



# CSL Training, Evaluation and Development

## Training Programmes

The following descriptions will give you an idea of the range of training on offer. The duration and content of all of these programmes can be adapted to meet the needs of your organisation.

### 1. Introduction to Dementia

An increasing proportion of people accessing health and social care services now have dementia. It is important to ensure that staff working in these services feels confident and competent to meet the needs of people with dementia and respond to any challenges they may face.

This is a one day course and covers:

- What is dementia?
- Different types of dementia
- Areas of function effected
- Communication
- Challenging behaviour
- Risk and safety

### 2. Mental Health Awareness

This one day course will provide opportunities to:

- Reflect on the impact mental health problems could have on any one of us
- Understand and recognise the signs/symptoms of the most common forms of mental health problems
- Develop participants' knowledge and skills to better understand the issues faced by people with mental health problems

- Learn about the adjustments that can be made to overcome the barriers or difficulties that can effect the day to day lives of people with mental health problems
- Identify circumstances when they should refer someone on to more specialist support services
- Look at ways of promoting their own mental health and well-being

### **3. Promoting Mental Health – Raising Awareness**

All too often when we talk about mental health what we're actually talking about is mental illness. This training programme has been developed by NHS Health Scotland with the aim of raising awareness and understanding of mental health promotion and its role in keeping people well.

This course can be delivered as a 1 day or 2 day programme, both will look at what mental health is, why it is important and who is responsible for promoting mental health. They will also both cover the signs and symptoms of the most common forms of mental illness i.e. depression, anxiety, schizophrenia and bi-polar disorder. The 2-day programme will also look at what is effective in mental health promotion and how to evaluate this and will provide an opportunity for participants to plan a joint mental health promotion activity.

### **4. Dealing with Conflict**

This course is suitable for anyone who would like to improve their skills and confidence in dealing with conflict in their personal or professional lives.

It is one day course covering:

- Conflict – positive and negative
- Values of conflict resolution
- Conflict management styles
- Dispute resolution methods

### **5. Evaluation Skills**

This one day course covers:

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- What evaluation means
- Different approaches to evaluation
- Practical exercises to develop evaluation skills
- Making evaluation meaningful

## **6. Dealing with Self-harm**

This is a one-day course suitable for anyone who comes into contact, personally or professionally, with people who self harm. Self-harming behaviours include cutting, burning and skin plucking etc. The course looks at what self-harm is, why people self-harm and how to help. Self-harm is more common in young people, but can also affect older people and indeed anyone in society.

## **7. Understanding Independent Advocacy**

The context within which independent advocacy is developing is more positive than it has ever been before. The profile and understanding of independent advocacy has increased steadily over the last few years as can be seen in the place it has been given in national policy documents, national standards and legislation.

Having said that, those staff who are most likely to come in to contact with independent advocates (e.g. social workers, C.P.N's, care home staff, home helps etc) often haven't received training or information to help them understand the role of an independent advocate and in particular how this differs from any advocacy role that they may have.

This is a one day course and covers:

- What advocacy means to you
- What advocacy is/isn't
- Different types of advocacy
- When independent advocacy might be needed
- The role of service providers and others as advocates
- Working with independent advocates

## **8. Assertiveness Skills**

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Assertiveness allows people to express honest feelings comfortably, to be direct and straightforward and to exercise personal rights without denying the rights of others and without experiencing undue anxiety and guilt.

Assertiveness does not come naturally to all because we have all learned passive behaviours to stave off confrontational situations. However these behaviours can be unlearned and assertive behaviour used to produce results that benefit both parties.

This one-day workshop can help delegates increase work effectiveness and productivity, achieve greater control of their daily activities and overcome work stressors.

## **9. Participation skills**

The value placed on involving people in decisions about; their own care or treatment, the support or services that will be provided in their community etc has increased significantly over recent years.

To be effective it is important to ensure that all those involved are clear about what the purpose of involvement is and feel confident and competent to play their part. This workshop is suitable for the staff responsible for facilitating the involvement process and/or the voluntary and community groups, service users, carers and members of the public who would like to become involved.

A one day workshop would cover

- What do we mean by participation?
- Skills needed for effective participation
- Choosing participation methods
- How change happens and overcoming barriers to change

## **10. First Steps – Making Your Experience Count**

This is a confidence building course for people who are thinking about making changes in their lives. It will be useful for people who are thinking about; returning to education or training, going back to work or changing jobs, taking up voluntary work or developing new skills. Much of the material has been drawn from

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the Open University Training Pack 'Making Your Experience Count'.

