





Trainer Biography

Mike Phillips (Assoc. CIPD, Cert. in Training Practice)

I am a freelance trainer and consultant who is passionate about releasing potential through learning and development. With a varied career, I specialise in training topics as diverse as: communication and personal effectiveness; leadership and management; diversity and health and social care. I use a range of interactive training techniques which are built upon adult learning principles, brain-friendly and accelerated learning.

Since setting-up a charity in Wales in my early twenties, I have worked mainly in the voluntary sector in health and social care (including HIV, mental health and dementia). I have also worked in social services and in local government undertaking neighbourhood renewal and community development work.

At the charity Dementia UK, as head of the training service, I was responsible for strategic development of the department, managing staff and a large team of associate trainers. I later joined the senior management team at Directory of Social Change (DSC) delivering a range of public and in-house training courses.

I became a freelance trainer and consultant in 2008 and have delivered training across London, the UK and internationally. In addition to my private customers I also work as an associate trainer with Blue Phoenix Communications, DSC and Dementia UK. I am also involved in a range of facilitation, consultancy and coaching initiatives. I am an Associate with the Chartered Institute of Personnel and Development (CIPD) and qualified as a Dementia Care Mapper.

Passionate about Releasing Potential

Vision

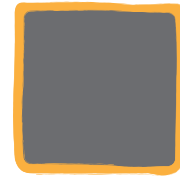
Releasing the potential of individuals and organisations through learning and development.

Mission

To deliver brain-friendly, creative, quality and affordable learning and development solutions that enable individuals and organisations to thrive and survive in an ever-changing world.

Values

- Diversity
- Growth
- Imagination
- Integrity
- Passion
- Inspiration



About





Training Ethos and Philosophy

I believe that people learn best when they feel safe to explore and develop their potential – interactive learning should be:

- Energising
- Person-centred
- Positive
- Respectful
- Solution-focussed

My philosophy about learning and development is that it should validate and build upon participants' existing knowledge, skills and strengths and support them to develop their confidence in order to create real change in the world.

The days of 'chalk and talk,' or 'pour and snore,' training are no longer appropriate. Adults don't learn and retain information from training that is obsessed on 'fixing them' or focussed on how much of an 'expert' the trainer is. Adults learn best through interaction and doing; learning from themselves and their fellow participants – in other words, from a learner-centred, rather than trainer-centred approach.

I use a range of interactive training techniques which are built upon adult learning principles, brain-friendly and accelerated learning.

This means that my training style and the learning and development solutions I deliver are vibrant, engaging, and dynamic whilst appealing to all preferred learning styles. I aim to offer a fresh perspective and provide a learning environment that is:

- Accessible
- Experiential
- Flexible
- Fun
- Interactive

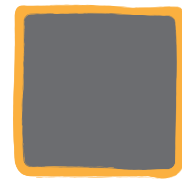
Making a Difference

Through my work in charities and care organisations, I strongly believe that we can all make a difference and have the ability to change lives for the better. Ghandi once said: "Be the change you want to see in the world." He was right!

The learning and development solutions I deliver encourage participants to take responsibility for their personal effectiveness, communication and how they work with others (both colleagues and clients). Participants are encouraged to enable themselves and the people they serve (customers, clients and colleagues), promoting dignity, diversity and respect. It requires us all to demonstrate the behaviours and actions that inspire the change we want to see in our world.

Promoting Person-Centred Care

With over twenty years of working in the care and charity sector, I am passionate about promoting person-centred care and have a particular passion for the areas of dementia, HIV and mental health.



About

"The content of the training was excellent - the learning was fun and interactive."

Participant attending
'Dementia: Behaviour – A
Challenge or a Gift'
London Borough of Brent



Person-centred care requires us to put ourselves in the position of the other person and seeing the world from their eyes, it needs us to focus on the strengths of the person and enable them to take as much control of their own lives as possible.

Effective person-centred care also requires compassion and passion – compassion for the person and a passion to make a real difference and create change in the world.

I believe that learning and development (whether delivered through training, facilitation, consultancy or coaching) has the potential to enable individuals to see situations from a different perspective and to focus on solutions and possibility rather than problems.

