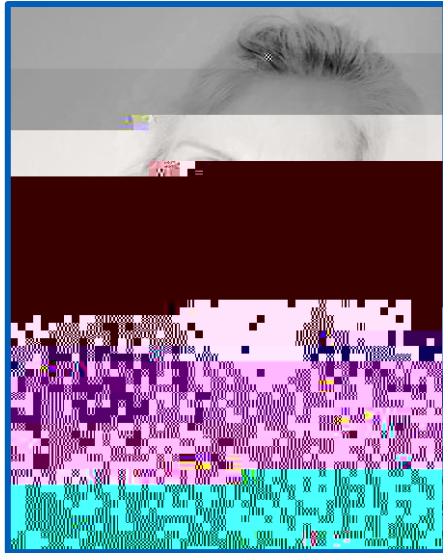


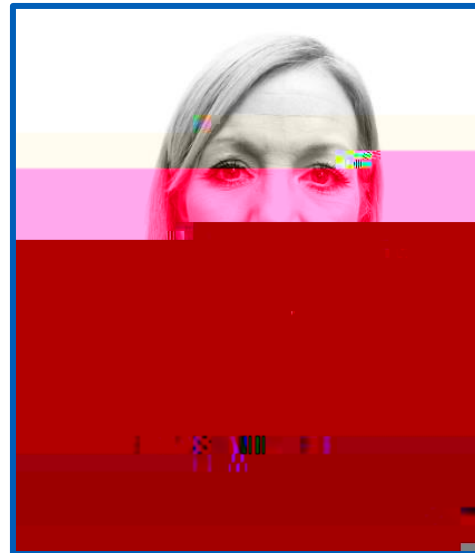
Having better and more effective conversations



Presenters



Jill Croskell
Locality Manager
South West Region



Kerry Cleary
Associate Skills for Care



Welcome

This webinar is being recorded for others to watch.

Attendees are on mute.

Please do chat, comment and ask questions via the 'questions' function. This is monitored by the facilitators.

There may be questions that come up during the webinar. Please respond after the webinar.

This webinar will last no longer than 60 minutes.

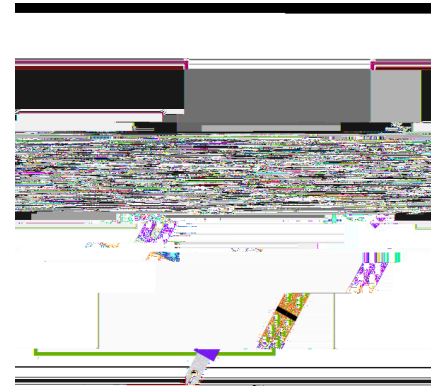


What we will be covering

Things to consider about having better, more effective conversations.

Things to do - ideas to support you in having conversations that matter to you and others.

Things to help - practical ideas and tools to use.



