

Registered Managers Development Programme Flyer

Target Audience:

Registered Managers and Deputy Managers in Adult Social Care Settings.

This Programme includes the following topics:

- The Managers Role
- Principles and Values
- Safeguarding
- Understanding Budgets
- Personalisation
- Leading Teams
- Equality and Diversity
- Performance Management
- Using Technology
- Supervision and Appraisal
- Evidencing Compliance
- Continuing Management Development



Workshop Synopsis

The Manager's Role

This session is facilitated by an experienced provider/registered manager and provides a practical overview of the role of the manager. The context of working in partnership with others is explored, and the relationships that need to be formed to be an effective manager are discussed. The session also includes tips on “how to survive and flourish as a manager.”

Principles and Values

This is delivered in two parts. The first session looks at the legislation and guidance that informs the key principles and values of your work and how they link with your Statement of Purpose and the Essential Standards of Quality and Safety Outcomes. The second session looks at how principles and values are promoted and practiced in the work place, and examines co-operation with others and the importance of confidentiality and record keeping.

Personalisation, and Equality and Diversity

This session explores the research that is available to underpin the provision of person centred services. Promotion of equality and diversity and how to evidence compliance with legislation is also discussed.

Evidencing compliance with legislation: Quality assurance/continuing service development

This session explores the legislative requirements of CQC and the manager's role in evidencing compliance. Common 'shortfalls' are identified, and 'tools' for evidencing best practice are also discussed.

The Principles of Risk Assessment, and Health and Safety

This session addresses the responsibilities of managers under Health and Safety legislation and includes managing safety; occupational health hazards; and the 'human factor'.

Safeguarding adults and the role of the manager

This session builds on the content of the Safeguarding Level 2 course by clarifying the manager's responsibilities with regard to safeguarding. Risk factors are identified, and strategies for promoting the safety and well-being of people that use services are explored.

Effective use of Resources

This session looks at the responsibilities that managers have when determining what resources are needed and how they are to be allocated. It examines budgets and the implications for key resources such as staffing, activities and maintenance. The session also explores effective recruitment strategies for employing staff with the right values.

Leading Teams and Performance Management

This session explores the qualities of an effective team and provides opportunity to analyse the strengths and areas of development for participants' teams. Strategies for motivating people; 'models' for coaching; and an assessment of preferred management styles are also identified. In addition, the session includes the '6 block model' for performance improvement and strategies for managing poor performance.

Managing Change and Complaints

This session explores how introducing change in the workplace can impact on staff. It looks at strategies for understanding how and why staff can respond and how to achieve the changes you want. The session also looks at how to manage complaints effectively by ensuring a prompt and effective response and by learning and improving services as a result.

Supervision and Appraisal

This session identifies the systems and processes needed for effective human resource management. Scenarios are used to explore the practical skills

needed to complete supervisions and appraisals, which achieve positive outcomes for staff and people using services.

The Effective Manager

This session considers the role of the manager as a leader and their influence and impact on the culture of an organisation. It also looks at how to explore strategies for alleviating work-based pressure by establishing a healthy work/life balance and top tips for being effective.

Continuing Management Development

This session includes strategies for maintaining the ability to work effectively, and considers personal health and well-being. A creative format for identifying on-going objectives and goals is also explored.

Leadership & Management Development Pathway