When pondering the dilemmas facing those I work with, whether:

- the challenges faced by individuals working in charity sector organisations during times of upheaval, or
- discovering new ways of working with those with dementia and other long-term conditions in the health and social care sector tasked with improving standards of care

I always reminded of the words of Thomas Dewar:

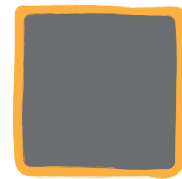
*"Minds are like parachutes –
they can only function when open."*

Facilitation

In addition to delivering 'Facilitation Skills' training through Directory of Social Change (DSC), I have several years' experience of facilitation.

Having worked in community development, regeneration and a range of other roles, I have experience of a range of facilitation techniques:

- Action Learning Sets
- Appreciative Inquiry
- Facilitating conference workshops
- Focus Groups
- Forum Theatre
- OPERA
- Participatory Appraisal
- Planning for Real
- World Café



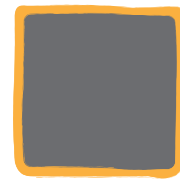
About





Examples of past and recent facilitation work include:

- Appreciative Inquiry events and liaison between care homes and local authorities on behalf of My Home Life – a UK-wide collaborative initiative aimed at promoting quality of life in care homes.
- Bringing together diverse stake-holder groups – e.g. local authority, NHS trusts, police and voluntary sector as part of Neighbourhood Renewal and encouraging community engagement with Local Strategic Partnerships.
- Conference Workshops and masterclasses at Directory of Social Change – including charityfair, Winterfair, Managementfair and Charity Accountants Conference etc.
- Consultation events (e.g. with Social Action for Health, London Borough of Newham and Opening Doors in Central London – an Age UK project).
- Creative consultation workshops with youth groups, including 'Planning for Real' and a range of interactive consultation techniques.
- Drama workshops (including the use of Forum Theatre with a group of people with mental health issues) to encourage social inclusion.
- Sexual health and mental health programmes (including Positive East, Terrence Higgins Trust etc.) and sessions on self-management for those living with long-term medical conditions.
- Staff team-building away-days and team/strategic planning sessions (e.g. a social work team based at London Borough of Wandsworth).
- Workshops and events to engage hard-to-reach communities, including a week-long primary school project using photography and model-making.



About

Consultancy

Opening Doors

In partnership with my colleague Sally Knocker, I undertook the independent evaluation of Opening Doors London – an Age UK project supporting older LGBT (lesbian, gay, bisexual and transgender people) funded by the National Lottery. This two year evaluation of the project involved running a number of consultation events, focus groups, interviews and surveys to assess the impact of the project.

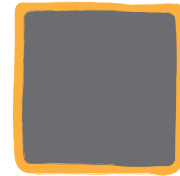
Following the evaluation, Opening Doors London has expanded across the capital and has been successful in securing additional funding. The evaluation was also able to evidence a number of issues affecting this particular section of the community and raise awareness. Further details can be accessed via their website¹.

¹ <http://www.openingdoorslondon.org.uk>



DELCAP

Since 2009 I have been the independent evaluator for the DELCAP project based in Redbridge. This multi-agency project (funded by the National Lottery) aims to support people with dementia and their relatives as end-of-life approaches. The evaluation has involved gathering quantitative and qualitative data to evaluate the impact of the project.



About

Dementia Care Mapping

As a qualified Dementia Care Mapper, I have been involved in observing the experience of many people living with dementia in care settings. This observational tool provides a unique insight into the experience of the person with dementia and how their well-being can be improved. The process involves a solutions-based approach to supporting care-settings to identify how care, meaningful occupation and a whole-systems approach can be adapted to enhance the physical and emotional health of people with dementia.

My Home Life

On behalf of Dementia UK and My Home Life, I am currently leading the community development strand of My Home Life London – a partnership between several local authorities based in London and care home managers.

The community strand aims to bring together care homes, local authorities and other partners in order to identify key issues affecting quality of life in care homes and, through Appreciative Inquiry, develop local solutions and initiatives to improve care standards.

Published Materials

Throughout my career, I have also been involved in developing information resources, policies and strategies (including contributing to the Camden Social Services internal communication strategy). Whilst at Terrence Higgins Trust it was my role to translate complex scientific information into an accessible format through publications and leaflets.

More recently, I have been involved in writing a number of evaluation reports and literature about older LGBT issues. I have also contributed to several 'Speed Read' resources published by the DSC2.

