

NEGOTIATING GOALS AND OUTCOMES WITH CLIENTS

Evidence-based Person-centred Care

AIMS OF THE PROGRAMME

To help practitioners engage clients in deciding the outcome of care.

PROPOSED PROGRAMME: This **2-day programme** is designed to follow on from Module I of a four-day package. Module I: "Engaging Client and Carers effectively" is a pre-requisite for this workshop.

COURSE OUTLINE:

- Trans-theoretical model of change and motivational assessment
- Assessment of health locus and avoidance of psychological dependency
- Solution-focussed goal-setting in partnership with clients
- The nature of evidence-based practice and methods of recording and tracking effectiveness
- Refresh SMART goal-setting skills in relation to the Care Aims Model
- Preparation for discharge and handing over risk to support self-help

LEARNING OUTCOMES:

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

- Clarify clients' expectations in relation to their lives and presenting problem
- More accurately assess clients' readiness for change
- Sensitively and effectively communicate their assessment of readiness for change
- Negotiate realistic goals for professional involvement
- Help clients understand their part in effecting the agreed outcome
- Identify ways in which the client will evaluate their outcome
- Identify the steps required for achieving the required outcomes
- Negotiate the level of involvement with a client to ensure that they develop self-help skills
- Write smart goals and evaluate outcomes related to the Care Aim set.
- Implement a range of strategies to support application of 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.

