

# Current Training Programme

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## Social Welfare: Disability

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### Benefits & Learning Disabilities

The social security system is often complicated and can be intimidating. This is an essential course designed to make the benefit system work for people with learning disabilities. On the day, participants will learn:

- What rights & entitlements people with learning disabilities have
- The best tactics for successful claims
- Practical approaches to resolving common problems

**Who Should Attend:**

Who Should Attend: Workers in social care and/or health, support or key workers or those who primarily provide services to people with learning disabilities

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### Benefits & Mental Health

The benefits system is a complex muddle of rules, and provision for people with mental health problems is especially complicated. This one-day course aims to help everyone involved with mental health to understand just what people are able to claim, and how to go about it. The approach we take is very practical. This course is designed to:

- Give a general overview of the benefit system as it relates to those with mental health problems.
- Provide practical tips and shortcuts when claiming.
- Help people to spot underclaiming of benefits and to enable them to better advise people with mental health problems.

**Who Should Attend:**

Anyone who deals with benefits for people with mental health problems (including volunteers and service users)

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### Benefits & Physical Disabilities

In this course the emphasis is on understanding the disability tests and practical skills such as completing forms. The session will also examine:

- How disability is assessed
- How disability benefits affect other benefit claims
- Providing effective medical evidence

**Who Should Attend:**

Anyone who provides advice, support or advocacy for people with disabilities as well as formal and informal carers

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## Social Welfare: Disability

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### Disability Living Allowance

A one day course providing a good grounding in the workings of this benefit which is so crucial to maximising income and thereby independence to people with all types of disability and long term illness. This very practical session provides:

- Tips on presenting evidence effectively and honestly to ensure a high ratio of successful claims to time spent form filling
- Plenty of opportunities for questions, & the discussion of issues relevant to benefits, disability and illness
- Tips & shortcuts to improve success with benefits

**Who Should Attend:**

Anyone who works closely with, provides support or advocacy for people with any long term disability

*DLA will be replaced with PIP from 2013 onwards*

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### Permitted Work

Despite increasing emphasis being placed on getting people back to work, little has been done to simplify the system to make it easy and safe for those with a long term illness or disability to return to work or work for the first time. This essential course will:

- Clearly examine all the relevant issues to be considered
- Give practical advice on how to structure support
- Plot safe ways through the rules so that current benefit entitlement is not jeopardised

**Who Should Attend:**

Support workers, voluntary sector advisors and anyone involved in developing or providing training opportunities for people who are long term sick or disabled

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## Social Welfare: Disability

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### Benefits & Resettlement

This two-day course covers all the provisions relating to the planning and delivery of a successful resettlement programme for vulnerable adults in relation to social security benefits, community care & supported accommodation. Day one will provide a grounding in all the relevant benefits while day two will examine the service & financial implications of various resettlement models. The course will include:

- An analysis of the benefit position of people in hospital and long term care and how this changes when resettling back into the community
- What supported accommodation means
- How changes to services can affect entitlement

**Who Should Attend:**

Anyone involved in supporting, designing or delivering resettlement options for vulnerable adults

### Developing Training & Employment Opportunities for People with Learning Difficulties

As the personalisation agenda develops and gathers pace, it is becoming increasingly important for key workers to have an awareness and understanding of the issues facing service users when undertaking training or work programmes. This course is designed to cover all the main aspects that could arise when planning such a programme. Essentially a practical session on how to prepare and harness people's abilities for work that also builds on the increasing conditionality people face within the benefit system. It will cover:

- New Proposals for Supporting People with Disabilities via Pathways to Work
- Volunteering
- Permitted Work
- Ideas for Self Employment

**Who Should Attend:**

Workers responsible for developing employment initiatives for people with learning difficulties, key staff who help develop work-related skills and all advisors involved with personal development and the promotion of independence

## Social Welfare: Disability

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### Employment & Support Allowance

An updated course covering the key elements of Employment & Support Allowance, the replacement benefit for Incapacity Benefit. It explains the structure of the benefit, how and when assessments are carried out and will provide the latest information on how the benefit is being implemented. It is vital that accurate advice is available to claimants of working age with all types of disability and long-term illness in order to avoid their benefit being reduced. The course will provide:

- Overviews of the new processes of assessment
- Consideration of medical examinations & evidence
- Routes to exemption and challenge

This very practical session will provide tips on presenting evidence effectively and honestly to ensure entitlement for vulnerable people.