Coaching

I am also able to offer one-to-one coaching and mentoring to support individuals to release their potential and reach their goals. Recent examples include:

- Coaching a social worker around time management issues
- Telephone coaching for a new trainer around training design and confidence issues
- Coaching a new line manager around developing team cohesion and dealing with low team morale and motivation

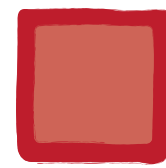


Training Topics by Theme

For a detailed one-page course outline for each of the courses in this section, please email: mike@mikephillipstraining.co.uk

Management, Leadership and Team-building

Coaching Skills for Managers | Decision-Making and Problem-Solving – Tools and Techniques | Leadership Skills to Empower and Inspire (2 Days) | Managing Change | Managing Projects (2 Days) | Managing Staff Absence | Managing Grievances and Discipline in the Workplace | Motivating Staff during Difficult Times | Succession Planning | Supervision and Support | Supervision and Support – The Next Level (2 Days) | Teambuilding – Getting Everyone to Pull in the Same Direction



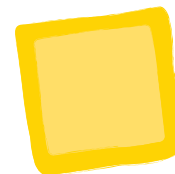
Personal Effectiveness

Assertiveness in the Workplace (2 Days) | Assertiveness – An Introduction (1 Day) | Effective Networking Skills | Effective Team Working – Play Your Part | Improving Your Time Management | Improving Your Performance through Emotional Intelligence (2 Days) | Managing Your Stress | Simply the Best – Building your personal image, self-esteem and confidence (2 days)



HR, Learning and Development

Effective Recruitment and Selection | Employment Practice | Mentoring Skills | Training Skills - An Introduction (2 Days) | Training Skills - Advanced (2 Days)



Communication Skills

Dealing with Difficult Behaviour in the Workplace | Effective Report Writing | Effective Telephone Skills (General) | Facilitation Skills: An Introduction (1 Day) | Facilitation Skills: Theory & Practice (2 Days). | Influencing and Persuading Skills | Internal Communication – Don't hear it on the Grapevine | Interpersonal Communication Skills | Negotiation Skills | NLP in the Workplace (2 Days) | Presentations – Advanced Skills (2 Days) | Presentations – An Introduction (1 Day) | Resolving Differences and Conflict | The Art of Excellence in Customer Care | The Skills of Chairing Meetings





Care Matters – Health and Social Care Issues

Care Matters: Basic Counselling Skills | Care Matters: Involving and Consulting Clients and Service-users | Care Matters: Protecting Client Confidentiality and Professional Boundaries | Care Matters: Providing Telephone Support | HIV/AIDS Awareness | HIV and Mental Health | HIV and Women | HIV in the Workplace | Loss and Bereavement (2 Days) | Meeting the Care Needs of Older LGBT People | Mental Health Awareness | Personalisation – An Introduction for Front-line Care Staff | Personalisation – Managers’ Perspectives | Promoting Older People’s Mental Health | Promoting Well-being and Independence in Older People’s Care | Putting the Person First – Creating Person-centred Care Plans with Clients | Starting Up and Running a Self-help Group and Keeping it Going



Dementia Care

Dementia Awareness | Dementia: Acute Care Perspectives | Dementia: Balancing Rights, Choice and Risk | Dementia: Behaviour – A Challenge or a Gift? | Dementia: ‘Changing Rooms’ - How the Care Environment Impacts on Care | Dementia: Communicating and Engaging with People with Dementia | Dementia: End-of-Life Care | Dementia: Leadership Skills to Inspire and Promote Quality Dementia Care (3 Days) | Dementia: Making Mealtimes Fun. | Dementia: Minimising Restraint and Managing Risk in Dementia Care | Dementia: Person-centred Care Approaches | Dementia: Precious Moments - Reminiscence Work with People with Dementia | Dementia: Promoting Activity – A Whole-Team Approach | Dementia: Promoting Dignity in Dementia Care | Dementia: Sexuality and Relationships | Dementia: Social Work Perspectives | Dementia: Supporting Relatives and Significant Others | Dementia: ‘Who do you see? See Me!’ Life History Work in Dementia Care



Working with Diversity

Diversity: Becoming ‘Diversity Champions’ – Skills and Tools | Diversity: Cross-Cultural Awareness | Diversity: Disability Awareness | Diversity: LGBT Awareness | Diversity: Managing Diversity in the Workplace | Diversity: Valuing Difference when Working with Others (for front-line staff) |

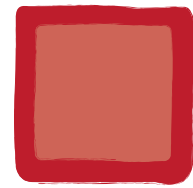


“This was a well-organised and practical day. I will recommend it to people new to supervision. Also a great refresher for those who have experience of supervision”

Participant attending
Support and Supervision
Directory of Social Change



Management, Leadership and Team-building



Management, Leadership
and Team-building

Coaching Skills for Managers

Aim: To offer managers an introduction to some of the tools and techniques of coaching. You will develop your coaching skills in a 'safe' environment enabling you to help your people grow.

