



# “Care to Change”

## Embedding Leadership and Person-Centred Workplace Design

This modular programme is offered to care providers including residential and nursing care providers, organisations providing supported living for both younger adults and older people, and homecare agencies.

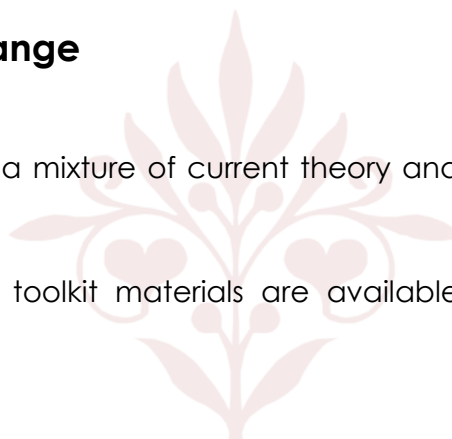
This programme will support delegates in reviewing working processes to ensure participating organisations can evidence how the workplace is designed around the people you care for.

There are five workshops included in the programme:

- ◇ **Workshop 1 - Vision Focus**
- ◇ **Workshop 2 - Vision Activation**
- ◇ **Workshop 3 - Vision Skill Set**
- ◇ **Workshop 4 - Voicing the Vision**
- ◇ **Workshop 5 - Embedding Change**

All of the workshops in the suite consist of a mixture of current theory and practical exercises to apply key learning.

A full suite of document templates and toolkit materials are available to each attendee at the end of each module.



## Workshop 1 - Vision Focus

This one-day module will provide participants with the Service Improvement, Redesign, and Innovation approach that will make the money deliver, allow us to embrace opportunities for making efficiencies, be innovative and use new technology where appropriate for service delivery.

The approach allows flexibility by being both pragmatic and robust enough to cover all typical Service Improvement strategies, programmes and projects. This flexibility is essential to the success of the organisation.

Delegates will develop an understanding of how using a variety of Service Improvement thinking and improvement tools can achieve improved services and outcomes. It will also address the wider **cultural** and **people** factors that affect organisational improvement and performance.

There will be an electronic guide containing **Tools and Methods** which will be referred to and accessed throughout the day.

### **The session will focus on:**

- Overview of the Service Improvement approach to improvement and the key principles
- Understanding of customer value and process waste in the context of improvement
- Introduction to the core Service Improvement Change and Improvement tools and techniques
- Understand the practical application of Service Improvement and Change tools
- Practical exercises to provide experience of applying BPI and Service Improvement
- Overview of the change management approach to implementing improvements

### **By the end of this training course delegates will be able to:**

- Understand the origins, principles and practical applications of Service Improvement and change tools and techniques
  - Be equipped with the skills and support materials to undertake analysis of a process, using mapping and other tools to determine performance and identify improvement opportunities
  - Design, develop, evaluate, implement and monitor solutions to improve performance
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## Workshop 2 - Vision Activation

This is a one-day workshop for embedding change management and priority setting within teams and individuals in order to take ownership to deliver positive outcomes through change.

The module will explore Change management tools and techniques to embed skills and knowledge and include diagnostic self-assessments to identify skill gaps.

Using interactive exercises and group discussion, participants will be able to focus on their own priorities and develop action plans for their development.

Using interactive exercises and group discussion, participants will be able to focus on their own priorities from the following resilience themes:

- Resilient individuals – what are the characteristics of a resilient individual? Recognising the person's own resilient characteristics and strengths to build on to become more resilient
- Goal setting – learn the importance of goal-setting and setting some realistic and appropriate goals to improve the both the team and individual's personal resilience

The module also introduces the concept of **Leading and working in VUCA (Volatility, uncertainty, complexity & ambiguity) times**, and its origins. The module explores the impact of VUCA on the workplace and the challenge for traditional leadership methods and structures.

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## Workshop 3 - Vision Skill Set

This one day workshop introduces managers and staff to workforce planning tools and techniques.

On completing this module participants will have an understanding of a practical workforce planning approach to delivering excellence to customers.

Using interactive exercises and group discussion participants will be able to focus on the following themes:

- The importance of Workforce Planning and practical activities regarding the adoption and implementation of recognised tools and techniques.
  - Developing a clear understanding of the organisations vision and strategy.
  - Make it my business to understand how I contribute to my organisations vision and objectives.
  - Delivering service objectives.
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## Workshop 4 - Voicing the Vision

This workshop provides guidance on how to deliver customer satisfaction, who the customer is and how to effectively manage communications with customers, so that the customer keeps accessing the service and recommending it to others.

By attending the session the attendee will gain a working knowledge of the importance of engagement, communication and building working relationships with customers.

### Content:

- Defining who the customer is
- How do we know when a customer is satisfied with what we are providing:
- And dealing with the dissatisfied customer
- The voice of the customer and listening to the customer: Demonstrate empathy towards, and an understanding of my customers' needs
- Strategies for improving customer relations
- Building customer loyalty by always going the extra mile to deliver positive outcomes for my customers
- Treat all of my customers equally, and with dignity and respect

The organisations that provide good customer relations are those that have made it a priority throughout the organisation to put processes in place that benefit the customer.

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## Workshop 5 - Embedding Change

The workshop will focus on Outcomes Based Planning and benefits modelling to enable service providers and practitioners to work together plan and deliver services so that better social care outcomes are achieved for Adults.

This workshop will involve the practical application of:

- Outcome Based Modelling Approaches, Tool and Techniques
- Benefits Realisation
- Monitoring and Measuring
- Delivering successful outputs

At the end of this workshop delegates will have an outcomes based action plan that they are committed to implementing.

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