](#)

Non-clinical practice staff cervical screening webinars

- 7 November, 12:00–13:00 [book here](#) [spaces available](#)
- 20 November, 12:00–13:00 [book here](#) [spaces available](#)
- 2 December, 13:00–14:00 [book here](#) [spaces available](#)
- The session will cover:
 - The NHS Cervical Screening Programme
 - Supporting patients to make an appointment
 - Managing bookings and results (including NHS App notifications)
 - Tackling barriers to engagement for your patients

British Society of Lifestyle Medicine Webinar

- 18th November, 13:00–14:00 [book here](#) [spaces available](#)
- Join the British Society of Lifestyle Medicine (BSLM) for an exclusive webinar with the North West London Training Hub. The session will introduce the BSLM by laying the foundations of lifestyle medicine, covering the three core principles that underpin the discipline and the six pillars of lifestyle medicine, demonstrating how these evidence-based approaches can be integrated into everyday clinical practice. The webinar will also explore how lifestyle medicine can be applied in practice to improve the health and wellbeing of your patients – whilst supporting your own health too. There will be plenty of time for Q&A at the end. This webinar is accredited for 1 hour of CPD.

NWL Teaching webinar on Diagnostics / Referrals for asthma in children

- 20th November 13:00–14:00 [book here](#) [spaces available](#)
- NWL Community Diagnostic Centres for investigating suspected asthma in children
 - Overview of the referral process
 - Diagnostic reports and how to interpret the findings
 - Case examples

NWL Women's Forum

- 21st November 13:00–14:00 [book here](#) [spaces available](#)
- 16th January 13:00–14:00 [book here](#) [spaces available](#)
- 13th March 13:00–14:00 [book here](#) [spaces available](#)

NWL Frailty Webinar for nurses – new date

- 26th November, 13:00–13:45 [book here](#) [spaces available](#)
- What do we mean by frailty
- The role of the nurse in MDT working in Frailty
- How can you add value to a frailty consult and what does a good care plan look like
- What is Validia

For queries about our NWL Training Hub webinars please contact nwl.traininghub@nhs.net

SSSA Training

SSSA - Foundation training 2-Day course

- 12th January and 9th February, 9:30–16:00 [book here](#) [spaces available](#)
- This is a 2 day online SSSA Foundation training for GPs who have not completed any mentorship qualifications (e.g. ENB 998) in the past, and who are interested in supporting learners in practice.

SSSA Update

- 28th November 9:00–12:30 [book here](#) [spaces available](#)
- This course is suitable if you have already attended mentorship preparation training (e.g. ENB 998). This update provides a refresher of the knowledge, skills and behaviours needed to support learners to become outstanding nurses

Enhanced Services and CPD

- If all dates are fully booked for a training please join the waitlist, this allows us to know when there is sufficient demand for us to book new dates.

Performing ECG Training

- 3rd February 2026, 9:15–16:30 [book here](#) @ Dawes Road Hub, SW6 7EN [limited spaces](#)
- 17th June 2026, 9:15–16:30 [book here](#) @ Harrow Baptist Church, HA1 1BA [spaces available](#)
- This training is for HCAs, GPs, pharmacists, nurses can attend if they require this training

ECG Interpretation Foundation – a face to face session for GPs & ACPS

- 6th November 2026, 9:00–16:00 [book here](#) @ Harrow Baptist Church, HA1 1BA [spaces available](#)
- 27th Nov 2026, 9:00–16:00 [book here](#) @ Harrow Baptist Church, HA1 1BA [spaces available](#)
- This is for GPs and ACPS who haven't already attended the Interpreting ECG course.

Refresher Interpreting ECG course

- 27th March 2026, 12:30–14:00 [book here](#) [spaces available](#)
- 18th September 2026, 12:30–14:00 [book here](#) [spaces available](#)
- The refresher ECG course re-introduces a systematic approach for GPs who interpret ECGs to adopt a system that ensures every ECG is interpreted correctly every time. The focus will be on common scenarios that cause concern in primary care with the focus on red-flag ECGs. This course is for GPs and ACPS who have already attended the interpreting ECG course.

Travel Health Updates

- 4th November, 13:00–16:00 [book here](#) [fully booked](#)
- This training is open to all trained Nursing and Pharmacist Immunisers. This training will be conducted over 3 hours online.
- Please note: Travel Health updates for experienced practitioners only offering travel immunisations already. This session does not cover seasonal vaccines. Find out more details about what is covered [here](#).

Adult Phlebotomy

- 30th October 9:15–16:30 [book here](#) @ Harrow Baptist Church, HA1 1BA [fully booked](#)
- 26th November, 9:15–16:30 [book here](#) @ Hanwell Health Centre, W7 1DR [fully booked](#)
- 5th February 2026, 9:15–16:30 [book here](#) @ Hanwell Health Centre, W7 1DR [limited spaces](#)
- This face to face session has been developed to allow learners the opportunity to practice their skills on high quality simulated arms.