**Who Should Attend:**

Anyone who deals with benefits for people with physical disabilities, mental health issues, or learning disabilities. (including volunteers and service users).

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### Supporting Disabled People into Employment

This course follows on from the courses on Permitted Work and considers in more detail the practical issues to be taken into account when developing a programme to help someone move into employment or to support someone once they have begun such a programme. The course will:

- Examine the key issues involved in moving into employment
- Look at the advantages of self employment
- Go through case scenarios to highlight possible options

**Who Should Attend:**

All workers directly providing work support to disabled people, benefit advisors and those responsible for developing or implementing the personalisation agenda

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## Social Welfare: Disability

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### Goodbye DLA, Hello PIP

The **Personal Independence Payment (PIP)** will replace Disability Living Allowance from 2013 and while there are similarities, there are also significant differences. This course will provide the most up-to-date information available on PIP and how it will work in practice. The course will:

- Introduce the main elements of PIP
- Show how these elements will apply to different service users
- Go through worked examples
- Explain the transfer process from people currently getting DLA

#### **Who Should Attend:**

All workers directly providing support to people with disabilities, benefit advisors and those responsible for income maximisation or take-up, staff involved in charging assessments or those providing support to carers

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## Social Welfare: Immigration

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### Benefits for Asylum Seekers

The purpose of this course is to give a clear explanation of the support system available to asylum seekers. It will examine who can be supported and what level of support they are entitled to and:

- Explain clearly who can claim asylum
- Detail the kinds of support provided including financial, housing & health care
- Examine the role of social care & health

**Who Should Attend:**

All public and voluntary sector staff who provide any advice or service provision to asylum seekers

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### Benefits - the Immigration Maze

The right to access many services and/or claim social security benefits is restricted for many people who are not British citizens, as well as for some citizens who are returning from abroad. This two day course is a basic overview of these restrictions and will focus on issues of particular relevance for social care & health including:

- Who can and cannot access services
- Restrictions to working, claiming benefits or receiving care services
- The definition of public funds

**Who Should Attend:**

Advisors and/or health & social care workers especially those who work with people from abroad.

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### Persons From Abroad: eligibility for services

This new course builds on previous sessions aimed at identifying different immigration groups and the relevant immigration controls that apply, to focus on entitlement to social care services, housing, education and employment. The course will:

- Provide a step by step process for assessing eligibility
- Focus on the Human Rights Exemption
- Examine the current guidance

**Who Should Attend:**

Advisors and/or health & social care workers, those undertaking care assessments or providing accommodation, those planning resettlement programmes especially those who work with people from abroad.

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## Social Welfare: Immigration

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### European Nationals

The European Economic Community was set up in 1957 by the Treaty of Rome, which provided for the gradual reduction of barriers to the free movement of workers, capital, goods and services between European Community countries. Since that time there has been a confusing and vast number of treaties, directives and caselaw concerning employment, rights to reside and access to benefits. This course provides an introduction to these provisions for people who already have a good understanding around the issues of immigration status and entitlement already, but need more focus on European nationals. The course will:

- Give the background to the current provisions
- Explain the directives in relation to who is a worker
- Go through the various rights to reside
- Bring participants up to date on current provisions relating to nationals from former Eastern Bloc countries

The course is designed to assist people with assessing the rights of European nationals to access benefits and wider social support.

**Who Should Attend:**

Social workers, benefit advisors, advocates and those who work with people from abroad who may be vulnerable

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## Social Welfare: General Social Security

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### Benefits for Adults: An Introduction

A general overview of the benefit system as it relates to adults with health, disability or care needs with practical tips and shortcuts about claiming. This session will:

- Give a general overview of the benefit system as it relates to adults with health, disability or care needs.
- Provide practical tips and shortcuts when claiming.
- Help people to spot underclaiming of benefits and to enable them to better advise people with mental health problems.