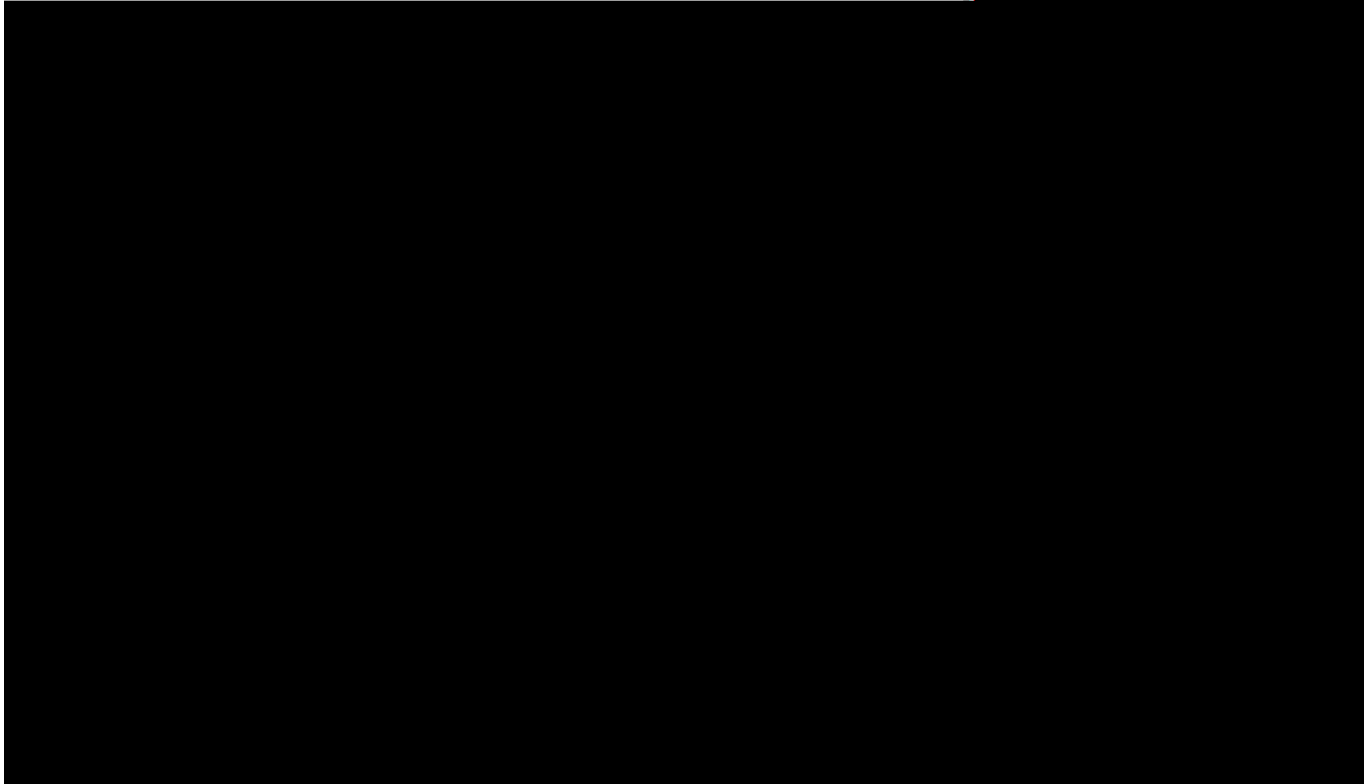
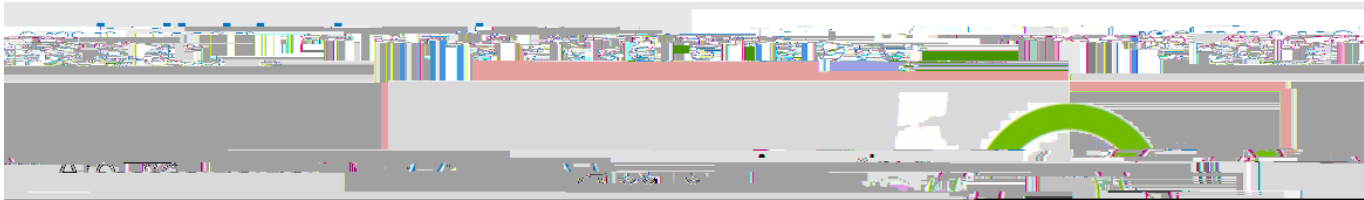
**What is the one thing
you would change to have
better conversations?**

