

Organisation:
Opportunity Housing Trust

Training:
Transforming Teams

Dates:
from 1st December 2008 to
30th June 2009

Trainer:
Michelle Livesley



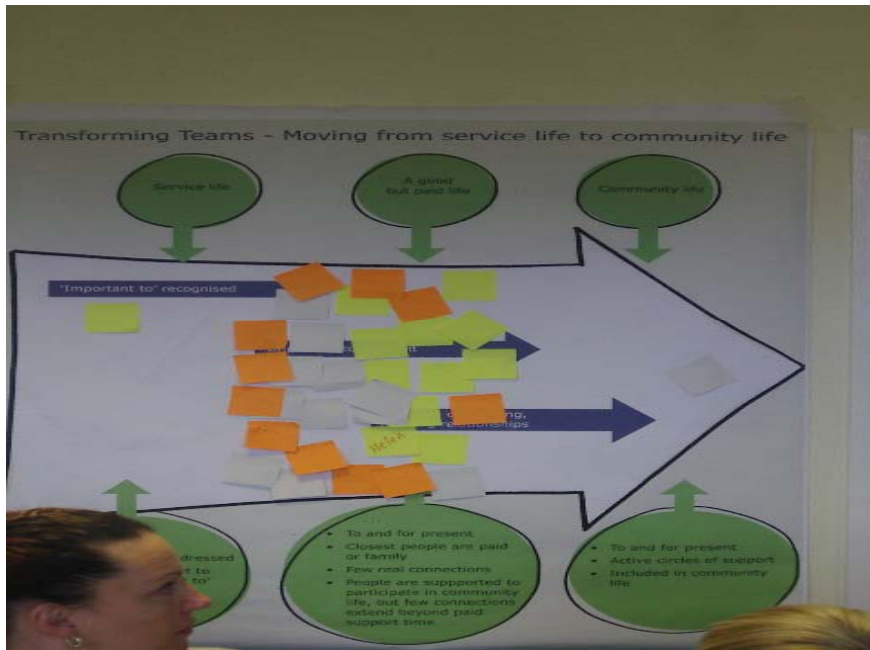
Programme objectives

Creating Person Centred Teams to Change Lives and Organisations

This is an 8 day programme for 20 managers (and 2 days person centred thinking training for staff). It begins by defining the changes that you want to make - for people supported, and teams. Over the next 7 days we work with the managers to enable them to use person centred thinking with people supported, to grow one page profiles, to develop person centred team plans and make meetings and supervision more person centred. It ends by sharing progress, examples and learning with senior managers, and identifying next steps for the organisation.

Managers and senior managers spent the day exploring the national and local context for person centred planning and thinking before spending time evaluating what was working and not working in relation to providing person centred services in OHT. Once this had been established we clarified what success would look like from the perspectives of people using services and employees.



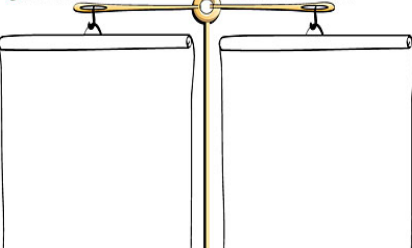


OHT's success
People using
Employees=



SORTING IMPORTANT TO/FOR

● IMPORTANT TO? ● IMPORTANT FOR?