Paediatric Phlebotomy

- 28th January 2026, 9:00–14:00 @ Cuckoo Lane Surgery, W7 1DR [apply here](#) [fully booked](#)
- You must attend the training day and assessment day to finalise course the assessment date for each of the above training cohorts can be found on the Medtribe page for each cohort.
- This training is for Nurses, HCAs & Phlebotomists. HCAs & Phlebotomists need to have a Care Certificate. Full eligibility criteria can be found at the above booking link.
- The aim of this course is to provide the underpinning knowledge and basic skills to safely perform phlebotomy on babies and children from 2 years, and identify the underlying issues in paediatric Phlebotomy, e.g. consent, restraint, distraction and environment.

Diabetes Foot Care

- 28th Jan 2026, 9:15–16:30 [book here](#) @ Harrow Baptist Church, HA1 1BA [spaces available](#)
- 3rd June 2026, 9:15–16:30 [book here](#) @ Dawes Road Hub, SW6 7EN [spaces available](#)
- The course is for experienced HCSWs who will be assisting with diabetes reviews

1 day Diabetes Foundation Course for non-registered practitioners

- 16th March 2026 8:50–16:00 [book here](#) [limited spaces](#)
- This course focuses on preparing non-registered practitioners to get involved in both the prediabetes and diabetes pathways. They will gain an understanding of the care pathways for people with prediabetes and type 2 diabetes, the screening tasks involved and key lifestyle messages to help support people achieve their individual goals. You can also attend the course if you are non-registered practitioner who requires diabetes update.

Advanced Diabetes Course

- For GPNs and Pharmacists – you must have attended the foundation course before attending this Advanced course.
- GPs – please be sure to provide a summary of your diabetes related work undertaken. [Express your interest here](#)

Wound Care Training

- 13th November 9:15–16:30 [book here](#) @ Harrow Baptist Church, HA1 1BA [fully booked](#)
- 18th March 2026 9:15–16:30 [book here](#) @ Harrow Baptist Church, HA1 1BA [spaces available](#)
- 9th July 2026 9:15–16:30 [book here](#) @ Dawes Road Hub, SW6 7EN [spaces available](#)
- This training is for HCSWs/HCAs who will be expected to undertake simple wound care procedures. This training is for HCAs with Care Certificates. GPN Trainees can attend and new to practice nurses can attend.

Advanced Wound Care Training for HCAs

- 4th March 2026 9:15–16:30 [book here](#) @ Harrow Baptist Church, HA1 1BA [fully booked](#)
- 5th August 2026 9:15–16:30 [book here](#) @ Dawes Road Hub, SW6 7EN [spaces available](#)
- This session is aimed at HCAs who have some basic knowledge and experience of wound care and wish to extend their skills to be able to perform suture and staple removal and take a swab correctly. The session will include a wound care update and explore different types of wound commonly seen in GP, and discuss healing and factors that influence the healing process. All learners will undertake a dressing using an ANTT and be able to remove sutures and staples from a simulated arm. Learners will need to return to practice for supervision and assessment of their new skills and to complete their competency documents

Ring Pessary Foundation course New dates available now

- 28th November, 9:00–12:00 [book here](#) @ The Irish Cultural Centre, W6 9DT [fully booked](#)
- 28th November, 13:00–16:00 [book here](#) @ The Irish Cultural Centre, W6 9DT [fully booked](#)
- 19th March 2026 9:00–12:00 [book here](#) @ Dawes Road Hub, SW6 7EN [limited spaces](#)
- 19th March 2026 13:00–16:00 [book here](#) @ Dawes Road Hub, SW6 7EN [spaces available](#)
- 18th October 2026 9:00–12:00 [book here](#) @ Dawes Road Hub, SW6 7EN [spaces available](#)
- 8th October 2026 13:00–16:00 [book here](#) @ Dawes Road Hub, SW6 7EN [spaces available](#)
- This course is for GPs & Nurses only. PAs who have been doing cervical screening smear for longer than a year can attend.

Enhanced Service Inhaled Technique: NWL CYP Asthma Tier 3 aligned Training

- This training is aimed at nurses/pharmacists/GPs but any AHP who does asthma and COPD chronic disease management can attend.
- This training is limited to 1 person per practice. Please ensure you book onto the correct session for your borough.

ARRS Training Offers

- Obesity – A Long-Term Condition, Focusing On People Who Are Using Weight Loss Injections**
 - 26th February 2026, 9:30–16:00 [book here](#)
 - The course will look to cover:
 - A deeper understanding of obesity and the factors that can affect people's wellbeing, practical skills to spot the triggers and signs of mental health issues and the confidence to step in and support someone to recover their health by guiding them to appropriate support
 - Three years of access to the MHFAider Support App** with 24/7 digital support and access to exclusive resources, ongoing learning opportunities, and the benefit of joining England's largest community of trained MHFAiders.

Mental Health First Aid Training for personalised care roles

- 13th January & 20th January 2026, 9:00–17:00 [book here](#) @ The Irish Cultural Centre, W6 9DT
- For social prescribers, health & wellbeing coaches & care coordinators. The course will cover:
 - A deeper understanding of mental health and the factors that can affect people's wellbeing, practical skills to spot the triggers and signs of mental health issues and the confidence to step in and support someone to recover their health by guiding them to appropriate support
 - Three years of access to the MHFAider Support App** with 24/7 digital support and access to exclusive resources, ongoing learning opportunities, and the benefit of joining England's largest community of trained MHFAiders.

