

Bridgend County Borough Council

Reinvigorating Social Work

Part 1 Engaging Well (One day workshops) September and October 2017

- Brief revision of the links between the SS&WB (Wales) Act, CoPP, and Guidance for Social Workers (focussing on citizen centred social work)
- Exploring how staff are delivering citizen centred social work, the value base of the CoPP, and aims of the Act, through reflective case study.
- How we engage with individuals/carers/families and how we explain our role post Act
(The above creates the conditions to assist us to enable people to identify 'what matters')
- How we record and measure outcomes using the WG Guidance and Measurement tool
(We thought there is an imperative to introduce and use the Tool as soon as we can now, and wanted to introduce it within skills training, rather than introduce it in isolation with the dangers of how it is then perceived)

I have written and delivered a Train the Trainer package to our TMs, Assistant Team Managers, and SPs in adult social care. They are then tasked to deliver it themselves to their own teams. Team based workshops should be completed by end of October 2017.

Part 2 Collaborative Communication Skills (2 days) November 2017– January 2018

This builds on 'Engaging Well' and utilises the Phase One training material to consolidate skills in practice as described below.

Day One

- Approaches to engagement
- Stages of change
- Exploring internal motivation and the MI approach
- Importance and confidence
- Learn the use of key questions (Skills of OARS)
- Develop reflective listening skills

Day Two

- Identify resistant behaviours and the best skill/strategy for dealing with them
- Exploring and capturing meaningful outcomes
- Strength based conversations
- Evaluate the effectiveness of this approach in work settings via case studies from practice

Part 3 (a) Inspirational Conversations for Social Workers – 1 day commissioned course by John Darke (Feb- March 2018 – additional sessions will be booked for April/May) These sessions will be combined with Services to Children (9 sessions booked)

Dates agreed. John will further consolidate skills and approaches via activities and interaction.

- Assessing your communication skills
- Enhancing your verbal communications using your voice / tone
- Improving your listening skills to understand others more effectively
- Developing rapport with everyone when holding an inspirational conversation
- Understanding Personality Styles
- Understanding the power of your emotions when communicating with others
- Managing disappointment, disagreement and resistance relating to the Act
- Handling over demanding behaviour
- Consider options that empower the citizen/service user

Part 3 (b) Conversational Skills for Managers (Three sessions Jan, Feb, March 2018)

Dates agreed across services to children and adults. This will mirror the above, and will include how to have motivating conversations about the Act with staff.

Part 4 Celebration Event – March 2018

A conference event yet to be designed, but will aim to enable staff to showcase their practice, review reinvigorating Social Work, shape developmental/training activity 2018-19 based on learning from the above 'trilogy' of training in 2017-18.

David McManus
Workforce Development Officer
24th October 2017