WORKING

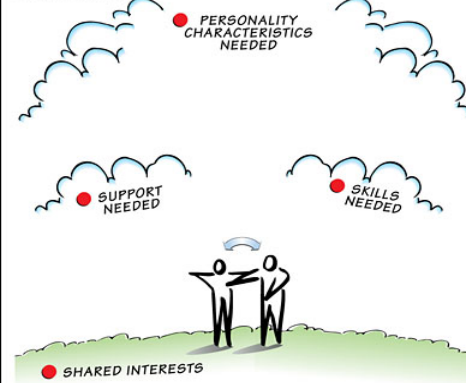
NOT WORKING



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MATCHING



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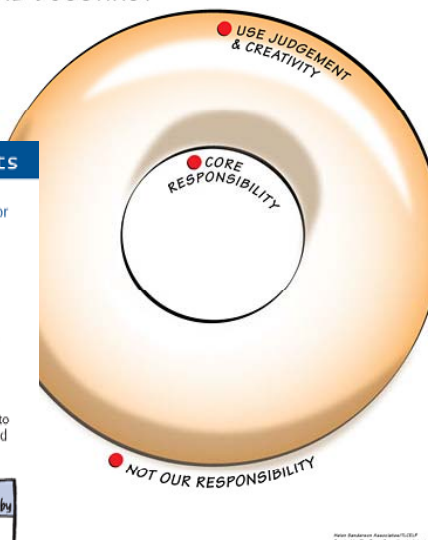


IMPORTANT
DECISIONS
IN MY LIFE

HOW
SHOULD I
BE
INVOLVED?

WHO
MAKES THE
FINAL
DECISION?

THE DOUGHNUT



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Communication charts

The communication chart is a simple but powerful way to record how someone communicates with her or his behaviour or words. Everyone who is dependant on others for support has an especially critical need to have her or his communication understood.

Benefits for the person

Use of the communication chart in day to day support ensures that:

- There is an increase in the presence of what is important to the person.
- People using services feel listened to.
- There is a decrease in frustration and the behaviours that go with it.
- People respond consistently to what the person is communicating.

Benefits for staff and the organisation

- Recognises learning done by those who support.
- Reinforces learning culture.
- Provides new/relief staff with a quick way to get off to a good start.
- Decrease in challenging behaviours and therefore a decrease in incidents.
- Increases/reinforces observational skills.
- Creates an ongoing communication record to ensure that learning and knowledge is shared and sustained over time.

at this time	what this happens	we think it means	and we do this

we want to tell...	to do this we helped/supported by

Michelle's one page plan

What is important to me at work

- That I work with like minded people.
- That I have opportunities to get involved in work that lights my fire.
- That I have chances to question thinking and decision making.
- To receive constructive feedback on a regular basis.
- To be able to share and celebrate successes.
- That I work towards a better home/work balance.
- That I have opportunities to kick back and have fun with friends and colleagues.
- That I strive to find a balance between my two jobs.
- That I don't seek permission but ask for forgiveness.
- I will take responsibility, warts and all and I can always justify decision making and change direction. I put it down to learning.

What others like and admire about me



How best to support me

- I love opportunities to work with new people, if they are good recorders and have an eye for detail this is good as I seldom write things down. However, I also love to work with those who do not (like me).
- I am always hungry for new experiences and to learn. However, this means that I need reminding how many days I work for HSA and asking whether new work/projects marry with my passions and interests and complement what I am already involved in.
- I am fiercely passionate about what I do. This sometimes makes me appear brash and abrasive. Let me know, I will respond well to a humorous approach from those who know and care about me.
- Although I am a very confident, outgoing person I do have a tendency to overly self flagellate about things. Help me with this by getting me to talk through and analyse the issue.
- I am rubbish at remembering birthdays. My mum and best friend will testify to this. To support me you could remind me about important dates.

Days 2 and 3- Person Centred Thinking.

Up to 70 managers and other employees attended the two day person centred thinking courses where they practiced using the tools on themselves.

one page profile

What people like and admire about me...

What's important to me...

