

Delivering CHOICE AND CONTROL with older people

This is an 8 day programme for 20 managers (and includes 2 days person centred thinking training for staff). It begins by defining the changes that you want to make - for people supported, and teams. Over the next 6 - 8 months we work with the managers to enable them to use person centred thinking with older people supported, to grow one page profiles. It ends by sharing progress, examples and learning with senior managers, and identifying next steps for the organisation.

Day 1 Overview and defining success

Who is it for

We begin with a day for the managers, their managers and other senior staff (maximum 35)

What is the content of the day?

- What is working and not working for people supported, staff and managers.
- What is the national and local context for this work.
- What does success look like at the end of the 8 day programme - for people supported, and for staff and teams.
- How will we know whether we have been successful (specific success indicators).
- Decide how to use days 4 - 7 to achieve the success indicators.

Days 2 and 3 Person centred thinking

Who is it for

The 20 managers, and as many of their staff and senior managers as possible (maximum 70 for one large course with 2 trainers, or 2 separate 2 day training courses with 30 people on each)

What is the content of the day?

- Learning and practicing the person centred thinking skills 'important to and important for' and 'working/not working'.
- Developing one page profiles.
- Identifying 'burning questions' or unresolved issues to share on day 8.
- Learning and practicing up to 4 other person centred thinking skills that directly enable managers and staff to achieve the specific success indicators agreed on day 1. This could include:

Doughnut

Decision making agreement

Histories

Relationships

Communication charts

From presence to contribution

Matching staff

Good Days Bad Days

Supporting materials

Person centred thinking minibooks

Days 4 - 7 Towards success

Four days training - choose from

- Person Centred Reviews: A way of making existing reviews with older people more person centred.
- More person centred thinking tools: Introducing further person centred thinking tools for staff to use.
- In depth coaching: Introducing different coaching approaches and techniques to enable staff to help other people to use person thinking.
- Community connecting: Thinking about opportunities to support older people to go out into and be part of their local community.
- Problem solving: Introducing different problem solving techniques like action learning sets and solution circles for people to use with some of the challenges around using person centred thinking in their work.
- From person centred thinking to person centred plans: Showing people how they can go from developing one page profiles to growing full person centred plans.
- Developing person centred teams: A way of using person centred thinking principles in team work and developing person centred teams.

What is the content of the day?

- Looking at what is working/not working about teams at the moment.
- Tools to build on what is working and address what is not working.
- Using person centred thinking to achieve the success indicators agreed on day 1.
- Achieving clarity about the purpose of the team, and how team members work together and recording this in a person centred team plan.
- Identifying 'burning questions' or unresolved issues to share on day 8.
- Developing competence in using person centred thinking skills.
- Sharing coaching tools to enable managers to coach staff to use person centred thinking and growing one page profiles to plans (for example '5 whys and a what').

Supporting materials

Person centred thinking in-depth cards and Person Centred Teams Manual.

Positive and Productive Meetings

Practical tools to make every meeting more positive and productive

Who is it for

The 20 managers

What is the content of the day

- Looking at what is working/not working about meetings at the moment.
- Tools to build on what is working and address what is not working, for example, rounds, timed talk.
- Achieving clarity about the purpose of the meetings you run.
- Exploring different roles in a meeting.
- A new approach to developing agendas
- A flexible meeting process.

- Using person centred thinking tools in meetings.
- Identifying 'burning questions' or unresolved issues to share on day 8.

Supporting materials

Positive and Productive Meetings Manual

Person centred supervision

A way of using person centred thinking tools in supervision meetings with staff

Day 8 Celebrations and challenges

Who is it for

Everyone who attended the first day - all 20 managers, their managers and other senior staff (maximum 35).

What is the content of the day

- What have we achieved - examples of changes for people supported and teams, including one page profiles and team plans.
- How did we do in achieving the success indicators?
- What are the issues that have emerged for the organisation to explore.
- Action planning next steps that address these issues and build on success.

Costings

The costs for consultancy and materials will total £7250.

This does not include: VAT, carriage of materials and trainer's travel expenses.

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Overview and Defining Success

For managers and senior managers (up to 35)

- Overview of programme
- Where are we now? What do we want to change?
- An introduction to person centred thinking
- The context for change
- Defining success for the programme for individuals supported
- Defining success for the programme for staff
- Agreeing your specific success indicators for the programme

1 day



Person Centred Thinking

For managers and as many senior managers and support staff as possible (35)

Training in person centred thinking tools tailored to meet your success indicators



2 days



Towards Success

For managers and staff (20)

- Four training days. Choose from:
 - Person centred reviews
 - More person centred thinking tools
 - In depth coaching
 - Community connections
 - Problem solving, action learning sets and solution circles
 - From person centred thinking to person centred plans
 - Person centred teams
 - Positive and productive meetings
 - Person centred supervision
- **or**
- A combination of training days and coaching days in the work place

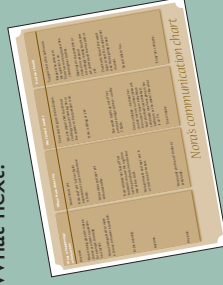
4 days



Celebrations and Challenges

For all managers and senior managers who attended Day 1 (up to 35)

- Report on how we did on achieving your success indicators (Level 1)
- What other changes are required? (Level 2)
- What next?



1 day



8 day programme including all materials (minibooks and course books) £7250*

Takes place over 6 - 8 months