Mental Health First Aid Refresher Training for personalised care roles

- 16th January 2026, 9:00–13:00 [book here](#) @ The Irish Cultural Centre, W6 9DT
- For social prescribers, health & wellbeing coaches & care coordinators. The course will cover:
 - Renewing their skills and updating their knowledge of mental health support.
 - Giving them the chance to practise applying the Mental Health First Aid action plan.
- Before your place is approved you will need to submit your previous certificate before your place on the course is accepted. The refresher MUST be done within 6 months of the 3 year expiry date.

Mental Health Skills for PCN and Practice Managers

- 22nd January 2026, 9:00–13:00 [book here](#) @ The Irish Cultural Centre, W6 9DT
- Open to PCN & Practice Managers. By the end of this course, you will be able to:
 - Describe mental health and the impact of stress on employees in the workplace.
 - Identify if a team member may be experiencing poor mental health and confidently have open conversations about mental health at work.
 - Respond empathetically to challenging situations related to mental health in the workplace and appropriately signpost your team members to available support.
 - Describe what support and guidance is available for yourself and your employees and how to access it.

Red Whale Clinical Update session for Clinical ARRS Staff

- 25th November, 10:00–16:00 [book here](#) [fully booked](#)
- A one-day clinical update session with updates in topical areas of Asthma, Hypertension, Pharmacological management of Obesity including GLP-1s and Mental Health covering areas of Physical Health, Depression & Anti Depressants and ADHD – This will only be available by attending the live session.
- Access to the Red Whale Pharmacist update recording for 12 months.
- Access to Red Whales extensive learning resources for 12 months including handbooks on their other live update days to support in CPD development.

ARRS 2 Day Foundation Health Coaching Course

- Building on previous work the past 3 years, the NWL London Training Hub are working with provider Peak Health Coaching to provide the PCI approved core required 2-day health & role coaching programme for the new to role Social Prescribing Link workers and Care Co-ordinators. Due to requests for development, the 2-day Foundation Health Coaching course will now also be opened up to additional clinical roles - Clinical Pharmacist, Dieticians, FC Physiotherapists, Physician Associate & Paramedics to aid in these roles support of long-term condition management. *Please note this course will not be relevant for all of these roles, so please only apply if it is relevant to your daily practice due to funding limitations.*

- The 4 Day Intermediate Health Coaching course required for Health & Wellbeing Coaches new to role, may still be available so please email directly to enquire about this.

- To apply for a space please [complete the EOI form](#) or if you have any further questions around recruitment, please contact Jon Ord – NWL ARRS Programme Officer – jonathan.ord@nhs.net.

GP Assistant Training Programme – NWL London Training Hub Cohort Applications

- Cohort will begin on the 14th January 2026. [Download application form here](#)
- All applications to be sent to – gpa@seltraininghub.co.uk – Deadline for applications is 15th January 2026.
- If you would like one of the dates for this cohort or you have other questions about this please contact gpa@seltraininghub.co.uk.

Foundation Pitstop Diabetes 4-hour course

- 10th November 2025 - 10:00–13:00 [book here](#) [fully booked](#)
- 13th January 2026 – 13:00–17:00 [book here](#) [limited spaces](#)
- Open to any clinical staff including Pharmacists, Paramedics, Physician Associates, Pharmacy Technicians, Practice Nurses, Nurse Associates, Dieticians, Podiatrists & Advanced Clinical Practitioners. This 4-hour programme has been developed to update healthcare professionals who deliver the essential primary care services for people with type 2 diabetes and non-diabetic hyperglycaemia. Suitable for healthcare professionals who have previously attended a foundation-level course and would value an update, and you will be emailed a resource pack, by the training provider, including a workbook, to use during the course.

Pitstop Foundation Level Diabetes Course

- This course is now open to any ARRS clinical staff including Pharmacists, Practice Nurses, Paramedics, Physician Associate, Pharmacy Technician, Nurse Associate & Advanced Clinical Practitioners.
- Staff who wish to attend must either [complete the EOI](#) or [email Jon Ord](#) with your: Name, Email, GP Practice, PCN, Borough, Employer.

Motivational Interviewing Training new date

- 12th November, 9:00–16:00 [book here](#) [spaces available](#)
- The course is open to multiple roles including: Social Prescribing Link Workers, Health & Wellbeing Coaches & Care Coordinators, Clinical Pharmacists, Pharmacy Technicians, Paramedics, Practice Nurses, Nurse Associates, FC Physios, Dieticians & Physician Associates.
- This course will look to cover:
 - An introduction to the principles, spirit and skills of motivational interviewing.
 - Gain an overview of an effective alternative to persuade people to change their behaviour.
 - Gain an appreciation of how people can use their own motivations to find solutions for behaviour change.

- Observe how reflective listening can help when emotions are running high.
- Discover how questions, reflections, affirmations and summaries can be used to facilitate a