

HEARING THE VOICE OF THE CLIENT

PURPOSE AND NATURE OF PROPOSED TRAINING

The alternative title for this seminar is “Lost In Translation”.

As service providers, we are often working with children, people with disabilities, the elderly, and others for whom we tend to make decisions. Often, however, these clients/consumers have very clear ideas about what they might like to do, or what they might like to happen, but we do not ‘hear’ them.

It is particularly important, when major decisions are being made, that we hear the voice of the person who is to be most affected by that decision:

- Is the child going to live with Mum or Dad? Or somewhere else?
- Is the older person going to remain living at home, in a unit in a retirement village, in a room in a rest home? Or somewhere else?
- What hobbies or activities would this person like to do?

In this seminar presentation, we take the time to examine our level of involvement, and to what extent we need to become involved in decision-making to enable the client/consumer to attain their goals. Do we:

- facilitate the decision-making,
- guide the decision-making,
- lead the decision-making,
- do the decision-making?

FURTHER DETAILS

Length of Seminar

The Seminar will consist of:

Interactive Presentation	1.5 hours
Question / Discussion Time	0.5 hours
TOTAL	2.0 hours

Group Size

There is some flexibility with group size but, in order to ensure optimal participation and learning, the ideal number of participants per seminar is between 15 and 20.

Cost

The cost for the seminar presentation is \$150 + GST

Certificates

Following successful completion of the Seminar, each participant will receive a Certificate of Participation.

The contracting agency will also receive a certificate outlining the title of the Seminar and the number of staff who attended.