Decision-Making and Problem-Solving – Tools and Techniques

Aim: To introduce managers to a range of practical tools and techniques for analysing problems and decision-making within a team or organisation context. You will develop skills for tackling tough decisions and problems creatively and rationally.

Leadership Skills to Empower and Inspire (2 Days)

Aim: To distinguish between management and leadership. You will develop the attitudes, knowledge and skills towards becoming an inspirational leader in order to achieve your organisation's mission and goals.

Managing Change

Aim: To give managers the skills and knowledge to implement change. You will consider the barriers to change and strategies to ensure that when implementing change you carry the whole team with you.

Managing Projects (2 Days)

Aim: To introduce a range of tools and techniques that can help you effectively plan, deliver and evaluate your projects. You will develop skills that help build your confidence in this vital area of contemporary management.

Managing Staff Absence

Aim: To increase managers' awareness of the causes of workplace absence. You will learn how to effectively address absenteeism positively, sensitively and in line with good practice and the law.

Managing Grievances and Discipline in the Workplace

Aim: To enable managers to address issues of grievance and discipline more effectively and in line with good practice and legal requirements. You will become more familiar with your organisation's Grievance and Discipline procedures.

Motivating Staff during Difficult Times

Aim: To provide managers with practical strategies and tools for motivating team members during difficult times and within the context of limited funds. You will explore ways of supporting staff in order to reach maximum performance.



Succession Planning

Aim: To explore the concerns that Chairs of groups/organisations may have regarding succession planning. You will consider the steps that you might need to take to effectively secure sustainability and continuity.

Supervision and Support

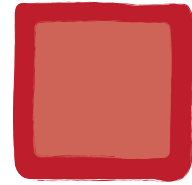
Aim: To provide a good practice framework for conducting supervision and one-to-one meetings with staff. You will clarify your role as supervisor, ensuring supervision sessions bring out the best in your people.

Supervision and Support – The Next Level (2 Days)

Aim: To encourage managers who already supervise staff to assess and improve their supervision skills. You will review your management style and feedback skills, enabling you to take supervision to a higher level.

Teambuilding – Getting Everyone to Pull in the Same Direction

Aim: To provide team-leaders with the knowledge and skills to ensure their team is pulling together in the same direction. You will develop skills to ensure your team isn't just functioning – it will be reaching maximum performance.



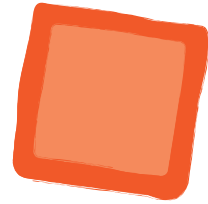
Management, Leadership
and Team-building

*"The course was run very well.
An extremely useful day and a
good use of time."*

Participant attending
'Improving Your Time
Management'
Directory of Social Change



Personal Effectiveness



Personal Effectiveness

Assertiveness in the Workplace (2 Days)

Aim: To introduce a toolkit of assertive communication techniques to enable more effective and positive performance in the workplace. You will build upon existing skills and identify opportunities for greater confidence and assertiveness.

Assertiveness – An Introduction (1 Day)

Aim: To give the space, time, environment and tools, to enhance confidence and self-esteem and assertiveness. You will learn how to make a better impact on those you work with and communicate with assertiveness.

Effective Networking Skills

Aim: To explore the benefits of being an effective networker for you and your organisation. You will develop a networking plan and practise skills for maximising networking with those in your sector.

Effective Team Working – Play Your Part

Aim: To consider the role we all play in ensuring effective team working in the workplace. You will undertake a reality check of your team work skills and develop tools and techniques to develop them further.

Improving Your Time Management

Aim: To explore barriers to effective time management and potential tips and practical time management strategies. You will consider your current mind-set in relation to time so that you can take greater control.

Improving Your Performance through Emotional Intelligence (2 Days)

Aim: To understand the importance of emotional intelligence in today's workplace and how it can improve performance. You will discover how emotions impact on your performance, and how to manage and understand the emotions of others.

