CareTutor

TeamTalk

Share. Learn. Reflect. Evidence.

A quick guide for managers and facilitators

What is TeamTalk?

TeamTalk is a toolkit which contains 30+, soon to be 100+, short, facilitator-led reflective learning sessions, based around video scenarios designed for adult social care teams.

It is intended to support day-to-day learning in a practical, accessible way. TeamTalk is not a replacement for eLearning, formal training, supervision, or competency assessment. Instead, it is designed to sit alongside them and help staff reflect on key issues, discuss real practice, and apply learning in the workplace.

Each TeamTalk session is built around a focused topic and is designed to encourage conversation, shared learning, and safe, person-centred practice.

Topics covered will include Medication Safety, Communication, Safeguarding, Raising Concerns, Mental Capacity, Infection Prevention and Control, Falls Prevention, Moving and Handling, Care of people with conditions such as Dementia, Learning Disabilities, Parkinson's Disease, Autism, Epilepsy, and more. New sessions will be added every month.

Why use TeamTalk?

- Turns team meetings, handovers, supervisions, or briefings into meaningful learning opportunities.
- Uses short video-based micro-learning sessions that are easy to run in busy care settings.
- Supports reflective discussion about real practice, risk, and good care.
- Helps create simple evidence of attendance, reflection, and agreed actions.
- Supports a stronger learning culture and useful inspection conversations.

When to use TeamTalk	What is included
• Team meetings • Handovers • Supervisions • Brief staff briefings • Follow-up learning after an incident, audit, or concern	• A short video clip or scenario • A session guide • Key learning points • Discussion prompts • A simple session record

How to run a TeamTalk session

- **Prepare** - Open the video and session guide before the session starts. Check you can play the video and have the session record ready.
- **Introduce the session** - Tell the team the session title and aim. Explain that the focus is on discussion and reflection, not testing people.
- **Use the video in the way set out in the session guide** - Some TeamTalk sessions use one video clip with discussion before and after. Others may use shorter video sections with pause points between them. Follow the session guide for that topic.
- **Facilitate the discussion** - Use the worksheet questions. Encourage staff to notice what is happening, what concerns them, what good practice looks like, and what they would do next.
- **Summarise the key learning** - Recap the learning points and agree any practical actions as a team.
- **Complete the session record** - Record the date, topic, facilitator, number attending, and any key reflections or agreed actions.

Facilitation tips

- Keep the session practical and focused on day-to-day care.
- Encourage everyone to contribute, but do not force anyone to speak.
- Avoid turning the session into a lecture. Your role is to guide the discussion.
- Use real examples from practice where appropriate, without naming people unnecessarily.
- Keep the conversation respectful and bring it back to safe, person-centred care if it goes off track.

What good facilitation looks like

- Keep it short, calm, and inclusive.
- Use the worksheet prompts and allow the team to think before you add your own view.
- Focus on what staff can apply in practice straight away.

What TeamTalk is not

- It is **not** a replacement for eLearning, formal training, or practical competency assessment.
- It is **not** designed to cover every detail of a topic in one session.
- It is **not** about catching staff out. It is about helping teams reflect, discuss, and improve together.

Keep it simple: a short, honest discussion about real practice is more valuable than trying to cover everything.