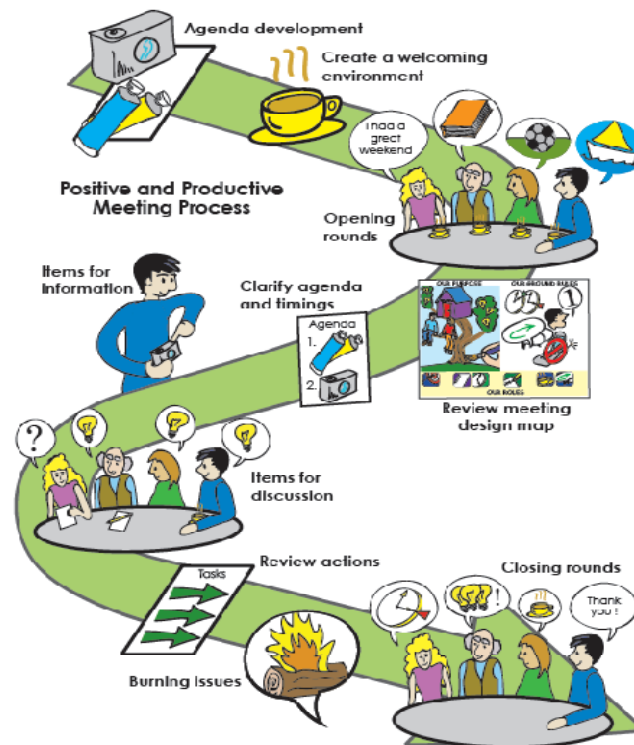
How best to support me...



All staff who attended left the course left with their own draft one page profile and an action plan to use the tools back in the work place.

Day 4, positive and productive meetings,

this day involved following the positive and productive meeting process which uses person centred thinking tools to give clarity about meetings we hold, valuing contribution and diversity, exploring different roles in the meetings, creating a thinking environment and using meetings to drive forward person centred thinking and planning.



Days 5 & 6, Person Centred teams.

Here we focussed on developing teams who are clear about their purpose and are able to work together, matching gifts, skills and passion to achieving the teams objectives. We used tools and exercises from the person centred teams manual to develop person centred team plans.



helensandersonassociates



Day 8: in depth coaching

Participants explored using coaching skills and opportunities within the work place.

We also looked at coaching and how managers coach staff to use person centred thinking skills to develop One Page Profiles and use the person centred thinking tools in everyday practice..

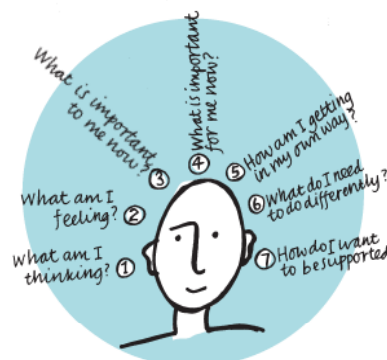
Person centered self-audit

What is it?

A person centered self-audit is the practice of asking oneself a series of reflective questions about a given situation or in response to emotions. When faced with a challenging situation it is easy to get caught up in what the other person should do differently. However by so doing, we relinquish our personal control over the situation and our emotions. By taking a moment for a self-audit we become more empowered to better manage our emotions and to clarify the steps we can take to help move the action forward.

When to use it?

- When you want to understand your emotions and better manage them.
- When you feel yourself getting upset, frustrated, or aggravated.
- When you are supporting someone who is learning to assert their personal needs and interests.



Adapted by Mary Beth Lepkowsky, M.Ed. in 2008 f Guide (Santa B

tips

- Believe that each person is an expert on their own life and has the ability to identify what needs to be done to move closer to their goals.
- Help people create a positive thinking environment in which

How?

D - Determine an area of growth Clarify your desired outcome.

E - Edgework What happens in your mind and body when you are at the edge of Stretch and approaching Panic?

V - Voice in your head What is your limiting self-talk? What is your positive alternative?

E - Envision a picture of success Think about success with your positive alternative. Conjure a mental picture to capture it. Remember that picture.