Managing Your Stress

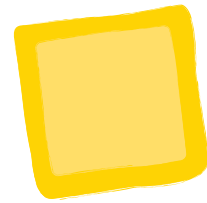
Aim: To provide an overview of the signs and symptoms of stress. You will distinguish between pressure and stress and how you can choose to take greater control of your work-life balance.

Simply the Best – Building your personal image, self-esteem and confidence (2 days)

Aim: To provide practical strategies for developing self-esteem and confidence at work. You will learn how to overcome self-doubts and develop the self-belief to further your goals and performance at work and elsewhere.



HR, Learning and Development



HR, Learning and
Development

Effective Recruitment and Selection

Aim: To explore good practice when recruiting and selecting staff. You will consider a range of tools and techniques for recruiting and selecting the right staff to meet the needs of the organisation and the role.

Employment Practice

Aim: To provide an overview of HR and personnel responsibilities for non-personnel managers. You will identify current employment legislation and procedures and how these relate to working with staff in your workplace.

Mentoring Skills

Aim: To promote understanding of mentoring and its role in facilitating the development of skills, integration and personal performance within organisations. You will discover practical tools and skills to mentor others so they can reach full potential.

Training Skills - An Introduction (2 Days)

Aim: To introduce learning theory and training skills to plan, deliver and evaluate a training course. You will assess and develop your training skills and techniques.

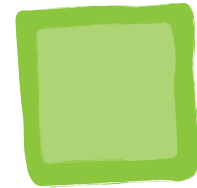
Training Skills - Advanced (2 Days)

Aim: To build upon existing training knowledge, skills and experience. You will gain in-depth knowledge of learning and training theory and practice, enhance your existing skills and discover new techniques.





Communication Skills



Communication skills

Dealing with Difficult Behaviour in the Workplace

Aim: To distinguish between 'difficult people' and 'difficult behaviours'. You will explore 'what makes people tick' and discover strategies for dealing with difficult situations more effectively and constructively.

Effective Report Writing

Aim: To develop the skills required to produce clear, concise and appropriate reports for your organisation. You will develop skills in researching, planning, writing and editing an effective report.

Effective Telephone Skills (General)

Aim: To consider the use of the telephone as a medium for customer/service-user care or offering information and advice. You will identify and practise the skills of using the telephone effectively and dealing with difficult calls.

Facilitation Skills: An Introduction (1 Day)

Aim: To offer an overview of the basic theory; skills and tools of facilitation. You will also explore group dynamics and behaviours and how these can be managed.

Facilitation Skills: Theory & Practice (2 Days)

Aim: To improve and develop existing facilitation skills, progressing on from the basic theory and practice of facilitation. You will have opportunities to practice your facilitation skills and receive feedback from their peers.

Influencing and Persuading Skills

Aim: To explore 'what makes people tick' and identify techniques for influencing others positively. You will build your credibility, get others to accept your ideas and suggestions and persuade with confidence.

Internal Communication – Don't hear it on the Grapevine

Aim: Provide a clear set of guidelines for both understanding and implementing an internal communication strategy. You will consider the role of internal communications and techniques for improving this within your organisation.

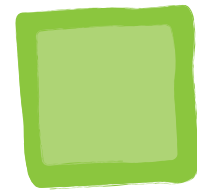
"Mike is a very sensitive trainer who handles the group professionally and makes the day enjoyable for everyone."

Participant attending
'The Skills of Chairing Meetings'
Directory of Social Change



Interpersonal Communication Skills

Aim: To focus on concepts, processes, and challenges involved in interpersonal communication. You will develop skills to communicate effectively and make a positive impact in your job, role and organisation - potentially becoming a better communicator.



Communication skills

Negotiation Skills

Aim: To develop a structured approach to negotiations. You will be able to plan and conduct negotiations with confidence, using a range of styles to achieve better outcomes for yourself and your organisation.

NLP in the Workplace (2 Days)

Aim: To introduce the principles and techniques of Neuro-Linguistic Programming (NLP) - the study of human excellence. You will be able to use NLP to improve workplace communication, change unhelpful behaviours and build confidence for individuals and teams.

Presentations – Advanced Skills (2 Days)

Aim: To build upon existing presentation skills experience for more powerful presentations. You will practise presenting, receive peer feedback and plan how to take your presentations to the next level.