Why effective conversations matter

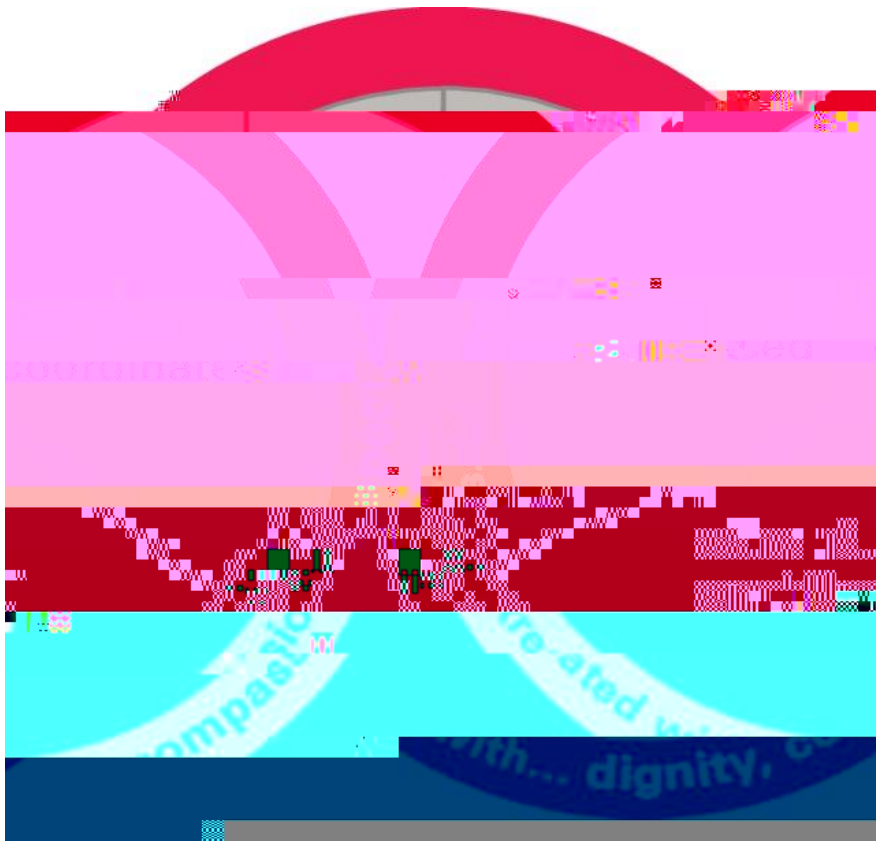


What is the difference between care and caring?
How can we make people feel valued and care for their wellbeing through the conversations we have?





The principles of person centred care



Person Centred Values

Individuality
Rights
Choice
Privacy
Independence
Dignity
Respect
Partnership

Challenging conversations

What challenging conversations do you have to have?

Who do you have to have challenging conversations with?

