

Children's Social Care: Outcome focused practice training programme

Phase 1: Engaging Well – Defining, Capturing and Recording Outcomes

An opportunity to revisit the principles of the Social Services and Well-being (Wales) Act 2014 and in particular focus on Outcomes. The sessions have been designed to support a 'top down' model by providing Managers, Assistant Team Managers and Senior Practitioners with a suite of materials to embed the Outcomes model of practice within their teams.

Sessions will allow staff to work through a resource pack of exercises and tools and adopt a 'pick and mix' approach to using whichever resource is most suited to their team and the situation. The intention is for this pack to be used as part of the ongoing transition to Outcomes focussed practice, rather than as a stand-alone session.

Target group: Managers, Assistant Team Manager and Senior Practitioners within Children's Social Care

Phase 2: Outcomes Focussed Practice using Collaborative Communication Skills

These two day sessions build on the Phase 1 workshops being run for Team Managers, Deputies Assistant Team Managers and Senior Practitioners and are part of the trilogy of outcomes focussed training that is being delivered across Adults and Children's Services. The course will be delivered within a safeguarding context and an outcome based approach, in line with the Social Services and Well-being (Wales) Act 2014.

Course Aims

This course aims to introduce participants to theories of motivational interviewing to enable change in the lives of children, young people and their families and carers. It offers opportunity to apply theoretical perspectives to practice and allows participants to consider their own approaches to improving outcomes for children.

This course includes motivational interviewing techniques; solutions focused approaches including problem solving, goal setting, identifying issues and giving feedback.

This course has been developed to incorporate recognised standards in relation to working with parents and includes how to use learning theory to support adults in managing and effecting sustainable change.

Target group: Staff within Children's Social Care

Phase 3: Inspirational Conversations Workshops for managers and social care staff.

Workshop A

Building on the previous two phases these sessions will:

- Assess your communication skills as a manager
- Understand the results of good communications, and define the results of poor communications when discussing the SS&WB (Wales) Act 2014 with your staff.
- Understand the range of communication styles you have available with your team
- Understand the power of your emotions when communicating with your team
- Managing disappointment, disagreement, and resistance to the limitations of the Act
- Improving your listening skills to understand others more effectively
- Developing rapport with everyone when holding an inspirational conversation
- Using Transactional Analysis to achieve better results.

Target group: Managers within Children's Social Care (mixed sessions alongside Adult Social Care)

Workshop B

Building on the 'collaborative communications' workshops in Phase 2, Inspirational Conversations will equip practitioners to:

- Assess your communication skills
- Enhance your verbal communication skills using your voice/tone
- Use and read non-verbal communications
- Improve your listening skills to understand others more effectively
- Develop rapport with everyone when holding an inspirational conversation

- Understand personality styles and using Transaction Analysis to achieve better results.
- Manage disappointment, disagreement, and resistance to the Act
- Handle over demanding behaviour
- Appreciate potential limitations within the service

Target group Children's Social Care staff (mixed sessions alongside Adult Social Care)