**Who Should Attend:**

Anyone who deals with benefits for adults who have health or disability issues (including volunteers and service users).

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### Benefits for Young People

A detailed look at the rights of young people in relation to training, social security and employment initiatives to:

- Enable advisors who work with young people to be clear on their rights to services
- Examine problem areas such as sanctions and severe hardship payments
- Look at specific groups such as care leavers and people without immigration status

**Who Should Attend:**

All who advise young people and need to get to grips with the rules such as education workers, youth workers, personal advisors and resettlement workers

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### Benefits Overview

Known as the A-Z of the social security system, this session is the best introduction to benefits available, aimed at:

- Giving a general explanation of the benefit system
- Introducing key concepts
- Familiarising participants with the essential elements of entitlement

**Who Should Attend:**

Anyone wishing to become an advisor or who has returned to advising after a long period of time, those providing support to claimants and those for whom benefit advice is an essential part of their work

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## Social Welfare: General Social Security

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### Benefits & Working

For many, their weekly or monthly salary is insufficient to meet even the most essential needs. This course examines the available help for those working full or part time and includes:

- The financial impact of specific life events such as the birth of a child
- The financial support available
- Tactics for maximising income

**Who Should Attend:**

Advisors, those who work closely with families and human resource personnel

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### Housing Benefit

A range of courses run to cover all aspects of entitlement and all housing circumstances. These courses are usually tailor-made to suit the needs of the participants. We will be happy to put together a specific programme for you. Sessions are run at introductory, intermediate and advanced levels and can cover:

- Establishing entitlement, claims and payments
- Handling delays, overpayments & backdating
- Controls & the private sector

**Who Should Attend:**

Housing & support workers, key workers, project managers and anyone involved in managing rent arrears

*Housing Benefit is due to be replaced by Universal Credit from 2013, although specific provisions will continue to apply to Supported Accommodation. See our new courses for more information.*

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### Challenging Decisions

This is a tactical course, examining the processes and approaches for challenging benefit refusals. It is based on real life examples to:

- Identify poor decision making
- Prepare the most effective challenge
- Gather & present relevant evidence

**Who Should Attend:**

This is a specialist course for advocates and advisors and those wishing to develop their advocacy skills

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## Social Welfare: General Social Security

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### Overpayments

Despite widespread acceptance that the social security system is fiendishly complex, the onus is frequently on individuals to avoid overpayments. This course examines the renewal process, overpayments and the remedies available including:

- The causes of overpayments
- Understanding award notices
- New procedures for suspending recovery

**Who Should Attend:**

All advisors, project managers, housing support workers and those wishing to improve their advocacy skills

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### Benefits & Prisoners

Special rules apply to most social security benefits for prisoners. This course looks in detail at:

- The differences between being detained in custody, on remand, released on licence or bail
- Specific benefit provisions such as Universal Credit
- Benefit penalties

**Who Should Attend:**

Those who work closely with prisoners or ex-prisoners including probation workers, outreach workers and social workers

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### Income Maximisation

This new course will help advisors, support and key workers to identify potential benefit entitlement across a wide range of circumstances and show how becoming eligible to claim a benefit can have positive knock-on effects for other forms of assistance provided by the welfare state. The course will:

- Provide clear examples of where benefit is frequently underclaimed
- Examine the key issues for carers, disabled people and older people
- Give simple methods to ensure income maximisation

**Who Should Attend:**

All workers advising or supporting claimants, carers and their families, advocates and those who plan services for which there is a charge.

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## Social Welfare: General Social Security

### Impact of Life Events on Entitlement

Most often, individuals and families find the lack of clear & accurate advice at the time of key life events such as the birth of a child, onset of a long term illness or disability or retirement, makes these transition periods far more difficult than they should be. Consistently research has shown that it is at these points of transition that many risk losing employment, financial stability and access to a wide range of potential support. This course provides the required information about the changing rights and entitlements that accompany these life events. The course will cover:

- The rights and entitlements that accompany key life events
- Advice on how best to plan for life event changes
- Detailed case studies

**Who Should Attend:**

Key, support, developmental and resettlement workers with the responsibility for helping individuals and families adjust to life changes and those planning and providing domiciliary care services.