Personal Assistant with Employer

Employer with Personal Assistant

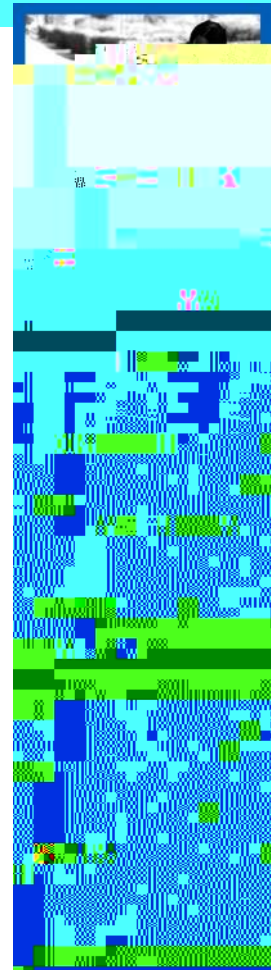
Family members

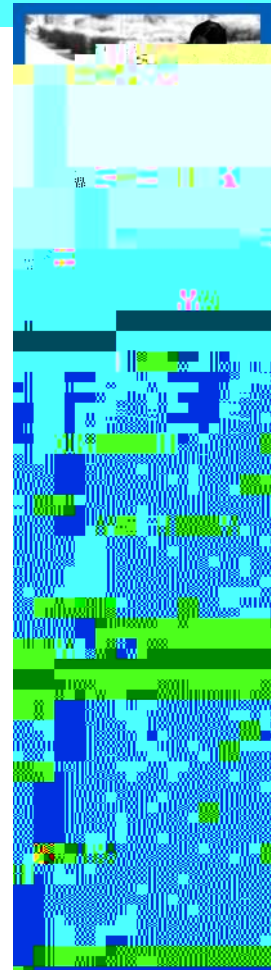
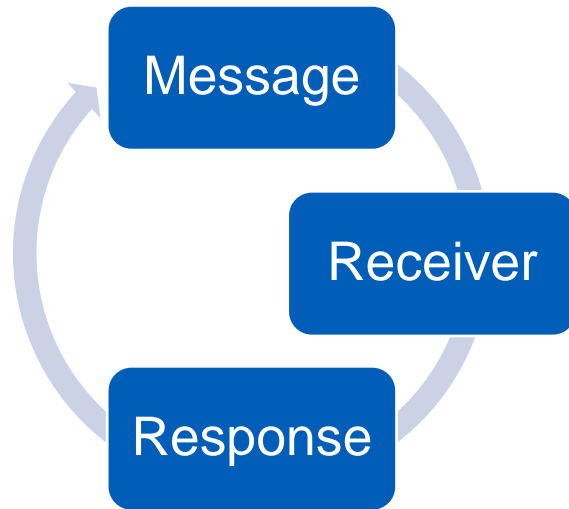
Other professionals





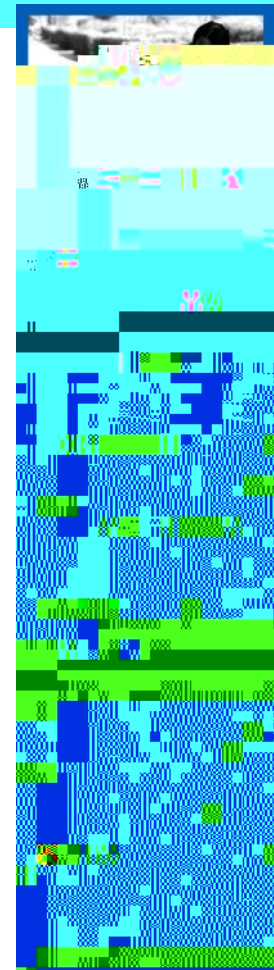
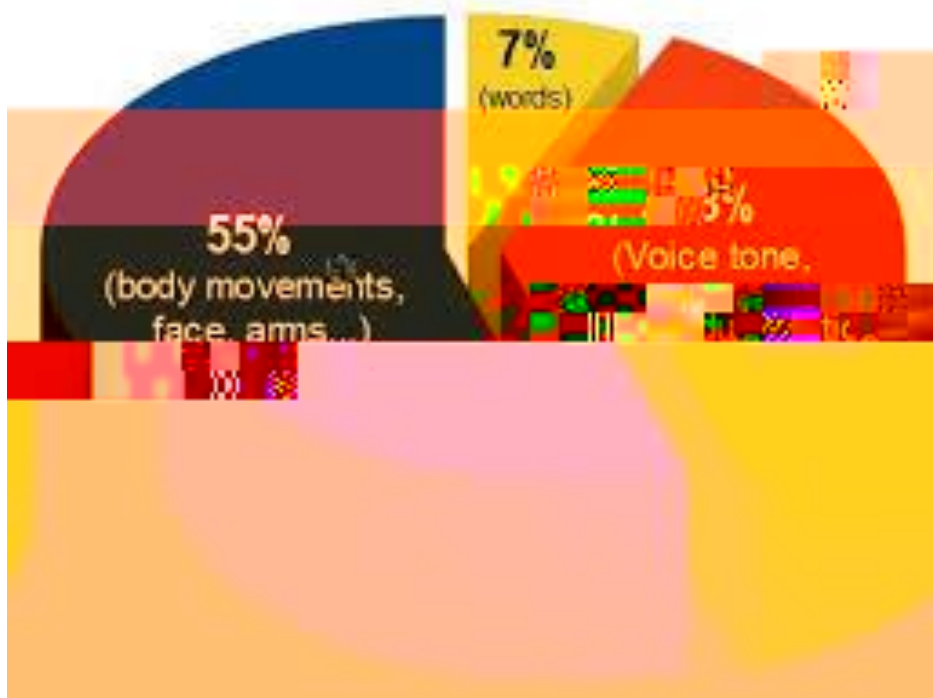
Maya Angelou



