

# Chatsworth Training Services

ALSO CARRIES OUT . . . . .  
. . . . . SPECIALISED TRAINING FOR THOSE WORKING IN ALL ASPECTS OF  
THE CARE INDUSTRY

For a number of years our qualified and experienced staff have been providing training for Nursing and Care Homes and Nursing Agencies throughout London and the South East of England.

Our courses cover all mandatory subjects as well as more specialised topics such as Epilepsy, Dementia, Foot/Nail Care, Gastrostomy Tubes, Learning Difficulties and Mental Health, as well as a range of management and supervisory training. We continually update existing courses and develop new subjects.

Courses are thorough, practical, interactive and above all, fun. Each topic lasts between 2 and 3½ hours. Small groups and a modular format make it easy to tailor training sessions to your exact requirements.

We also provide training for non-nursing staff – eg domestic and catering staff who require such topics as Food Hygiene, Fire Safety, First Aid and Moving & Handling.

Please contact us for our brochure on Nursing and Care Staff Training, or look at our Website for details of courses



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# Chatsworth Training Services



## Management & Supervisory Skills Development

The beauty of our Management Training Programme is that training can be individually tailored to suit your particular organisation and requirements. For example, one of our most popular workshop days, 'Working with Others' comprises *The Role of the Supervisor*, *Team Management* and *Effective Communication & Conflict Resolution*.

Other typical days cover *Recruitment and Selection*, *Staff Induction & Ongoing Management* and *Staff Development* (which includes managing and using Appraisals) and *Managing Resources & Expenditure*, *Quality Assurance & Setting Care Standards* and *Change Management* – a very useful add-on to maximise the beneficial impact of your newly-acquired skills.

We feel that this approach works best for small organisations or business units where small groups and/or mixed skill-sets make a 'blanket' approach inapplicable.

However, we appreciate that losing a key manager for a whole day, or even longer, can cause problems. Hence each module lasts between 2 and 3 hours, and can be easily accommodated into a routine day's work, enabling any or all courses to be attended over an elapsed time of, say, 6 months.

This approach also avoids 'information overload', enabling staff to consolidate their learning in one area before training is undertaken in another.

The level of delivery can be adjusted to suit, for instance, newly appointed supervisors, or old 'die-hards' who perhaps need to learn a few new tricks.



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## Appraisals & Staff Development

**Aims:** To give the skills and confidence to enable managers to utilise appraisals to best effect.

- ✓ Understanding the appraisal system: its strengths and weaknesses
- ✓ Different types of appraisal system
- ✓ Dangers associated with the process
- ✓ Devising and using an effective system
- ✓ Legal points to be aware of.

## Staff Development

**Aims:** How to develop teams and individuals and enable them to maximise their potential

- ✓ Organisational policies supporting training and development
- ✓ Identifying training needs
- ✓ Team development strategies
- ✓ Individual learning
- ✓ Assessing progress.

## Budgetary Skills for The Supervisor /Manager

**Aims:** To understand the principles of effective budgeting and develop practical skills in budget planning and management

- ✓ Definitions: what is a budget and how it fits into an organisation
- ✓ How to monitor and control a budget
- ✓ Skills required for effective management
- ✓ Cost-benefit analyses, fixed/variable costs, staffing & operational costs, overheads, break-even analysis.

## Managing Resources

**Aims:** Planning & management of physical resources and the associated expenditure

- ✓ Planning – short and long term
- ✓ trends affecting resource usage
- ✓ analysing past expenditure & producing a cost-benefit analysis
- ✓ organisational principles & methods of budgetary control.

## Change Management

**Aims:** To enable changes to be implemented smoothly

- ✓ Identifying areas for change
- ✓ Understanding the implications on staff and clients
- ✓ What is a change-agent
- ✓ How to implement change
- ✓ Keeping an ongoing dialogue with those affected
- ✓ Benchmarking and reviews –is it working?

## Effective Team Leading & Supervision

**Aims:** To understand the role of the supervisor and the dynamics of team management

- ✓ The span of control
- ✓ Responsibility and authority
- ✓ Planning and delegation
- ✓ Staff motivation
- ✓ Developing teamwork
- ✓ Maslow's Hierarchy & Hartsburg's Hygiene Theory.

## Equality & Diversity

**Aims:** to give staff a better understanding of equality and diversity

- ✓ Definitions
- ✓ The legislation
- ✓ Policies and procedures
- ✓ Valuing diversity

- ✓ Working with others
- ✓ Giving care.

## Manage Yourself!

**Aims:** To give managers and prospective managers the individual skills and confidence to manage well

- ✓ The importance of effective communication
- ✓ Assertiveness
- ✓ Avoiding and managing stress
- ✓ Effective decision-making
- ✓ Effective time-management.

## Managing Staff Performance

**Aims:** To manage staff effectively, providing an efficient and supportive working environment to the benefit of staff and users

- ✓ Understanding management styles and their impact on staff
- ✓ Principles of motivation, involvement and delegation
- ✓ Organisational policies that support effective supervision and appraisal
- ✓ Allocating work and agreeing objectives and priorities
- ✓ Reasons for poor performance and strategies for improvement
- ✓ Monitoring staff performance and assessing progress
- ✓ Providing feedback to staff on their performance.