### Education, Training & Benefits

Many vulnerable adults wish to develop new skills or maintain existing abilities while they are unemployed or unable to work due to illness. This course provides the information needed on how to help people build skills while protecting their current benefit entitlement. The session will cover:

- The types of training & educational programmes available
- The impact of studying for those who are unemployed or sick
- The support needed to run successful training programmes

**Who Should Attend:**

Anyone working closely with vulnerable adults looking to develop or extend their existing skills or qualifications, advisors, those who run specialist support programmes or are interested in developing training for vulnerable adults.

### Welfare Reform Act

This course will look at the new benefit provisions due to be implemented by April 2010. This is a comprehensive benefits session as the Act covers a wide range of social security benefits. It will:

- Identify all the changes to the current benefit system
- Set this in context with other social policy developments
- Discuss likely impact of the changes on claimant groups

**Who Should Attend:**

All support & key workers who assist clients with their finances, advisors and anyone undertaking income maximisation work related to benefit entitlement

## Social Welfare: General Social Security

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### Universal Credit

An essential course for those wanting to keep up to date with likely benefit changes as they affect adults, people with disabilities or older people. The introduction of Universal Credit from 2013 will fundamentally change the current system of benefits and tax credits. This course looks at these in detail and examines how these proposals sit within the wider reform agenda. The course will:

- Explain how Universal Credit is expected to work
- Go through other major proposals including the scrapping of Disability Living Allowance
- Show how these proposals work with other welfare changes

**Who Should Attend:**

All social workers, advisors and service planners who work with people on benefits or living in poverty, money advisors and those who work with charging regimes or financial assessments

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### Welfare Support for People with a Long-Term Illness or Disability

This new course pulls together the range of financial, support and practical help people with a long-term illness or disability can claim and shows the impact of a change of circumstances on entitlement. As with all our courses, the approach is a practical one designed to help those working with disabled people. Participants will:

- Learn how different aspects of an illness or disability triggers entitlement
- Be able to map out all the resources available to disabled people and apply them to individual circumstance
- Develop an awareness of the support available outside of their own services
- Understand how changes impact on entitlement

**Who Should Attend:**

Anyone who deals with benefits for disabled people such as support workers, key workers, carers & people who work with carers, social workers & volunteers, resettlement staff, anyone involved in the planning of services for people with disabilities and/or those delivering community based services or supporting personalisation.

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## Equality & Diversity

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### Discrimination in the Workplace

This session looks at discrimination specifically in relation to employment and examines issues such as:

- Recruitment & retention
- Training, development & promotion
- Grievances, disciplinary complaints

**Who Should Attend:**

Anyone who manages staff (including volunteers), front line workers, trade union officials, human resources personnel and members of advisory or management committees

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### Age Discrimination

This is a new course examining age discrimination in the workplace. The course:

- Looks at the new duties in detail
- Discusses the potential impact of the new rules
- Considers effective ways to ensure that organisations comply with the new duties

**Who Should Attend:**

All advisors covering equality & diversity, human resources personnel, trade union officials and managers

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### Human Rights Act: - What you really need know

The scope of the Human Rights Act is wide – it applies not just to criminal proceedings but also to people detained on the grounds of their mental health, immigration & asylum procedures, the right to family life, children, housing and education. This course is designed to:

- Ensure that everyone has a clear understanding of what rights are protected by the Act
- Show how public authorities such as the council or primary care trust must take account of the Act in the way they deliver services
- Specifically examine issues related to children, immigration & asylum and mental health

**Who Should Attend:**

Advisors, local authority or other public sector workers specialising in mental health, immigration or working with children and managers of these or similar services.

