

NAPPI uk Factsheet for: Reducing Resistance to Essential Care Trainer Course.



The Reducing Resistance to Essential Care Training of Trainer Course.

Reducing Resistance to Essential Care training increases your employees understanding of the resistance that often occurs during care delivery. The emphasis of this training is upon the assessment and prevention of resistance encountered from service users when (for example) urgent medical attention is required or when personal care can no longer be postponed. The level of resistance needs to be assessed and appropriately supported, to ensure a service user's needs are met in a safe and dignified manner.

Well trained employees recognise resistance to their delivery of care and are able to determine the urgency of specific care tasks. While care provided without resistance is our aim, we recognise that there are occasions when a further delay to care delivery would not be considered 'best interests'. At this point, employees follow the Essential Care Holding Timeline, a sequence of 10 steps that provides structure for a best practice response.

The Reducing Resistance to Essential Care programme has been newly developed for 2014 although greatly influenced by the wider NAPPI approach to positive behaviour support in the UK since 1995.

Training of Trainer Programme:

NAPPI uk has been providing training to the care industry for nearly 20 years. Throughout this time we have successfully developed hundreds of care industry employees to become trainers within their own organisations.

Having your own in-house trainer has many benefits and can be a cost effective solution for most organisations.

New trainers will undergo an intensive 3 day programme lead by our experienced senior trainers. Once qualified, new trainers will have access to our online trainer support system that allows the trainer to register and submit their courses for audit and certification by NAPPI uk.

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Reducing Resistance to Essential Care Training of Trainer Course outline.

During this course you will be taught the facilitation skills required to deliver interactive workshops that cover the following modules:

- What is Essential Care?
- Recognising Levels of Resistance
- Rapid Assessment and testing Resistance
- Essential Care Holding Timeline
- Range of Practical techniques

The trainer facilitation skills will cover:

- Discuss and learn new presentation skills
- Personal introduction (demonstration)
- Present Personal introductions
- Charting skills
- Common barriers to learning
- Developing a working alliance with participants
- Types of assessment
- Giving feedback
- Administration Procedures
- Reflection and feedback

Course objectives:

This training of trainer (TOT) course provides a sound technical and practical understanding of the Reducing Resistance to Essential Care programme. The course also develops the learner's confidence in the training delivery by highlighting key presentation skills and providing a solid structure to follow. This ensures each new trainer is capable of delivering the training in a clear, concise and informative way.

Course aims include:

- To give new trainers the range of skills needed to deliver courses relevant to the identified needs of staff groups.
- To teach the skills required to deliver courses of various length, from as little as one hour (as part of a staff meeting), up to two full training days.
- To develop individualised course outlines and to produce bespoke organisational training materials.