



Course Outline

Involving and Consulting Clients and Service-users

Minimum and Maximum Learners: 06 – 16 Duration: One Day Timings: 10:00 – 16:30

Suitable for

All health and social care professionals who work with clients and want to genuinely engage, involve and consult patients and 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 and patient involvement and engagement within your organisation.
- ✔ **List** the potential advantages and disadvantages of client or patient involvement in your organisation.
- ✔ **Explain** coproduction, its meaning and how it differs from patient and client involvement.

✔ **Describe** good practice in client engagement and its possible implications.

✔ **Identify** potential barriers to patient or client engagement/involvement and how these may be overcome.

✔ **Use** a range of tools and techniques to involve and engage with clients.

Benefits of Attending

✔ Feel confident and ready to put your learning into practice.

✔ Take away a practical toolkit with proven techniques and ideas you can use straight away.

✔ Create a Personal Action Plan to apply your learning in your workplace.

Training Style

This course is highly interactive and uses engaging, 'brain-friendly' methods such as exercises, quizzes, group discussions, skills practice, storytelling and practical tools to support real-world application.

You'll receive a **Welcome Pack** with pre-course activities, a **Learner Workbook** during training, an **E-Book** on this topic and a **Bonus Pack** afterwards with extra tools and follow-up activities to help you put learning into practice. (*email required)

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

➔ Co-Production: Principles, Practice and Impact

➔ Dealing with Difficult Behaviour in the Workplace

➔ Dementia: Normal Ageing, Brain Change and Dementia Awareness

➔ EDI: An Introduction to Equality, Diversity and Inclusion (Front Line Staff and Volunteers)

➔ EDI: Cross-Cultural Awareness

➔ EDI: LGBT+ Awareness

➔ Facilitation Skills I: The Fundamentals of Facilitating Groups and Events

➔ Facilitation Skills II: Advanced Theory, Tools and Techniques (2 Days)

➔ Influencing and Persuading Skills

➔ Personalisation: An Introduction for Front-line Staff

➔ Protecting Client Confidentiality and Professional Boundaries