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# Equality & Diversity

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## Equality & Diversity Requirements in the Workplace

Designed to build confidence this practical course examines how to apply equality measures to a wide range of employment issues. Participants will:

- Learn how to apply the latest requirements & guidance
- Review & improve existing practice
- Understand how equality & diversity requirements can improve performance

**Who Should Attend:**

All managers, supervisors or those providing advice and support on staffing issues

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## Discrimination & Single Equality Act

This course provides a practical introduction to current discrimination legislation and how the regulations can be applied to decisions regarding the provision of services. In particular it will focus on the new Single Equality Act and will examine a range of real life scenarios to explore fully the potential impact of discrimination legislation on rights to access a wide range of support services. The course will:

- Ensure that everyone has a clear understanding of discrimination and how it applies
- Examine discrimination in relation to services and service delivery
- Consider the employment related aspects of discrimination

**Who Should Attend:**

All workers responsible for designing and/or delivering social care and health services, as well as advisors, advocates and service user representatives.

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## Applying Discrimination Legislation

This course provides a practical introduction to current discrimination legislation and how the regulations can be applied to decisions regarding the provision of services. It will provide the latest information on progress towards the Single Equality Act and will examine a range of real life scenarios to explore fully the potential impact of discrimination legislation on rights to access a wide range of support services. The course will:

- Ensure that everyone has a clear understanding of discrimination and how it applies
- Examine discrimination in relation to services and service delivery
- Consider the employment related aspects of discrimination

**Who Should Attend:**

All workers responsible for designing and/or delivering social care and health services, as well as advisors, advocates and service user representatives.

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# Equality & Diversity

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## Equality Act 2010

This course provides a practical introduction to current discrimination legislation and how the regulations can be applied to decisions regarding the provision of services. In particular it will focus on the new Single Equality Act and will examine a range of real life scenarios to explore fully the potential impact of discrimination legislation on rights to access a wide range of support services. The course will:

- Ensure that everyone has a clear understanding of discrimination and how it applies
- Examine discrimination in relation to services and service delivery
- Consider the employment related aspects of discrimination

### Who Should Attend:

All workers responsible for designing and/or delivering social care and health services, as well as advisors, advocates and service user representatives

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## Community Care

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### Rights for People in Supported Accommodation

Looks at the key issues that need to be considered to provide genuine and meaningful opportunities for independent living including finance, benefit entitlement and service delivery. Participants will:

- Develop detailed understanding of what accommodation counts as supported
- Gain insight into how packages of care affect entitlement
- Review current practice in light of the aims & objectives in independent living

**Who Should Attend:**

Community care workers, support and project workers, housing officers and all staff involved in resettlement work, as well as advisors and HB assessors

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### When is health care social care?

As the recent case against Bexley shows, the present system for deciding whether the health authority or social services should pay for the care of the chronically sick is deeply flawed. Current policies (described by the House of Commons select committee as a nonsense) create serious injustices such as that highlighted by the case of Mrs Grogan, forced to sell home in order to pay fees in excess of £100,000. This seminar will:

- Provide an overview of the key issues
- Explain how the latest case arose
- Give clear guidance on what should happen now

**Who Should Attend:**

Essential to all those involved in assessing care packages for adults especially those entering or residing in a care home, those who work in strategic health authorities and those who provide strategic or legal advice to such.

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### Carers & their rights

A specialist course looking at the rights of carers, specifically:

- The right to request an assessment
- Local authority cooperation in relation to the planning and provision of services that may help support a carer in their caring role
- Right to request flexible working

**Who Should Attend:**

All carers and care support workers and those who advise on community care, social workers and health workers

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# Community Care

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## Community Care Direct Payments

Direct payments were first introduced to increase service users' choice and control over their care. This course will examine the scope of the scheme & to what extent choice of care has been achieved, especially for people with mental health problems. Specifically it will examine:

- Who is eligible for a direct payment
- What direct payments can and cannot be used for
- Issues of monitoring & support

**Who Should Attend:**

All involved in designing or supporting packages of care and those working directly with people in need of services especially those with mental health issues and learning disabilities

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## Introduction to Community Care

Care in the community is an issue for many advisors, particularly those working with older people, carers and people with disabilities. This course covers:

- The role & responsibilities of local authorities in providing and financing packages of care
- The impact of different care settings including care homes
- Charging

**Who Should Attend:**

All involved in designing, supporting or delivering packages of care and those working directly with people in need of services especially older people and people with disabilities

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# Community Care

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## Community Care & Key Issues in Funding

Have you ever wondered why service users with similar needs get charged widely differing amounts when they live in the same house? Why some service users are funded by Housing Benefit while others are financed by social care?

