

Influencing better outcomes for clients and carers



PREFERRED TRAINING NETWORKS



A single breakthrough often makes a world of difference

Working in aged care will always have challenges. This program was specifically designed for aged care teams to remove any challenges that are created by unnecessary processes or interpersonal conflicts.

We asked 90 aged care staff to identify any skill gaps or frustrations that prevented clients getting better care. We had many different responses which we've grouped into the following areas. We have also ranked the responses for your convenience

- Lack of role clarity and removing role ambiguity
- Other staff being negative
- Overcoming interpersonal rivalry and professional ego
- Negotiating and influencing better outcomes with carers and staff for clients
- Individual client action instead of a team approach
- Lack of constructive performance management systems
- Lack of motivation
- Working with different personalities
- Lack of innovation and new ideas
- Lack of clear vision and strategy
- Deflecting anger and dealing with difficult people
- Lack of training in presenting unpopular information
- Communication difficulties (internal and external)
- Having too much information to read
- A crisis management culture makes it difficult to unwind
- Managing stakeholder expectations (often overlapping)
- Having a better work/life balance
- Working in an environment where priorities constantly change
- Managing multiple requests and meeting deadlines



The benefits of removing obstacles are enormous. Your people will generate new ideas and question the need for some of your procedures. Your facilitator will help guide the team to implement an action plan that provides the same quality of services in a more efficient manner.

Preferred Training Networks Suite 2/144 Camberwell Road, Hawthorn East, VIC, 3123

Ph: (03) 9805 8000 **Fax:** (03) 9882 9471 **Email:** mail@preftrain.com **Web:** www.preftrain.com



Key learning outcomes:

At the conclusion of this program your team will be able to:

- Use a negotiating framework when negotiating with clients and carers
- Understand the real source of power in a carer group
- Continuously search for win/win outcomes even when it seems impossible
- Build synergy into the team
- Understand the psychology of professional ego and how to overcome it
- Liaise with external parties and break down unnecessary barriers
- Use a proven problem solving methodology to reduce costs without reducing the quality of your services
- Understand the psychology of influence and persuasion
- Manage existing expectations and set new expectations
- Build a positive culture
- Identify and remove activities that don't add value
- Use evidence based outcomes as an influencing tool
- Read reports faster and retain information longer
- Unwind after a busy day
- Achieve a better work/life balance



The nuts and Bolts

Guidelines

- *Group Size:* An ideal group size is 5 – 12 participants.
- *Venue:* For your convenience, you can choose to conduct this program at your premises. Alternatively, we can provide a training venue at a small additional cost.
- *Duration:* Each program can be conducted as a one day program. Or broken into 2 half days to help with rostering staff
- *Cost:* Upon request.
- *Target Audience:* Frontline staff and management who can influence the level of care a client receives

Look at what you receive within 24 hours at no cost:

- a program outline
- a bio of a proposed trainer,
- training cost
- possible training dates (if requested)

Contact your aged care education consultant today:

David Souter

Phone: 03 9805 8000 Mobile: 0400 466 139

Email: dsouter@preftrain.com

Web: www.preftrain.com