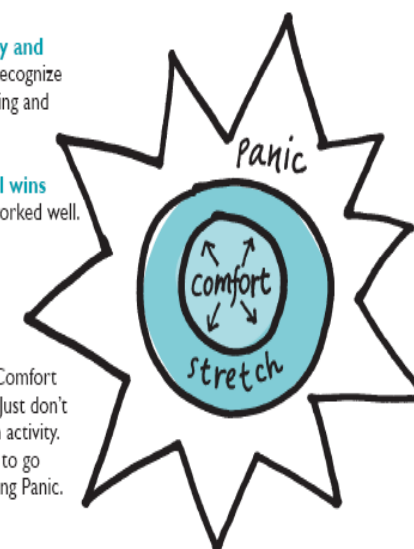
L - Lay out your plan Consider your steps in approaching the new activity. How will you prepare?

O - Organize yourself mentally and physically Use positive self-talk; recognize cues; acknowledge what is happening and why; breathe.

P - Praise your large and small wins Acknowledge what you did that worked well. Appreciate small stretches.

Retreat and repeat

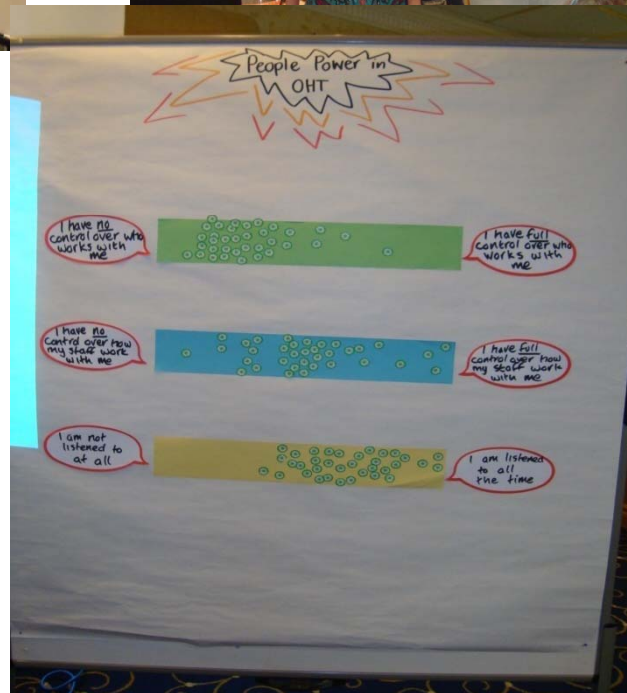
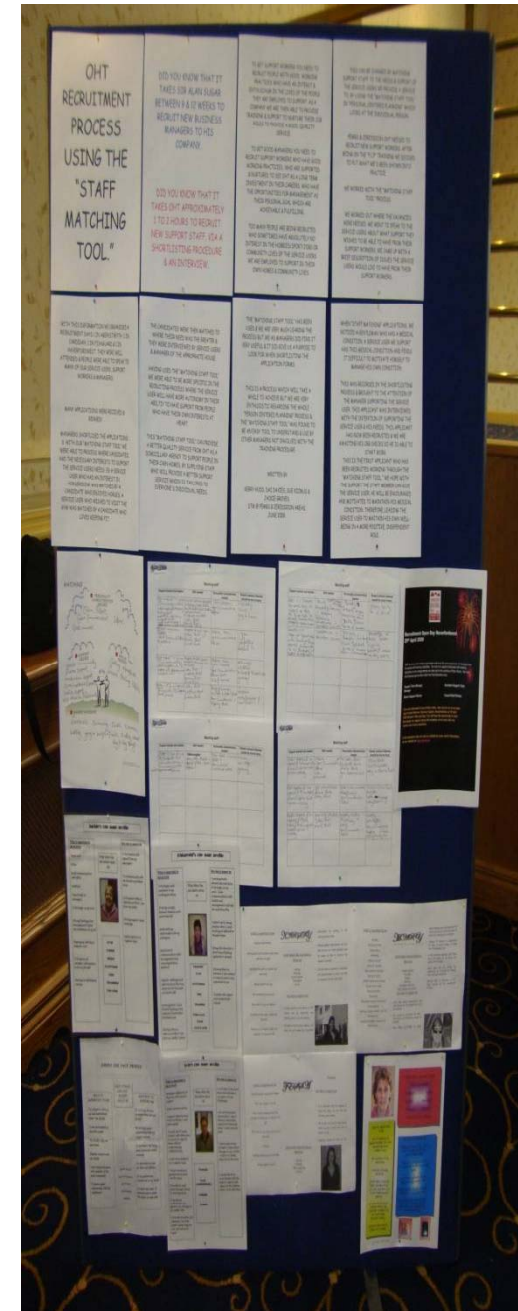
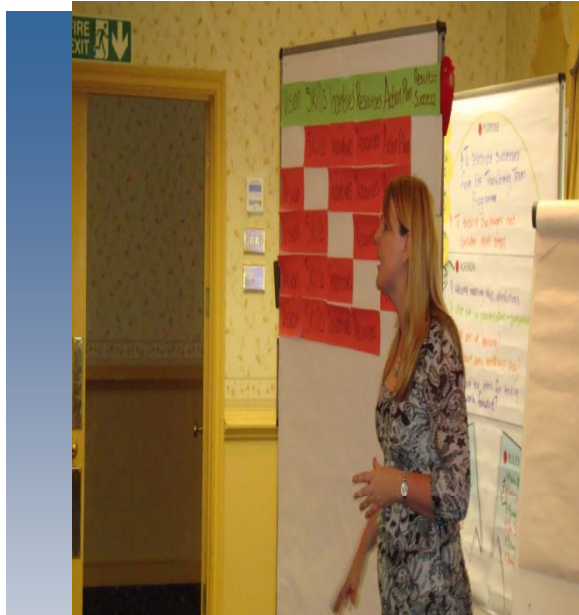
It's acceptable to retreat to your Comfort Zone to regroup and re-energize. Just don't stay too long! Repeat your Stretch activity. Each time you do, you will be able to go further and further without entering Panic.



