



Target Audience

Managers, Deputies and Team Leaders across a range of Housing, Health and Social Care settings who have a responsibility for dignity, respect and values within practice with the services they manage and lead.

In the workplace there are principles linked to behaviours so that people deliver exceptional care and support. This course has been developed to support learners to build the skills, knowledge, attitudes and values with the teams they are leading and managing. We will look at embedding these practices for both the people they are supporting and across the staff teams.

This course is delivered using a range of methods and resources including:

- ◆ Live tutor facilitation, questionnaires, interactive polls, scenarios for breakout groups, questioning and participation and an end of session assessment.

This course has been developed and mapped to current occupational standards, qualification frameworks and the following documents and resources:

- ◆ The Care Certificate – Standard 7
- ◆ Skills for Care – Common Core Principles to Support Dignity
- ◆ Skills for Care – What values do I need to work in social care?
- ◆ Skills for Care – Values-based recruitment and retention
- ◆ CQC KLOE's

Course Content

- ◆ Promoting workplace dignity, respect and values
- ◆ Establishing strong workplace values
- ◆ Ensuring the staff team work to agreed workplace values
- ◆ Competency assessing dignity, respect and values in practice
- ◆ Evidencing positive practice
- ◆ Maintaining dignity, respect and values in a changing workplace
- ◆ Action planning for improved positive outcomes

Learning Outcomes

After attending this course, learners will be able to:

- ◆ State how to promote workplace dignity, respect and values
- ◆ Give an example of how to establish strong workplace values
- ◆ Explain how to ensure the staff team work to agreed workplace values
- ◆ State how to complete competency assessing of dignity, respect and values in practice
- ◆ Describe how you can evidence positive practice
- ◆ Give an example of how you can maintain dignity, respect and values in a changing workplace
- ◆ Action planning for improved positive outcomes

Duration: 6 Hours