



Our Programmes:

Interventions & Skills



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Learning Outline:

Active Listening for Social Workers



Listening skills are at the heart of all roles within Health and Social Care. Listening allows professionals to understand an individual's needs from their perspective, have empathy and build a rapport that forms the basis of professional relational interventions.

Listening is essential to identifying both strengths and risks, identifying a service user's own motivations for change and ensuring that any plans put in place have the optimum chance for success.

This course initially takes us back to basics – but also gives the opportunity to practice advanced engagement skills.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- Understand the importance of non-verbal communication
- Understand the importance of language.
- Understanding and using a strengths-based approach
- Utilising a conversational approach to assessment
- Know and apply exchange model to interactions
- Understand how to listen for risks, strengths and key legal thresholds whilst also listening for the lived experience of the child/vulnerable adult.
- Be able to utilise advanced communication techniques such as paradox, reframing and eliciting self-motivational statements.

Learning Outline:

An Introduction to Counselling Skills



Counselling Skills are the bedrock to staff-service user relationships in many forms of health and social care. This course gives delegates a brief overview of different models of counselling and enables them to have the opportunity to practice key skills.

These skills can be used to build a strong working rapport, undertake effective assessments and empower service users to address their difficulties.

This can help professionals be able to respond effectively to support a service user in crisis and distress including challenging behaviour.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- Understand key concepts such as 'Unconditional Positive Regard' (Carl Rogers) and Active Helping (Egan).
- Have an overview of different counselling perspectives including Person-Centred Approaches and Transactional Analysis and know how these models may be useful in practice
- For participants to develop the following skills: Active listening, Paraphrasing, Reflecting, Summarising and effective non-verbal communication.
- To be able to apply these skills to own role and setting.

Learning Outline:

Brief Solution Focused Approaches



Brief Solution Focused Therapy (BSFT) emphasises a focus on a specific goal and direct intervention. It is unique in that it focuses on solutions, rather than problems, this is achieved through precise observation, utilisation of natural resources, and temporary suspension of disbelief to consider new perspectives and multiple viewpoints.

This course aims to equip workers with the awareness of benefits of applying a solution focused approach.

Participants will learn how to apply BSFT techniques to help service users to identify and work towards positive goals and make the desired changes to their lives.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- An increased understanding of the solution focused approach.
- How beliefs and values impact upon the worker-service user relationship.
- Relationship and rapport building in the context of working towards goals.
- Negotiating goals and supporting achievements.
- Practice the skills needed to effectively apply BSFT into practice.
- Supporting individuals to identify and implement their own solutions.
- An understanding of how to apply the tools for change such as exceptions, scales and miracle questioning.

Learning Outline:

Motivational Interviewing Techniques



This one-day session is designed to support Social Workers and Social Care staff to feel better equipped to engage reluctant service users or family members in services by using communication techniques aimed at eliciting behaviour change by helping clients to explore and resolve ambivalence.

Delegates will learn how to support Service users to actively encourage and utilise their own strengths, those of their networks and services to meet their own needs.

The programme aims to establish and develop the skills needed to facilitate and encourage change when working with complex behaviours. Participants will learn how to apply the stages of change model and understand the purpose and principles of Motivational Interviewing as a person-centred approach to maximise positive change.

Learning Outcomes:

This course will provide participants with the following learning outcomes:

- An understanding of the Stages of Change model and how this can guide intervention selection and the key theory, principles and philosophy underpinning a motivational approach.
- Understanding MI as a key tool within a Relational Model of Social Work.
- An understanding of how to 'roll with resistance' to avoid entrenching behaviours.
- An understanding of what is meant by ambivalence and how to approach it to support self-efficacy.
- An understanding of how to apply the tools for change such as working with scales and decisional balancing can be used to maximise commitment to change.

Learning Outline:

Delivering Effective Supervision



Professional supervision is a key organisational tool in ensuring high quality provision and consistent outcomes. It can also contribute to meeting performance standards and ensuring that the expectations of service users are met.

This course can be offered in, one, two or three-day versions which aims to provide participants with the knowledge, skills and confidence required to deliver effective supervision. There is a focus on methods and tools for developing critical reflection and decision making skills for staff to ensure quality outcomes for service users. The course also looks at the challenging area of performance management and what happens when there is a breakdown in the supervisor/supervisee relationship.

We are able to include local policies and supervision models or templates in this training.

Learning Outcomes:

This course will provide participants with the improved knowledge, understanding, confidence and skills in:

- What constitutes effective supervision and its relationship to safe practice and positive outcomes for service users.
- The role of supervision throughout the stages of professional development from newly qualified to experienced practitioner.
- Applying model of supervision and; be able to demonstrate how it can assist in understanding the functions of supervision and its impact of supervision on the system.
- Integrating the local Practice Model into the supervision methods to ensure effective managerial oversight
- Utilising the authoritative supervisory style in promoting good outcomes through supervision and the importance of the positive expectations model when working to improve practice.
- The importance and function of recording.



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IF CAN'T FIND WHAT YOU'RE LOOKING FOR?

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