The course can be run in a variety of ways and the content adapted to meet the needs of organisers and participants. It includes a mixture of core and optional sessions, each session lasting around 2 hours.

## CORE SESSIONS

1. **Getting started** – sharing hopes, fears and expectations
2. **Who are you?** – building a picture of how you see yourself
3. **What have you learned from life?** – looking at what can be learned from everyday experience
4. **What can you do?** – identifying skills and how they could be developed and/or used in different settings
5. **What do you want?** – exploring what's important to you and setting goals

## Optional Sessions

- Assertiveness Skills
- Problem Solving
- Presenting Yourself
- Organising your time
- Getting the right advice
- Learning a new skill
- Presenting the evidence (of your learning, experience and skills)
- Coping with stress
- Organising a visit e.g. Careers Scotland, local College, Volunteer Centre

## Final Session

*Where do you go from here? Preparing for moving on*

### 11. **Motivating Staff and Overcoming Difficulties**

This course is suitable for Managers or Team Leaders who want to improve their skills in motivating staff, improving performance and overcoming difficulties they may face in their management role.

This one day course includes:

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- The nature of work motivation and what this means for managers
- Managing absence
- Dealing with a newcomer's poor performance
- Dealing with conflict
- Improving Performance

## **12. Delivering Person Centred Services**

There is increasing recognition of the need to ensure that the services we offer meet the needs and wishes of the people who rely on our support. It is important to ensure that managers and staff have the skills and confidence they need to deliver person centred care.

This one day course includes:

- Changing impressions
- Rituals and routines
- Who are we and what's important to us?
- Good communication
- Working towards meeting the five service accomplishments (John O'Brien)

## **13 Managing Aggressive Behaviour**

This one day course offers participants the opportunity to:

- Explore the causes of aggression – looking at antecedents, behaviour and consequences
- Reflect on their experience of coping with other people's aggression – the impact this has on them and other people involved
- Identify and develop skills, including communication and assertiveness that can help to reduce the incidence of aggression and to respond effectively to it when it arises
- Increase their skills and confidence in using de-escalation approaches

## 14 Health Issues in the Community

Recent developments in health and social inclusion policy within Scotland have resulted in an increase in programmes/initiatives that target health inequalities and community involvement in health. This has given rise to the need for training programmes aimed at increasing community capacity, increasing community participation, and establishing/consolidating community development approaches to tackling inequalities in health.

Health Issues in the Community, a national training resource, is ideally suited to help equip local people for the real challenges that they face in developing community responses to health issues and becoming more active citizens.

The whole course is made up of two parts each of which is accredited through CHEX (Community Health Exchange). It is designed in a way to enable it to be delivered as stand alone modules or units as well as the full Part 1 and/or Part 2 course

### PART 1: Health and Society

Unit 1 – What Health Means To Me

Unit 2– Different Ways Of Thinking About Health

Unit 3 – Poverty, Inequality And Health

Unit 4 – Different Experiences, Common Problems

Unit 5 – Participation And Power

Unit 6 – Community Development And Health

Unit 7 – The Group Project – based on an issue identified by the group

Unit 8 – Reflection And Review Of Learning

### PART 2: Ideas into Action

Unit 9 – Global Perspectives to Local Realities

Unit 10 – Community Research

Unit 11 – Private Troubles And Public Issues

Unit 12 – Making Democracy Work

Unit 13 – Getting Below The Surface

Unit 14 – Working With Groups

Unit 15 – Community Research Projects – Presentations and Analysis

Unit 16 – Review And Evaluation

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## **15 Team Building**

This course is suitable for anyone who would like to improve the performance of their team. It can be delivered either for a group of people who all have a team leading role or for a group of people who work together as a team. The content of the course would vary depending on the above.

A one day course would include:

- Team working Vs team building
- Team stages and roles
- Developing shared goals and values
- Communication styles and skills
- Working together to improve team performance

## **16. Getting the Best out of Teams**

This course is suitable for anyone who would like to improve the performance of their team.

The aims of this one day course are:

- To develop a clearer understanding of factors that promote or hinder team working – including communication styles and skills
- To be able to identify their preferred team role and any roles missing in their team
- To identify strategies for improving the performance of their team

For further information visit [www.cslconsultancy.net](http://www.cslconsultancy.net) or contact:

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