Day 9, celebrations and challenges.

Here we explored what we had achieved with the programme, including examples of one page profiles for people using services and staff, marrying person centred thinking with an autism schedule and system changes.





Some of the feedback and evaluation from the final day

- User friendly tools
- Motivational facilitation
- Those who attended felt enthused
- Good pace-logical steps
- Training all levels worked – inclusive
- Left training and able to go away and do something quickly
- Michelle challenged us
- the tools are practical and effective
- Michelle is a star “Ardderachog lawn”
- Day 8 was pre planned “coaching” but actually needed something else, wasn’t as useful as other days
- Some supplementary work was required between sessions
- Momentum and motivation is still ongoing
- Visible impact from the training
- People are using the tools even though not part of the pilot- the message is filtering through
- Eager to implement
- training flows, increased value base, natural

Feedback continued...

- Absolutely fantastic to see & be part of such a fantastic crew (B'End & RTC yay!)
- "Rydyn wedi mwynhau llawer iawn"
- Excited about the future
- Proud to have been chosen to do the training
- Glad it worked (Ruth) phew!
- Brought colleagues together from different regions
- For service users to be at the centre of it
- (have you got a help line?)
- Opportunity for positive cultural change
- Great service user involvement
- Those who only attended 1st and final day a little out of the loop
- Exciting journey
- Embraced the journey/change
- We re focussed, now more emphasis on individual
- Work in progress/ applied it as going on
- Pace has been clear, quality training, good visual aids
- Good training tools/ realistic experiences
- creates an open, honest forum

Feedback continued...

- “no such thing as a daft question!”
- Lots of the tools can be adapted in different forums
- Very enjoyable, good venue, we feel valued!
- Learning curve
- Interesting
- Shared vision
- Learned new techniques
- Engaging
- Direction
- Feel part of a bigger team
- Skill sharing
- Making progress and a real difference
- Managers- becoming more confident
- We were taken out of our comfort zones
- Still some frustration
- Michelle- good training, motivation, enthusiasm
- Good service user input and involvement
- Need more support workers to go through the process
- Positive process