"I believe all staff that work in care settings should go on this course. An excellent day!"

Participant attending
'HIV/AIDS Awareness'
Positive East

Presentations – An Introduction (1 Day)

Aim: To provide the fundamentals that will ensure you plan, practise and deliver memorable presentations with impact. You will develop the essential attitudes, knowledge and skills to deliver effective presentations - getting your messages noticed.

"Great training... I enjoyed the structure. I found this interesting and entertaining which made it easy to learn vital information."

Participant attending
'Protecting the Confidentiality of Service-Users'
East Sussex County Council

Resolving Differences and Conflict

Aim: To provide those who occasionally handle conflict with a clearer understanding of how conflict arises. You will discover the theory of conflict, different conflict management styles and strategies to deal with it.

The Art of Excellence in Customer Care

Aim: To explore what the meaning of excellent customer care. You will develop strategies for managing complaints, difficult situations with customers and clients and turning these into opportunities for transforming services.

The Skills of Chairing Meetings

Aim: To consider best meetings practice, mainly from the point of view of the Chair and the Chair's responsibilities throughout a "meeting." You will develop a range of tools and skills for ensuring effective meetings.



Care Matters – Health and Social Care Issues



Care Matters

Care Matters: Basic Counselling Skills

Aim: To develop basic counselling skills and consider ethical issues when providing emotional support to others. You will practise basic communication and counselling skills for enhanced support to clients.

Care Matters: Involving and Consulting Clients and Service-users

Aim: To explore good practice when consulting and involving clients in planning, developing and evaluating services. You will develop skills, tools and techniques for effectively engaging clients in your care-setting.

Care Matters: Protecting Client Confidentiality and Professional Boundaries

Aim: To consider good practice on confidentiality and data protection regarding information about clients. You will be able to ensure your organisation complies with the law and good practice.

Care Matters: Providing Telephone Support

Aim: To identify and practise the skills for using the telephone when offering advice, information and emotional support. You will practise listening and support skills to ensure you respond to emotional calls appropriately.

HIV/AIDS Awareness

Aim: To give a basic overview of HIV/AIDS including epidemiology, transmission and testing issues. You will develop appropriate attitudes, skills and knowledge and strategies for effectively supporting people with HIV/AIDS.

HIV and Mental Health

Aim: To build upon existing HIV/AIDS awareness and explore how the impact of an HIV diagnosis and living with HIV may affect mental health. You will develop skills and strategies to support people with HIV/AIDS and emotional support needs.

HIV and Women

Aim: To progress from existing HIV/AIDS awareness and focus on specific needs of women living with HIV/AIDS. You will develop further skills and consider how staff can offer appropriate information and support.

HIV in the Workplace

Aim: To build upon existing HIV/AIDS awareness and consider best practice for managing HIV in the workplace. You will evaluate current workplace practice and strategies for supporting staff living with HIV/AIDS within the context of current legislation.

"An excellent and very thought-provoking day."

Participant attending
'Surviving and Thriving – Setting
Up Self-help Groups'
NHS Lewisham



Loss and Bereavement (2 Days)

Aim: To explore our responses to loss and identify the ways in which bereavement may affect staff, service users, relatives and friends. You will consider how to support yourself and others at this difficult time.

Meeting the Care Needs of Older LGBT People

Aim: To offer an overview of older LGBT people's experiences over the last fifty years. You will consider how these may affect individuals, their needs and how to provide appropriate care and support.

Mental Health Awareness

Aim: To introduce the range of mental health issues, their symptoms and treatments. You will recognise their effect on an individual, the impact of stereotyping and potential care and support needs.

Personalisation – An Introduction for Front-line Care Staff

Aim: To provide an overview of personalisation and how staff can implement its principles in their care practice. You will consider how to promote self-care and self-management in your care-setting.

Personalisation – Managers' Perspectives

Aim: To give managers a summary of personalisation principles and consider its implications for care provision. You will evaluate your current services and how they can be adapted to promote self-care and self-management.

Promoting Older People's Mental Health

Aim: To recognise the mental health needs of older people and how to promote emotional well-being. You will develop practical ideas and approaches for promoting mental health in your care-setting.

Promoting Well-being and Independence in Older People's Care

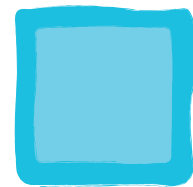
Aim: To consider the concepts of well-being, choice and independence and how to promote these within older people's services. You will consider the policy and legislative context.