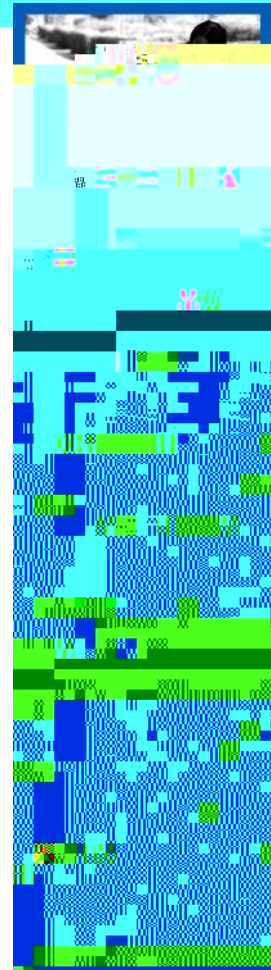


Mehrabian Communication

The power of non verbal communication

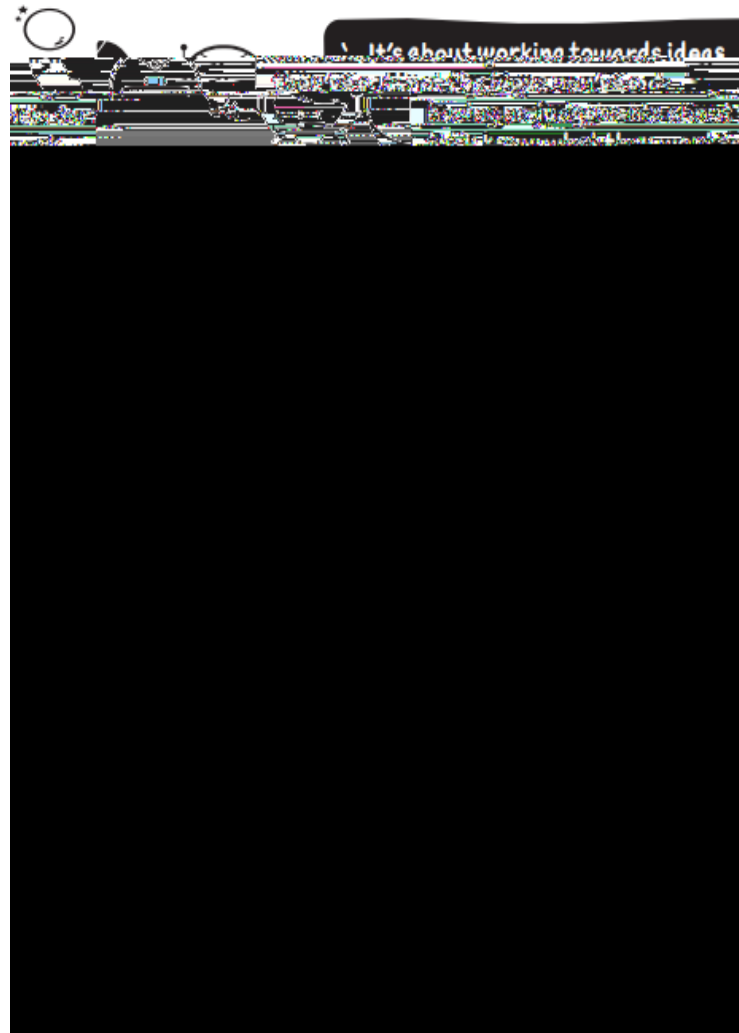


Better conversations employment model



Inducting and setting expectations

A two-way person centred conversation, based on listening to each others needs and getting to know each others values, motivations and strengths and finding the most beneficial way for everyone to work together.



Supervision

Supervision is about giving advice and support to an employee so they can do their job well. Its about getting the job effective when it empowers employees.

