

Values Training

Appropriate staff values, conduct and professionalism are key ingredients underpinning services providing high-quality, respectful, professional person-centred support. In many services, even those trained to use Positive Behavioural Support, it is often just assumed that all staff share the same set of professional values and professional standards.

When standards are variable, not shared by team members, or occasionally in collision, there is frequently a hope that these problems will somehow resolve themselves. Moreover, many managers find that they then spend inordinate amounts of time fire-fighting disagreements and micro-managing individual approaches and interpersonal conflicts.

It makes sense therefore to equip managers to proactively address the issue of values and professional conduct. After attending a one-day managers' course, your managers will be given training materials to enable them to deliver a half-day values course to your staff.

The course is designed to promote professional practice in conduct and language. It will provide managers with awareness, strategies and tools to manage values breaches. This will improve the culture of the service and reduce longer-term stress and managerial time.

The benefits of values training for managers

- Increased staff awareness regarding individual standards of professionalism.
- Fewer managerial disciplinary interventions.
- Objective tools and terms of reference/policy for considering breaches of agreed values.
- Less conflict within teams.
- Better appreciation of where boundaries are for staff in language and conduct.

Values training enables managers to:

- Prepare for possible values conflicts with the organisation's desired approach.
- Use the training in conjunction with a values policy* to address workplace issues.
- Reference a values agreement (supplied) for potential use in the disciplinary process.
- Improve professional practice and consistency across the service.
- Spend less time fire-fighting potentially subjective staff conduct issues.

*If you don't have an existing values policy, we can supply a template to help create one.

What key themes are covered on the course?

- Values in Care
- Your Values and where they come from
- Communication, Information Sharing & Confidentiality
- Prejudice, Discrimination and Stereotypes
- Rights
- Professionalism
- Values Policy

Cost

The one-day managers' course costs £1495 plus VAT for up to 16 delegates. This fee also includes a training pack (materials supplied electronically) so you can subsequently deliver a half-day values training course to your staff. There is no annual renewal fee.

The half-day care staff course (if delivered by us) costs £695 plus VAT for up to 20 delegates.

What materials are supplied to the managers for in-house training?

- Detailed trainer guidelines explaining how to deliver the course
- Half-day powerpoint presentation
- Pre-training information and course outline for their delegates
- Register
- Five handouts describing the exercises
- Personal agreement for delegates to sign
- Delegate feedback form
- Evaluation form that trainers complete to show each delegate completed the course.

Venues and group sizes

Values courses are delivered at a local venue of your choice. The venue requirements are included in our values training agreement.

The managers' course is one day 9am-5pm and can take up to 16 senior staff who should all have supervisory experience.

The care staff course is half a day and can take up to 20 staff. We can deliver care staff courses for you if you do not wish to train your managers to deliver this internally. We require at least one of your managers to be present on the course.

Frequently Asked Questions

Can non-managerial staff join the managers' course?

No. The care/support staff should be trained on a half-day session by their managers, after the managers have completed their one-day course.

Are there any obligations having completed the course?

All staff - managers and care staff - will be obliged to sign a values agreement stating that they are aware of the company's values policy, and code of values, and agree to abide by them. We will show you a copy of this prior to the course commencing.

What if our organisation does not have a values policy?

Don't worry. We can provide a policy template you can work on to create a policy which will support the training and equip managers to effectively manage values issues. The template is chargeable initially but is refunded from your course fee once the course is confirmed.

Does the course need to be repeated annually?

No. The course only needs to be undertaken once – unless you feel there is a need to re-train the information for any reason.

What to do next

If you are interested in values training for managers or care staff please request a copy of the values training agreement. Once you have signed the agreement you can book a course.

Our head office is based in Cornwall, but we deliver services across the UK and Europe.

For further information, please contact us

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