

Personalisation: Managers' Perspectives

Maximum Participants: 16

Duration: Two Days

Timings: 09:30 – 16:30



Suitable for

All health and social care professionals who manage care services who wish to understand the personalisation care agenda and how it may impact on the future design and delivery of services.

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.

Learning Outcomes

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

- Define self-care and self-management
- List the key 7 core principles and values that underpin Personalisation
- Recognise client and care staff fears and expectations regarding the new Personalisation agenda.
- Identify the attitudes/skills/skills and qualities needed by staff working in the new personalisation era
- Describe the key principles of person-centred care when supporting individuals as a personal assistant
- Explain the transition curve and steps for effectively managing change
- Use a range of communication styles when influencing others
- Assess your organisation's Strengths, Weaknesses, Opportunities and Threats in terms of Implementing Personalisation

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)

- ➔ Care Matters: Involving and Consulting Clients and Service-users
- ➔ Dementia: Balancing Rights, Choice and Risk
- ➔ Dementia: Leadership Skills to Inspire and Promote Quality Dementia Care (3 Days)
- ➔ Dementia: Person-centred Care Approaches
- ➔ Influencing and Persuading Skills
- ➔ Managing Change

Mike Phillips Training

Releasing potential through learning and development



"Useful to share ideas, hints, tips from other managers."

It helped to realise I am already doing much of this already."

Course Participant
East Sussex County Council

"One of the best courses I've attended for a long time."

Course Participant
Millcroft and York Lodge
Care Homes Limited



website

www.mikephillipstraining.co.uk

email

mike@mikephillipstraining.co.uk

phone

07949 826881