

Healthcare

Handover meetings action plan

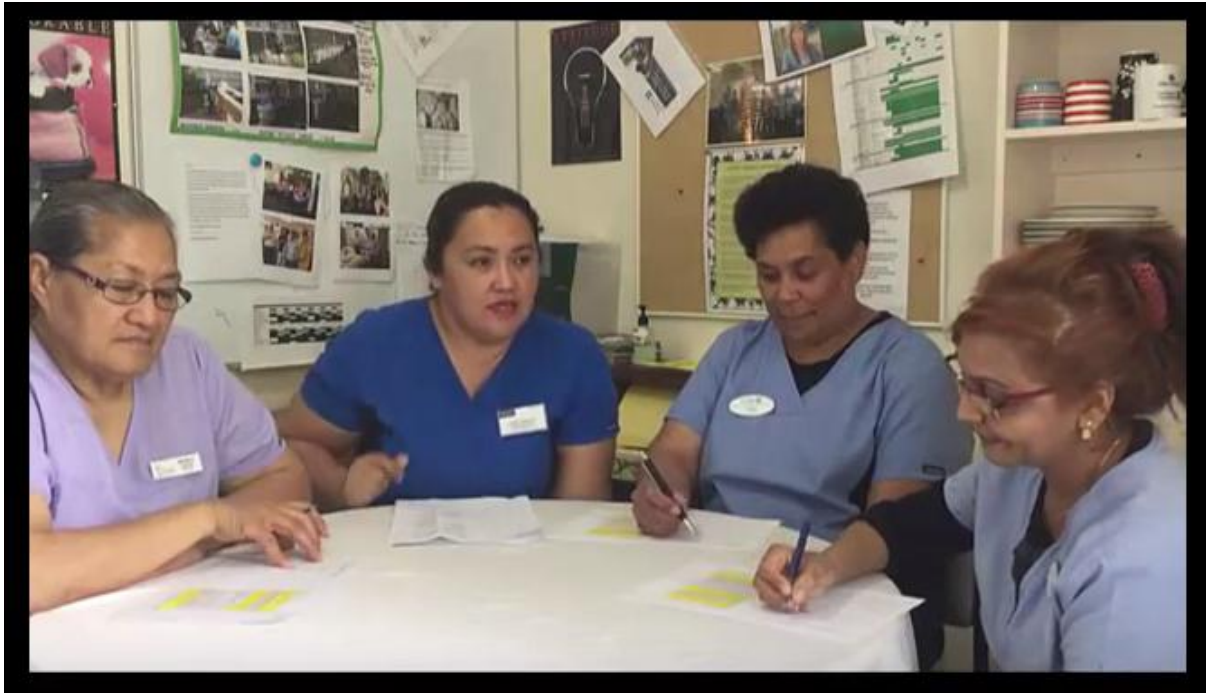
Purpose

This resource can be used to encourage learners to evaluate and improve the meetings they have at work.

Instructions

This resource works well with the teaching and learning sequence [Healthcare: Listening skills for meetings.](#)

Handover Meetings Action Plan



Step 1: Reflection

After your handover meeting at work, meet another learner, compare your notes and talk about what you learnt in the meeting. Some focus questions are given below.

- Was everyone clear about the updates and what to do?
- Did everyone participate?
- Was information checked effectively? How was this done?
- What words did people use to interrupt respectfully? E.g., 'Excuse me'; 'Can I just check...'; 'May I say something?'; 'Sorry...'
- Did people ask for more detailed information? What did they ask for?
- Did people speak clearly and pause well? Who did this well?

Step 2: Action plan

Choose two of the strategies below that you want to focus on to make the meetings more effective. Record how you will apply this strategy in the table below.

Strategy	Plan: What will you do?
Being prepared.	
Making sure everyone is involved.	
Interrupting politely.	
Checking information that is not clear.	
Asking for more information so you understand.	
Asking for more information when needed.	
Asking the nurse to slow down when needed.	
Making useful notes.	

Step 3: Report

Explain what you did and how it has changed your meetings.