## Problem Solving

**Aims:** How to identify problems and implement solutions.

- ✓ Identify and understand the causes
- ✓ Damage-limitation & fire-fighting
- ✓ Solutions: people / work methods /environment
- ✓ Open doors, create communication pathways
- ✓ Solving problems before they create difficulties
- ✓ Managing the change process
- ✓ Case studies and role play

## Quality Assurance: Do You Measure Up?

**Aims:** To give an understanding of the key issues in managing a quality service

- ✓ The principles of quality control & quality assurance
- ✓ Standard setting and how to use this framework
- ✓ Benchmarking using Essence of Care Framework
- ✓ Clinical governance
- ✓ Identifying and fulfilling customer requirements
- ✓ Principles of service-user involvement and empowerment as recommended by the NCS.

## Recruitment & Selection

**Aims:** identifies the range of Personnel procedures available, the principles of effective recruitment and organisational policies to promote fair selection

- ✓ Legislation and its effect on organisational policies
- ✓ Job requirements & people specifications
- ✓ Screening applications
- ✓ Preparing for the interview
- ✓ Interviewing skills & questioning techniques
- ✓ Verbal & non-verbal indicators
- ✓ Selection and assessment
- ✓ Planning a staff induction package (this is looked at in more detail in Staff Induction & Management).

## Report Writing

**Aims:** To enable staff to present clear and concise written reports

- ✓ Understanding the brief – what are you writing about

- ✓ Identifying and understanding your audience
- ✓ Using assertive language
- ✓ The importance of language and grammar
- ✓ Tips and hints.

## Resolving Conflict & Effective Communication

**Aims:** To enable managers/supervisors to avoid disputes and to deal with them effectively if they occur

- ✓ The effective communicator
- ✓ Types of communication
- ✓ Barriers to communication
- ✓ Why conflict occurs
- ✓ Managing conflict.

## Staff Induction & Ongoing Management

**Aims:** To give managers an understanding of the importance of ongoing support for new staff members

- ✓ What new staff need to know
- ✓ How to compile an induction programme
- ✓ Trial periods, progress checks, performance reviews
- ✓ Ongoing skills development
- ✓ Integrating new staff into an established team
- ✓ Disciplinary procedures

## Time Management

**Aims:** Staff will be able to manage time more effectively with practical advice on changes to working practices

- ✓ Time-related problems
- ✓ Time management action plan
- ✓ Identifying where time goes - daily log review
- ✓ Taking action and prioritising
- ✓ Programmed and discretionary time
- ✓ Managing interruptions.

## Techniques of Instruction 1 day

**Aims:** To enable managers to train staff to perform new tasks in a logical, systematic manner

- ✓ Learning styles – how and why people learn
- ✓ Benefits of systematic training
- ✓ Communication and listening skills
- ✓ Maslow's theory
- ✓ How to compile a lesson plan
- ✓ Practical exercise – delivering a training session

This course can be extended to 3 days to enable delegates to train staff to Foundation Level.

## Care Standards

**Aims:** To increase management awareness of Minimum Care Standards and to assist them in preparing for inspection

- ✓ Definition of Minimum Care Standards
- ✓ Regulatory Control
- ✓ Key Values, Context and Purpose
- ✓ Core Standards
- ✓ Examples of 'Good Practice'
- ✓ Understanding the Regulators and preparing for your inspection.

## Presentation Skills

**Aims:** To enable staff to plan, prepare and present confidently to a group in a logical, systematic manner

- ✓ What do you need to say
- ✓ Identifying your target audience
- ✓ Location & environmental factors
- ✓ Resources, visual aids & handout

- ✓ Dealing with nerves
- ✓ Voice projection & tone
- ✓ Handling questions
- ✓ Delegates to create and deliver a presentation.

## Basic Computer Skills

**Aims:** To provide basic PC skills within the framework of your work environment

- ✓ Keyboard skills
- ✓ Storage/memory functions
- ✓ Creating documents and spreadsheets
- ✓ Printing your documents
- ✓ Creating and managing Email
- ✓ Using the Internet

This is an informal, slow-paced 2 hr session for a maximum of 4 people.

## Disciplinary Issues

**Aims:** To enable managers to understand the law, apply it in the workplace and to conduct a disciplinary hearing.

- ✓ Definitions of discipline & what is a disciplinary issue
- ✓ The route to consistency
- ✓ Fair and unfair dismissals
- ✓ The investigation process
- ✓ The appeal process
- ✓ Case studies and role-play.

## Managing Attendance

**Aims:** understanding different types of non-attendance, identify trends and concerns and the associated costs

- ✓ Why do people not attend work?
- ✓ Controlling holidays
- ✓ Sickness categories
- ✓ Industrial injuries
- ✓ The costs of non-attendance
- ✓ Keeping records and spotting trends
- ✓ Reducing absenteeism and controlling timekeeping
- ✓ Communicating with the employee – return to work interviews & disciplinary actions.

## Customer Care

**Aims:** Develop face to face and telephone techniques for direct customer contact

- ✓ Know your customers
- ✓ What is customer service
- ✓ Telephone call control – features of the voice
- ✓ Questioning and listening skills
- ✓ Identifying body language
- ✓ Handling complaints & queries
- ✓ Telephone and face-to-face role-play.

## Promoting a work/life balance

**Aims:** How to identify signs of an employee experiencing difficulties, and strategies to help them.

- ✓ Identifying and understanding individuals' problems
- ✓ Promoting an 'open-door' policy
- ✓ Looking at trends within the workplace
- ✓ Different ways of helping, eg counselling, mentoring, support groups
- ✓ Counselling styles and skills
- ✓ Listening and questioning skills
- ✓ Setting up a mentoring system.

**We continually update and develop our courses, so if you do not see what you require, please call us to discuss your needs.**