

INDIVIDUAL SERVICE DESIGN COURSE

COURSE READING MATERIAL

1. Personal Leadership And Its Contribution To Service And Others
2. The Choice Between a “Real Home” and a Program
3. The Leadership Challenge of Service Quality
4. Thirty Elements of Service Quality
5. Discerning Actual Levels of Substantive Empowerment
6. Examples of Some Successful Strategies in Empowering Those Who Utilize Services
7. Formal Individualisation Systems: Their Potential & Limitations
8. The Empowering Value Of “Life-Giving” Assumptions About People
9. “When People Matter More Than Systems”
10. The Role Of Personal Integrity In Upholding “Right Relationships” In Organizations
11. An Overview of Social Role Valorization Theory
12. Some Reasons Why Social Role Valorization Is Important
13. Best Practices in Mental Health Community Supports and Social Role Valorization Theory
14. Further Thoughts On The Mental Health System In 2020
15. The Potential Role Of Advocacy In “Imagining Better”
16. An Ethic of Modesty in the Support of Others
17. The Potential Role Of Questionable Assumptions In Personal Planning Processes
18. Some Broad Strategies To Shield People From Invasive Bureaucracy

19. The Next Generation In Human Services And The Emerging Challenges For Case Management
20. Some Predictable Cautions Concerning The Overemphasis And Over-Reliance On Person Centered Planning
21. Some Initial Thought On Establishing "Right Relationships" Between Staff, Professionals, Service Organisations and the People They Assist
22. Creative Housing And Support Services
23. A Champion
24. All in a Month
25. How Rules Push Away Friends
26. Dreams Can Come True, It Can Happen To You
27. The Ways in Which Individuals Can Make a Difference
28. Advocacy and The Challenging of Authority
29. Integrity and Advocacy
30. Reducing The Fears And Inhibitions Concerning Personal Advocacy
31. Housing and Support for People With "Challenging Behaviour"; Some Guidance
32. Some Observations on What One Person Can Do in Human Services
33. What Remains Worth Struggling For
34. Family Governed Flexible Family Support: The Massachusetts Small Project Example
35. The Ways in Which Individuals Can Make A Difference
36. Quality Strengthening, Monitoring And Evaluation And Their Role In A Broader, Multi-Component Quality Enhancement Strategy
37. The Quality Of Personal Presence: The Alternative To Simply "Being There
38. Key Core Ingredients Of High Quality, Empowering And Individualized Support Arrangements

These documents can be downloaded from the Cheshire Ireland website www.cheshire.ie by clicking on service design at the left hand side of the page.