

Emotional Touchpoints Workshop for Public Engagement Practitioners

2 December 2025, Edinburgh Napier University (Sighthill Campus)



Workshop Facilitators

Dawn Smith (Edinburgh Napier University Public Engagement Lead)

Dr Stephen Smith (Associate Professor & School Public Engagement Lead)

Mandy Gentleman (Lecturer & Academic Integrity Lead)

Workshop Programme

(Horizon Suite, Sighthill Campus)

Time	Activity	Lead Person
1.15	Arrival and coffee	
1.30	Welcome & Registration	Dawn
1.35	Overview of workshop & project Introductions	Dawn Stephen
1.45	Agreeing ways of working	Mandy
1.50	What are ET's and how do you use them – brief introduction. Show brief film clip, also sent with pre workshop information?	Stephen/Mandy
2.00	Introduce PEP touchpoints, initial reflection	Dawn
2.10	Undertake facilitated ET session with all participants (Agree one or two groups?)	Stephen or Mandy
3pm	Comfort break	
3.15	Reflection on experience of process of ET's and the touchpoints themselves	Stephen & Mandy
3.30	Moving forward – ideas of how PEPs can use ET's to support their learning and development	Dawn
3.50	Workshop evaluation – tree and feedback comments	Mandy
4pm	End of workshop	

Ways of working (Proposed)

Listening to each other- respect for peers- listen to everyone's views

Engage & trust in the process and with each other

Work together

Try different ideas suggested

Share the learning

Opportunity for everyone to contribute

Fun learning- keep it fun and interesting

Networking

Feedback- give and receive positive feedback!

Be open and honest

Maintain trust and confidentiality

Share experiences

Be your own gatekeeper with what you share with the wider group

Anything else.....

Resources

Use of Emotional Touchpoints (ET's) to Support Supervision in Practice

Use of emotional touchpoints on Vimeo

The short video above provides a quick overview of how ET's can be used in practice to facilitate clinical supervision and support professional development.

Research

Relational practice and welfare and wellbeing in research settings

Relational practice and welfare and wellbeing in research settings

Dewar, B., Mackay, R., Smith, S., Pullin, S., & Tocher, R. (2010) Use of emotional touchpoints as a method of tapping into the experience of receiving compassionate care in a hospital setting. *Journal of Research in Nursing* 15(1) [doi: 10.1177/1744987109352932](https://doi.org/10.1177/1744987109352932)

Smith, S., Gentleman, M., Conway, L., & Sloan, S. (2017) Valuing feedback: an evaluation of a National Health Service programme to support compassionate care practice through hearing and responding to feedback. *Journal of Research in Nursing* 22(1-2)

[doi: 10.1177/1744987116685913](https://doi.org/10.1177/1744987116685913)

Bate, S.P. & Robert, G. (2007). Bringing user experience to health care improvement: the concepts, methods and practices of experience-based design. Oxford: Radcliffe Publishing.

<http://www.radcliffehealth.com/shop/bringing-user-experience-healthcare-improvementconcepts-methods-and-practices-experience-based>

Emotional Touchpoints - A brief overview

Emotional touchpoints

Where does this come from

What is the purpose

What is it

How do you use it

**Taking part – invite you to be your own
gatekeeper**



What are Emotional Touchpoints?

Emerged from experience-based design (Bate & Robert, 2007)

Emotional Touchpoints can be a powerful means of helping people to share aspects of experience that are important to them

An approach to telling and hearing a story based on emotions and play

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ET's – what it looks like



We invite you to have a go

1. We will undertake ET's as a group
2. The group will be facilitated
3. The facilitator actively listens to the story and can ask questions to help aid understanding and learning.
4. Each person will have an opportunity to tell their story through selecting a touchpoint and emotional words
5. As a group we can listen and contribute our experiences to each story thereby sharing our experience and learning

Reflection and learning from doing

- * The Emotional touchpoints
- * Using emotional words
- * The process
- * Participant safety
- * Facilitation of the process
- * Engagement



A brief overview cont...

Moving forward –

Ideas of how PEPs can use Emotional Touchpoints to support learning & development



My reflections

What I will try next.....