

ENGAGING CLIENTS AND CARERS EFFECTIVELY

Working together to support Person-centred Care

AIMS OF THE PROGRAMME

To help practitioners gain the trust of clients and their carers in order to develop an accurate understanding of clients' lives, beliefs and constructs so they can make an accurate prediction about whether and how they can help.

PROPOSED PROGRAMME: This **2-day programme** is designed to stand alone or as Module I of a four-day package. It is a pre-requisite for Module II: "Negotiating Goals and Outcomes with Clients."

COURSE OUTLINE:

- The nature of empathy
- Advanced communication skills
- Advanced negotiation skills
- Identifying and adjusting to different communication styles
- Managing personal boundaries
- Managing difficult feelings whilst communicating effectively

LEARNING OUTCOMES:

By the end of the programme, participants will be able to:

- Explain the nature of client-centred care
- Use their understanding of a client's story to assess risk and duty in relation to that risk
- Relate their evaluation of effectiveness to the client's life
- Share their hypotheses about what will help with clients, engaging them in testing these
- Balance the ability to empathise with the ability to remain objective
- Clarify what is needed to be effective and to negotiate these parameters with clients
- Reflect effectively on their relationships with clients.
- Manage personal boundaries and be clear about scope of practice with each client
- Implement a range of strategies to support application of this learning in the workplace.

The programme is suitable for all Health, Education and Social care professionals, ideally from the same geographical area/team.

COSTS:

Up to 20 participants: £2,000 + £300 VAT = **£2,300** plus travel/accommodation + VAT.

Up to 30 participants: £2,400 + £360 VAT = **£2,760** plus travel/accommodation + VAT.
Cancellation charges apply.

FACILITIES: These will be provided by the commissioning organisation and should include:

- a large room with sufficient space for small group break-out
- an LCD/powerpoint projector (we will supply a laptop) and a flipchart
- refreshments, as appropriate
- photocopying of handouts.

A facilitator will be allocated to your programme according to the dates agreed.

