

Care Matters: Involving and Consulting Clients and Service-users



Maximum Participants: 16

Duration: One Day

Timings: 09:30 – 16:30

Mike Phillips Training

Releasing potential through learning and development

Suitable for

All health and social care professionals who work with clients and want to engage and consult clients in the evaluation and/or development of services, including:

- Team Leaders and Managers
- Voluntary sector staff

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.

Learning Outcomes

By the end of the course, you will be able to:

- ✓ Assess the purpose, role and importance of client involvement and engagement within your organisation
- ✓ List the potential advantages and disadvantages of client involvement in your organisation
- ✓ Be aware of good practice in client engagement and its possible implications
- ✓ Identify potential barriers to client engagement/involvement and how these may be overcome
- ✓ Use a range of tools and techniques to involve and engage with clients

You will also leave the course with:

- ✓ A sense of achievement
- ✓ A toolkit of techniques and practical ideas for releasing your potential
- ✓ A Personal Action Plan to take your learning further

Training Style

All courses are interactive, using diverse participatory, 'brain-friendly' training methods including: exercises; games/quizzes; handouts and workbook; small/large group discussion; skills practice and trainer input.

All courses are accompanied by a **Welcome Pack** (including some essential pre-course activities to prepare for learning) and a **'Bonus Pack'** after the training with additional tools, and follow-up activities to support transfer of learning to the workplace. (*email required)

Other Courses to consider (Visit my website for details of these and other courses)

- ➔ Dealing with Difficult Behaviour in the Workplace
- ➔ Diversity: Cross-Cultural Awareness
- ➔ Facilitation Skills
- ➔ Facilitation Skills: Theory and Practice (2 Days)
- ➔ Starting Up and Running a Self-help Group and Keeping it Going
- ➔ Succession Planning



“Lots of practical ideas about how we can engage more with our service-users.

It was helpful to think about the barriers and how to get past them.”

Course Participant

Lewisham PCT



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