



Retaining and building frontline capability

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Why do staff choose to stay or leave?

EXHIBIT I. Job Satisfaction and Environment



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Success increases job satisfaction, retention & performance

The bananarama principle..

It ain't what you do
it's the way that you do it
And that's what gets results

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Practice – Process Finding the balance..

Process

the customary, habitual, or expected procedure or way of doing of something



Practice

involves the application of recognized principles, methods and procedures of the profession to achieve desired outcomes

Does your organisation achieve a balance of process & practice?

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Designing your professional development plan

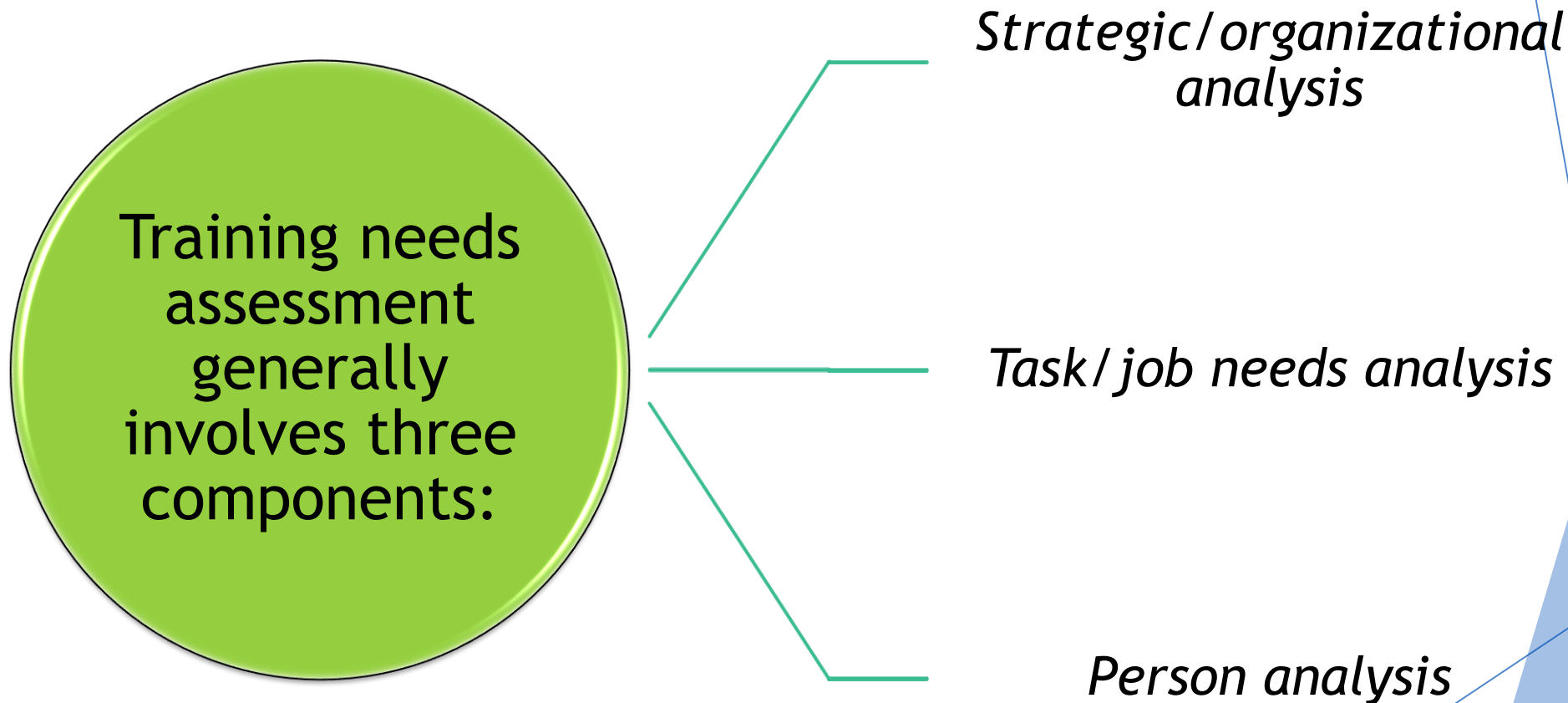
The basic training needs assessment is a four-step process. Those steps are:

1. Identify a clear business goal that the training supports
2. Determine the tasks staff need to perform so the company can reach its goal
3. Determine the training activities that will develop the skills or knowledge need to perform tasks at the level you need
4. Design your professional development to meet the learning characteristics of your staff to make training more effective

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Components of training needs assessment



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Categories of training



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Role analysis / job needs analysis