Why claimants with similar disabilities get paid totally different benefits? If the answer to any of the above is yes – this is the course for you. It will examine the factors that determine what budget support costs come from, how to maximise income and what affects the amount that both projects and individuals receive to pay for services. The course will cover:

- Fairer Charging
- Supporting People
- Care Home Charges
- Benefit Entitlement in Different Accommodation Settings
- Managing Client's Benefit Income

### Who Should Attend:

All workers involved in the financial management of support projects, advisors and support workers who assist with client finances and anyone who provides support and advice to service users.

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## Supporting People

This course looks at the scope of the provisions and what type of arrangements can be funded within the Supporting People programme. It will:

- Look at different living regimes and their affect on funding
- Eligibility of service charges
- What distinguishes Supported Living from residential care

### Who Should Attend:

Anyone who deals with resettlement or works with people with specific needs such as mental health issues, who are living in a community setting.

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# Community Care

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## Resolving Fundamental Issues in Mental Health Practice & Community Care

This course is a chance to clarify common problems that arise in community care planning for mental health practitioners. Key Elements include:

- Powers to provide services
- Funding adult care
- Independent Living Fund
- Out-of-borough placements

**Who Should Attend:**

Anyone who arranges or supports placements in the community or promotes independent living or develops or manages community accommodation.

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## Direct Payment Scheme

Direct payments were first introduced to increase service users' choice and control over their care. This course will examine the scope of the scheme & to what extent choice of care has been achieved, especially for people with mental health problems. Specifically it will examine:

- Who is eligible for a direct payment
- What direct payments can and cannot be used for
- Issues of monitoring & support

**Who Should Attend:**

All involved in designing or supporting packages of care and those working directly with people in need of services especially those with mental health issues and learning disabilities

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## Introduction to the Mental Capacity Act

This session looks at who the Act applies to & the practical steps that are required to be taken. Key Elements include:

- 5 core principles in assessing mental capacity
- Triggering an assessment
- Acting in a person's best interests
- New criminal offences of ill treatment & wilful neglect

This course can also be adapted to examine some of the financial issues involved.

**Who Should Attend:**

All working with people who have mental health issues and learning disabilities

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# Community Care

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## Guide to Personalisation

This course explores what personalisation is, what it means for adult social care services and service users and the impact it is likely to have on ways of working, commissioning and private/third sector providers. This course will:

- Look at personal budgets
- Examine the role of social care staff
- Moving from service commissioning to thinking about strategic investment

**Who Should Attend:**

All workers responsible for designing and/or delivering social care and health services, advocates and carers.

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## Eligibility Criteria for Adult Social Care

New guidance came into force April 2010 replacing the previous Fair Access to Care guidelines. This course examines the new provisions in detail including the emphasis on prevention and early intervention, risk assessment, support planning and reviews. Essentially a practical course, it will:

- Look at setting eligibility criteria
- Go through examples
- Bring participants up to date on the latest provisions

**Who Should Attend:**

Anyone involved in the care assessment process or those who advocate on someone's behalf

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# Development

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## Time Management

Developing and improving work practices, coping with demands and communicating effectively are the key elements of this session. Participants will have an opportunity to:

- Apply key skills to real life situations
- Overcome barriers to effective communication
- Overcome the pressure to be busy while improving performance

**Who Should Attend:**

Workers at any level who feel there are not enough hours in the day and everyone who is involved with performance management

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## Leadership Skills

What are the key skills needed in order to be a dynamic leader? This course is designed to answer this question by:

- Debunking many of the myths surrounding leadership
- Examining a range of techniques that will improve leadership
- Becoming confident in managing different types of people

**Who Should Attend:**

Managers, supervisors and staff development officers at any level within an organisation, from the top down

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## Mind Mapping

Improving memory and creative thought can have a transformational impact both at work and in daily life. This session is an introduction to some of the techniques that can improve:

- Problem solving
- Left field & lateral thinking
- Fast reflection and the ability to 'think on your feet'

**Who Should Attend:**

Everyone!

