



Navigating the path of education and the development of JETS Workforce: Insights from a seasoned professional

An interview with Diana Atkinson, endoscopy clinical educator and academy practice education facilitator for the east midlands

In the ever-evolving landscape of education and workforce development, Diana Atkinson stands as a beacon of experience and expertise. With a journey spanning diverse roles and industries, her insights offer invaluable guidance for those traversing similar paths.

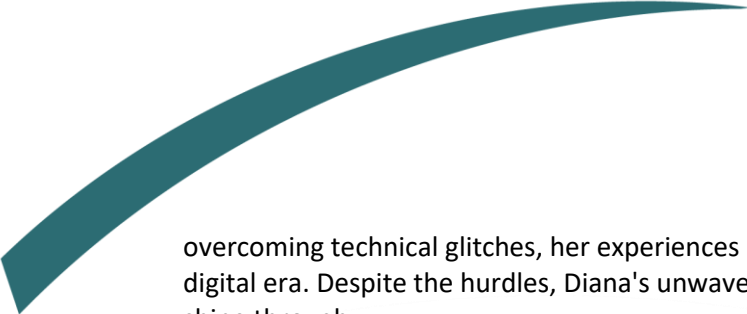
Diana's journey commenced at a young age, where her passion for education and training found its roots during her tenure at Boots Chemist. Here, she delved into the realm of customer service and retail, igniting her zeal for imparting knowledge to others. Subsequently, her career path led her to obtaining certification in training at her local college, where she honed her training skills further.

However, Diana's trajectory took an unexpected turn when she transitioned to nursing—a decision fuelled by her desire to give back to the healthcare system that had supported her through a long-term disability. Her nursing journey, coupled with her prior educational experience, equipped her with a unique perspective on workforce development.

"I felt I needed to pay something back for the NHS helping me."

Diana's narrative intertwines seamlessly with her role as a clinical educator, where she found herself blending her nursing expertise with her passion for teaching. As she delved deeper into the realm of education, her journey eventually led her to JETS Workforce, where she found a platform to share her knowledge virtually.

In our conversation with Diana, she sheds light on the challenges and triumphs encountered along her journey. From navigating virtual classrooms to fostering engagement and



overcoming technical glitches, her experiences reflect the evolving nature of education in a digital era. Despite the hurdles, Diana's unwavering commitment to her craft and delegates shine through.

One of the key takeaways from our conversation with Diana, is her emphasis on teamwork and support—a cornerstone of effective education and workforce development. Whether in face-to-face interactions or virtual classrooms, collaboration and mentorship play pivotal roles in nurturing the next generation of educators and professionals.

“I enjoy teaching people what I know, sharing skills and helping others progress.”

When asked what role JETS Workforce has played in the overall workforce development landscape, Diana replies that JETS workforce develops the skills that we all need to understand and ensures that we follow the right criteria. Being competency-based enables the workforce to work in any unit, with some exceptions. Furthermore, at the core of the JETS Workforce e-learning modules is a focus on knowledge and an emphasis on teamwork, reflected in the breakout rooms during our virtual ENDO1 courses.

Diana shares some strengths she has gained from being a faculty member teaching the virtual ENDO1 course. In her view, teaching virtually has been just as effective as the face-to-face courses, albeit with its own challenges. She emphasises how communication and engagement strategies, such as being chatty, smiley, and encouraging participation, help in keeping delegates engaged and motivated. In addition, being able to be adaptable and quick thinking are essential skills, particularly in handling unexpected situations like participants who aren't as engaged or are dominating discussions.

Diana praises the JAG team's contribution to managing virtual courses effectively and the ability to rely on fellow faculty members for support throughout the courses.

Overall, faculty members have adapted well to virtual teaching, displaying initiative in planning, preparation, and handling technical and interpersonal challenges. Collaboration and support from colleagues and the JAG team are crucial for successful course delivery in a virtual environment.

Looking ahead, Diana envisions a future where workforce education continues to evolve, working on developing ENDO2 with the JAG team, encompassing specialized courses and enhanced faculty support. Her insights underscore the importance of adaptability and continual learning in an ever-changing landscape.

Diana Atkinson's journey epitomises the fusion of passion, resilience, and dedication that defines the realm of education and workforce development. As we navigate the complexities of the modern world, her experiences serve as a guiding light, illuminating the path for aspiring educators and professionals alike.