



Leadership and management

In our experience, good leadership delivers good care. It is important to have a full range of management and leadership tools at your disposal to enable this to happen.

There are endless possibilities here and we will be adding to our portfolio over time. Here are the subjects we currently offer.

Coaching

- What is coaching?
- What are the benefits of coaching?
- The GROW model
- Defining goals
- SMART objectives
- Reality, options and will



Complaints handling

- Definition
- Causes
- Interpretation
- Initial considerations
- The process
- Appeal
- Improve



Conflict management

Key Legislation – policy and guidance

Self Defence – the Law

Risk assessment and risk reduction

Responses to threat

Emotional vs rational/triggers and inhibitors

First contact – managing expectations

Common flashpoints – positive communication

Attitude and behaviour cycle

Communication – elements, blocks and channels



Escalation, defusion and resolution
Confronting unacceptable behaviour
Exit strategies
Reporting, recording and sharing

Disciplinary and investigation processes

- The options
- A fair procedure
- The investigation
- The disciplinary hearing
- The disciplinary outcome
- After the disciplinary



Fire warden

- Fire awareness
- Fire risk assessment and legislation
- The Fire Triangle
- Causes and consequences of fire
- Fire safety
- Fire fighting equipment
- Fire safety equipment
- Fire warden responsibilities



General Data Protection Regulation (GDPR)

- GDPR vs Data Protection
- Roles
- Dealing with breaches
- Personal data
- Computers and mobile devices
- Electronic records
- Who examines records
- What to do



Leadership and team building

- What is leadership?
- Leader or manager?
- Leadership styles, skills and behaviours
- Strategic thinking
- Planning
- Managing yourself
- Managing your team
- What can go wrong?
- What next?



Performance management

- Understand performance management
- Social care trends and their impact
- Your objectives
- The value of measurement
- Builders of success
- The Performance Cycle
 - planning
 - performing
 - reviewing



Staff supervision (half-day and full day)

- The Care Quality Commission's expectations
- Supervision objectives
- Benefits of supervision
- Skills and abilities required
- Planning and preparation prior to the supervision
- Questions for supervisors and supervisees
- Example records
- Common errors
- Dealing with difficult situations
- Communication
- Feedback – constructive and otherwise
- The coaching approach, inc. SMART and GROW
- What happens after the supervision



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We will be adding further details over time.

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