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## Development

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### Introduction to Emotional Intelligence

Some situations are difficult to resolve without using some form of emotional intelligence. And yet many people feel uncomfortable in using emotional intelligence as a way to resolve problems. If this sounds familiar, this is your course. It will:

- Explain techniques to transform individual, team & organisational performance
- Boost confidence in applying these techniques to real life situations
- Provide opportunities for sharing relevant experiences

**Who Should Attend:**

Managers, problem solvers, those with responsibility for handling disputes and those interested in improving their own performance

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### Training for Trainers x 2 day course

This popular two day course aims to increase the skills and confidence of those new to training and allow more experienced trainers to examine a wide range of methods and styles. Elements will include:

- Motivation & attention
- Trainer effectiveness & measuring trainee achievement
- Multiculturalism in training

**Who Should Attend:**

Anyone wishing to develop or enhance their training and presentation skills

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## Development

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### Dispute Resolution

Increasingly, dispute resolution is becoming a vital service available to employers and service providers in order to provide an informal mechanism by which complaints and grievances can be resolved before the need for formal interventions such as use of the legal system. This course will:

- Examine key approaches to use to address dispute issues
- Focus on the management of conflict
- Look at mediation and how it works

**Who Should Attend:**

All those involved in the management of performance, the assessment of service delivery, investigation of complaints and those who would like to develop their skills in this area

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### Persuasive Communication

Persuasive communication means to persuade or alter someone's beliefs, attitudes & ultimately behaviour. This course looks at:

- What constitutes persuasive communication
- Awareness of it's basic components
- Communication styles
- The importance of timing & the mirroring technique

**Who Should Attend:**

All managers, formal and informal mentors, team leaders and advocates.

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# Management

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## Managing for the first time

Becoming a manager can be a daunting prospect – particularly when little or no actual management training is given. This course covers the essentials of:

- Leading and mentoring,
- The art of delegating and building effective team relationships
- Appraisal & performance management

**Who Should Attend:**

Everyone who has recently become a new manager or who wants to go into management

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## Change Management

Although one of the few things in life that is certain (along with death & taxes!) change is often the thing that we resist the most. This can be very problematic both for individuals as well as for organisations. But it needn't be that way. This sessions looks at:

- Attitudes to change & their impact
- The effect of change on behaviour and outcomes
- Models to help manage change effectively

**Who Should Attend:**

All managers

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## Managing Performance

this course is designed to build confidence in tackling employee under performance and will:

- Cover in depth the relevant policies & procedures necessary to manage performance effectively
- Use real life examples to highlight common problem areas
- Discuss difficult and challenging issues

**Who Should Attend:**

Managers who find this area something of a minefield!

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# Management

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## Game Theory for Managers

This session introduces game theory techniques to help set and achieve strategic outcomes. Game Theory can help:

- Formulate effective strategies
- Improve strategic thinking
- Help select & design the best game to be playing

**Who Should Attend:**

Everyone who wishes to improve their strategic abilities

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## Family Friendly Rights

This course is an introduction to employment law in relation to maternity, parental & adoption leave. The course will cover:

- The latest provisions and who they apply to
- Step by step analysis of entitlement
- Current case law and best practice

**Who Should Attend:**

Human resource personnel, advisors, trade union representatives and those who work in the areas of family and employment law

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## Effective Motivation

Many sectors have been experiencing the pressure of increasing demand accompanied by reducing resources. This is a practical course aimed at helping people to use resources efficiently and avoid the need for unproductive and needless repetition. It will:

- Look at how people & organisations learn
- Help people to re-examine objectives and processes
- Examine the contribution of positive psychology

**Who Should Attend:**

Anyone who manages a team or supervises individuals

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For more information or to book a course tel: **+44 (0) 20 7740 2828**  
or send an email to [info@latitudeconsortium.com](mailto:info@latitudeconsortium.com)

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