Task analysis means detailed examination of a job role to find out what are the

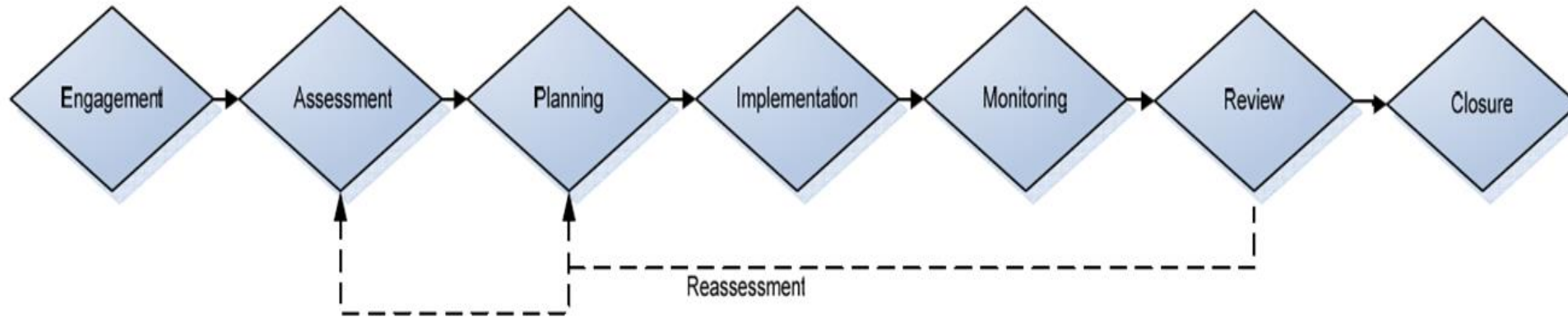
- knowledge,
- skill,
- attitude,
- motives,
- values and
- self concept

needed in staff to achieve superior or effective performance.

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The 7 Phases of Case Management



A structured approach to person centred practice

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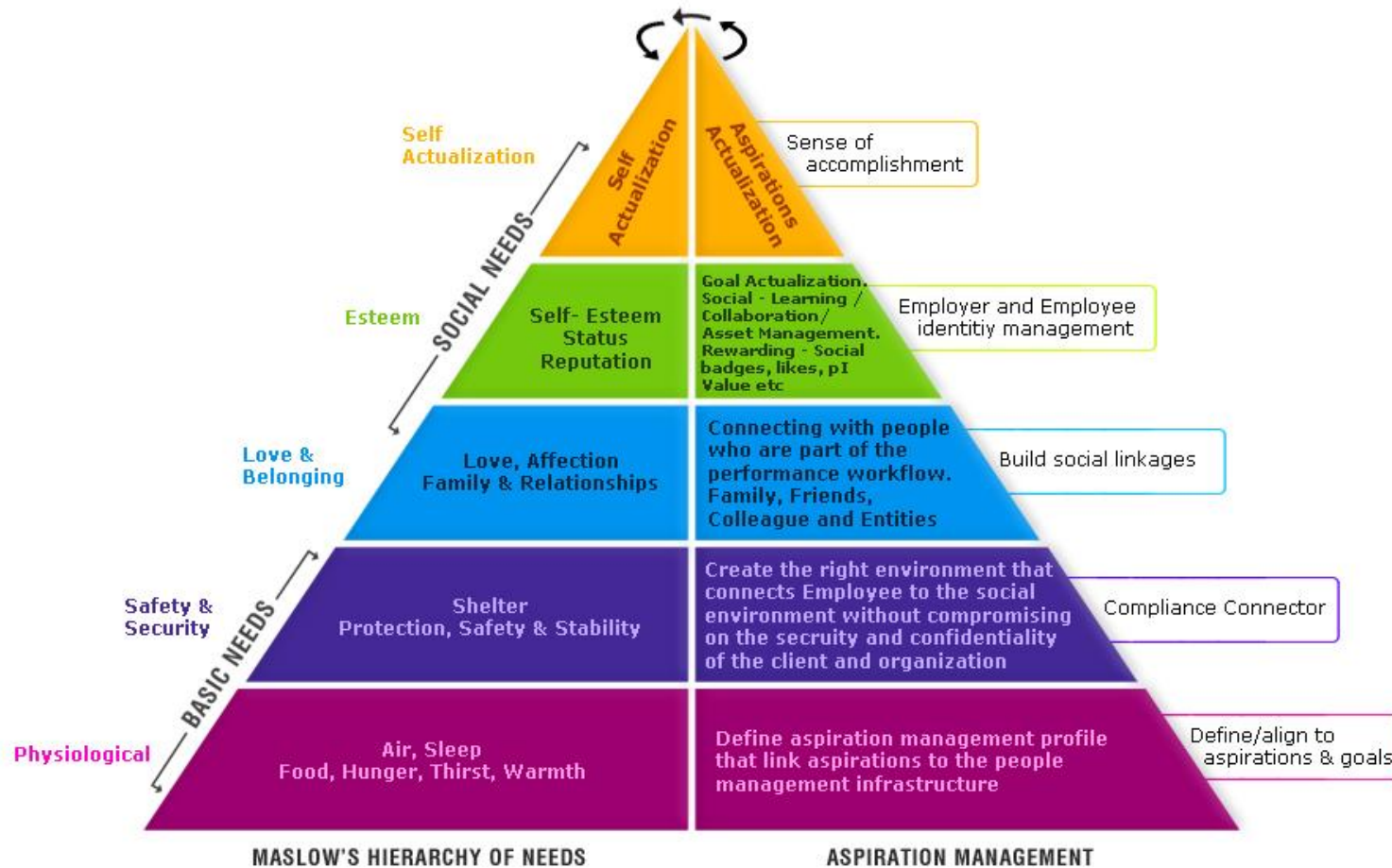
What Skills Do We Need

- Case Management
- Empathy
- Effective listening skills
- Communication - Particularly, effective questioning skills
- Assessment
- Planning - Personal and client
- Persuasion Skills- The ability to help others to obtain new perspectives
- Negotiation
- Marketing
- Advocacy
- Analytical & Strategic thinking skills
- Learning skills
- IT
- Teamwork
- Plus specialist skills/knowledge e.g. cohort, program, requirements,

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Understanding of human behaviour is essential in human services



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The Critical Importance of Engagement

Stages of Change and the Burden of Resistance



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