Disability Sheffield





The LACE model of feedback

LISTEN

Timings and location.

Listen to understand the perspective on the situation.

A

Actions and behaviours not opinion or judgement.

Own the feedback.

Think about the language and impact vs intent.

Ask about impact on others.

CONSEQUENCES

Reinforce or explain impact on others.

Explain what needs to change.

EXPLAIN/ **E**NCOURAGE

Ask how they can make change happen.

Discuss and agree next steps.

Offer support and help

Appraisal

Tend to happen annually.

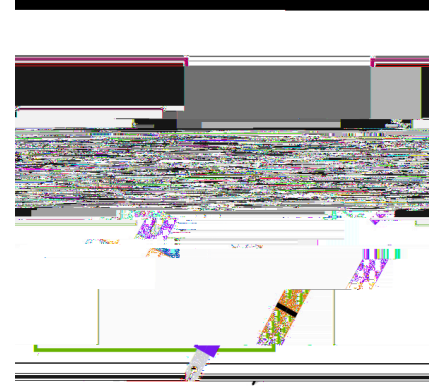
More formal than supervision, links to job role, performance and development.

No surprises, should bring supervision discussions together.

Person Centered Appraisals . listen, learn, implement.

Looking back . learning and celebration.

Looking forward . development, expectations, opportunities for change.



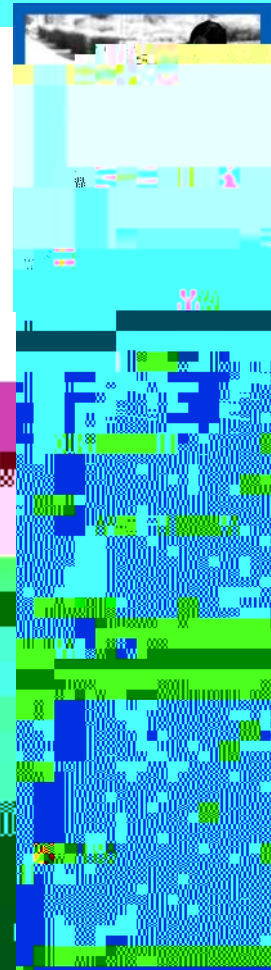
Understanding emotional responses



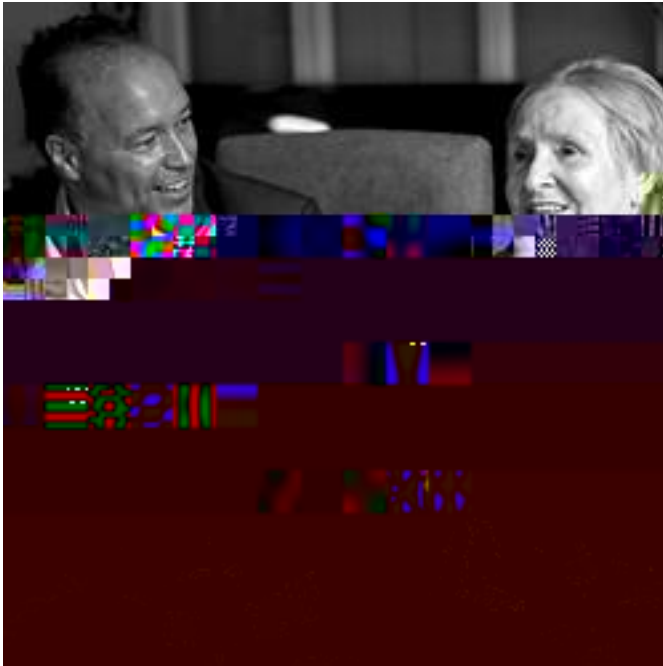
Managing emotional responses

PERSON: to help manage your own emotions

CARE: de-escalating in challenging situations



Questions and answers



If you have other questions, please e-mail information.team@skillsforcare.org.uk

Contributors

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Thank you for attending/watching this webinar

Please visit the Skills for Care website for further COVID-19 support:

www.skillsforcare.org.uk