Putting the Person First – Creating Person-centred Care Plans with Clients

Aim: To offer a good practice framework and practical tips for writing person-centred care plans. You will recognise the importance of effective care planning that makes the client central to this process.

Starting Up and Running a Self-help Group and Keeping it Going

Aim: To distinguish between self-help groups and other group types and the benefits and challenges of establishing self-help groups. You will share strategies and practical tips for establishing and maintaining self-help groups.



Care Matters

"An emotionally engaging day designed to improve dementia care."

Participant attending
'Dementia Awareness'
Kent County Council

"Mike is a great facilitator. His personality is very suitable for his job which he does very well. Thank you very much."

Participant attending
'Dementia: Communicating and Engaging People with Dementia'
London Borough of Brent



Dementia Care

Dementia Awareness

Aim: To give a basic overview of dementia, different types of dementia (signs and symptoms). You will have an overview of key areas including: diagnosis, issues for carers, person-centred care, communication and behaviour.

Dementia: Acute Care Perspectives

Aim: To build upon basic dementia awareness and consider specific challenges to providing person-centred care in hospital settings. You will focus on the needs of people with dementia whilst in hospital and how to best meet them.

Dementia: Balancing Rights, Choice and Risk

Aim: To progress from dementia awareness and understand why balancing rights, choice and risk matters in dementia care. You will consider mental capacity and human rights legislation and how this affects day-to-day care practice.

Dementia: Behaviour – A Challenge or a Gift?

Aim: To explore why we find the behaviour of some people with dementia 'difficult' or 'challenging', distinguishing between 'difficult people' and 'difficult behaviours'. You will develop strategies for working more effectively with people with dementia.

Dementia: 'Changing Rooms' - How the Care Environment Impacts on Care

Aim: To understand how the physical care environment can affect the person with dementia, their communication and behaviour. You will evaluate your care-setting design against good practice and identify practical, affordable improvements.

Dementia: Communicating and Engaging with People with Dementia

Aim: To develop skills and knowledge gained in Dementia Awareness. You will explore how communication and person-centred care can enhance the experience of the person with dementia and improve their well-being.

Dementia: End-of-Life Care

Aim: To introduce the key issues surrounding end-of-life for people with dementia, their relatives and significant others. You discover the key strategies that underpin quality end-of-life care in dementia and discuss good practice.



Dementia Care

"The course is very motivating, inspiring and interactive. I have enjoyed the day so much. My key expectations and outcomes were met brilliantly."

Participant attending
'Dementia: Social Work Perspectives'
London Borough of Brent

"Great examples from everyday life situations relevant to content."

Participant attending
'Dementia Awareness'
Medway NHS Trust
Kent County Council

"The trainer [Mike] has always been very good in delivery of his courses and he is highly recommended."

Participant attending
'Dementia: Communicating and Engaging People with Dementia'
London Borough of Lambeth



Dementia: Leadership Skills to Inspire and Promote Quality Dementia Care (3 Days)

Aim: To provide dementia care managers with the leadership skills, practical strategies and tools for motivating team members in order to reach maximum performance and provide high quality dementia care.



Dementia Care

Dementia: Making Mealtimes Fun

Aim: To highlight the need for making mealtimes meaningful and fun for people with dementia. You will evaluate mealtimes in your care-setting develop strategies for increasing engagement, socialising and reminiscence.

Dementia: Minimising Restraint and Managing Risk in Dementia Care

Aim: To build upon basic dementia knowledge/skills and focus on different types of restraint, relevant legislation and impact on care practice. You will discuss strategies for risk assessment, enabling positive risk-taking whilst minimising restraint.

Dementia: Person-centred Care Approaches

Aim: To discuss person-centred care (PCC) approaches in dementia care-settings. You will consider potential benefits for clients, relatives, 'significant others,' staff and organisations. You will identify opportunities for including PCC principles in your day-to-day care practice.

Dementia: Precious Moments - Reminiscence Work with People with Dementia

Aim: To understand the benefits of using reminiscence in dementia care and promote good practice. You will develop skills and knowledge to effectively use reminiscence in your care-setting.

