

Meeting challenges for better caring (for senior staff)

This one-day course, for senior staff and managers, **aims** to examine the person-centred approach to care, emphasising that the needs of the client and the care worker must be recognised and met. Participants will be encouraged to help care workers to identify, establish and maintain professional boundaries. To examine the essential skills of communication, behaviour, negotiation, assertion and stress management enabling participants to implement these back in the workplace.

Learning outcomes

- Describe the concepts of person-centred care.
- Explain the importance of identifying and meeting the needs of both clients and care workers when providing person-centred care.
- Identify and establish professional boundaries.
- Manage and support care workers to develop the skills required to deliver person-centred care.

This course can be redesigned and tailored to meet your individual requirements.

To request further information or to discuss your requirements please contact sylvia@beechestraining.co.uk