Dementia: Promoting Activity – A Whole-Team Approach

Aim: To explore how we can make all activities of daily living meaningful for people with dementia. You will consider how the whole care team can play a role in promoting meaningful activity – including those who work in the kitchen and elsewhere.

Dementia: Promoting Dignity in Dementia Care

Aim: To explore what 'dignity in care' means in dementia care. You will examine and evaluate daily care routines in your care-setting and develop strategies and practices to promote clients' dignity, choice, independence and rights.

Dementia: Sexuality and Relationships

Aim: To explore how we feel when dealing with issues of intimacy and sexuality in dementia care. You will consider stereotypes about older people and sexuality and develop strategies for improving care in this difficult area.

The content of the training was excellent - the learning was fun and interactive."

Participant attending
'Dementia: Behaviour – A Challenge or a Gift?'
London Borough of Brent

"The training has helped me understand different things in discrimination. It is not just about colour or age: it's helped me understand a lot more about people and situations."

Participant attending
'Valuing Diversity Training'



Dementia: Social Work Perspectives

Aim: To explore current best practice and the specific issues facing Social Workers when working with people with dementia. You will evaluate and consider ways to develop your practice.

Dementia: Supporting Relatives and Significant Others

Aim: To understand the experiences and needs of relatives and significant others affected by dementia. You will develop strategies for responding appropriately to the needs of carers in your care-setting.

Dementia: 'Who do you see? See Me!' Life History Work in Dementia Care

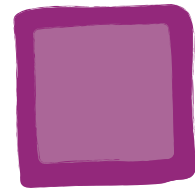
Aim: To recognise the important role that life history work can play in supporting people with dementia and improving care. You will discover tools and strategies for effective life story work.



Dementia Care



Working with Diversity



Working with Diversity

Diversity: Becoming 'Diversity Champions' – Skills and Tools

Aim: To provide Diversity Champions with knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will discover skills and tools to facilitate groups; consult/involve staff and champion diversity in your workplace.

Diversity: Cross-Cultural Awareness

Aim: To provide knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will focus on specific issues/needs of clients and colleagues from other ethnic and cultural backgrounds and strategies for involvement.

Diversity: Disability Awareness

Aim: To provide knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will focus on specific issues/needs of disabled clients and colleagues and strategies for involvement.

Diversity: LGBT Awareness

Aim: To provide knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will focus on specific issues/needs of lesbian, gay bisexual and transgender clients and colleagues and strategies for involvement.

Diversity: Managing Diversity in the Workplace

Aim: To provide managers/those responsible for policy with knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will consider implications of diversity legislation for your organisation, policies, procedures and practices

Diversity: Valuing Difference when Working with Others (for front-line staff)

Aim: To provide basic knowledge and skills for reaching beyond differences and valuing diversity of all kinds. You will consider the legal framework surrounding equality and diversity and implications for day-to-day working with clients and colleagues.



Testimonials



Testimonials

"Mike is a creative and committed trainer. He is very 'needs and results' focused and balances this with a uniquely creative approach in the classroom. His personal warmth and his obvious enjoyment of others' development mean that he offers both style and substance from the outset to the final result. Having worked with Mike as a colleague and as a 'contractor' I highly recommend his professionalism and dedication."

Cathy Shimmin
Directory of Social Change

"Mike has consistently produced great results for us at DSC. He is extremely reliable, flexible and innovative in his approach. All our team love working with Mike. He is a real asset to DSC and understands the way we work as well as being totally committed to achieving the best he possibly can for our customers."

Chrissie Wright
Directory of Social Change

"Long before attending Mike's training, I had heard about his reputation from so many people - colleagues and participants in his training: "Mike's courses are amazing! They're so different, creative and he uses all these cool sensory learning to make it interesting..."

I have to admit I was a little sceptical by so much enthusiasm... and I was wrong: Mike delivered a training on Accelerated Learning for the associate trainers of the Directory of Social Change, and he amazed everyone!

Giving training to a group of 30 expert trainers is a real challenge, and Mike performed incredibly well. If you look for a creative approach to personal or organisation development, Mike is the right person to approach.

You want something different than the standard "time management lecture"? Mike will make it exciting and make every participant feel that s/he is going through a fantastic learning journey - and yes, with Mike every training is more than a day sitting at a table: it is a true quest for learning. I highly recommend Mike as a trainer, and I hope to have more opportunities to work closely together"

Noam Kostucki
Co-founder at Flavrbox



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