

Course Outline

An in depth leadership course in
Optimal Individual Service

Design

2 Week Course

8 th – 12th September, and 29th
September – 3rd October, 2008



TAKING A LEAD

Since 2005, a number of Cheshire staff have attended the “Optimal Individualised Service Design” course presented by Dr Michael Kendrick. It’s fair to say that what people have learned on this unique course has played a key role in how this organisation has changed over the last 2-3 years. In particular, the course has helped us focus on the issues around individualising supports and the challenges which this approach poses for traditional residential services. As a result of staff attending this course, a number of people using our services have directly benefited through better living arrangements.

Recently, Michael Kendrick has conducted a review of our Lifestyle Project in Barrett Cheshire House and partly as a result of his feedback, we have asked Michael to present a special version of his course for Cheshire staff in September/October this year. This course provides a great opportunity for another group of committed staff to hear, learn and practice individualised service planning – something which is key to the success of planned developments in the Barrett Cheshire House and other Cheshire services over the next 2 years.

This service design course is unique and aimed at bridging the gap between what is hoped for, and what is actually realistic for services to

deliver on, by way of individualised person-by-person service arrangements. It is a very challenging and in-depth course run over 2 weeks, aimed at talented and motivated people who are likely to play key roles for years to come in assisting with the better implementation of person centred solutions.

COURSE CONTENT-KEY COMPONENTS

This course is an intensive “hands on” event that provides the opportunity to go through the actual stages of thinking, judgment and decision making that are involved in creating meaningful person centred results. This is achieved by several methods.

The first is a rigorous examination of the issue and content that must be mastered if the options for people are to endure over time. The second aspect of the course involves working directly with individuals in small groups and their families to prepare a proposal for an individualised service ‘from scratch’.

“The benefit of the course was that it expanded my vision as to what an excellent model of service could, and should look like. It also gave me the opportunity to work with a person to design their service with them. This balance of inspiration and practicality, especially in the

The course will examine issues surrounding:

- The role of assumptions, values and quality as they relate to service development
- The nature of ongoing processes of service design, alteration and responsiveness
- The nature of personal and agency vulnerabilities and intentional safeguards
- Establishing what is fundamental in meeting individual needs
- Discerning needs accurately and meeting them normatively
- Imagining better and vision building
- Supports for social inclusion
- Costing, structural and management strategies
- Processes involved in supporting personal choice and self-determination
- Serving people who are considered “difficult” or unusual in their needs
- Exploring the ethics of ‘right relationship
- Asking “What is a real home?”

**Optimal Individual Service Design Course 8-12
Sept & 29 Sept–3 Oct ‘08, Dublin**

WHO SHOULD ATTEND?

Due to the length and intensity of this course, it is advisable that only people who have already demonstrated exceptional abilities to be creative, innovative and rigorous about individualised service quality be encouraged to attend.

Participants on the course can expect to participate directly and indirectly in the development of actual service models from the beginning. This will involve intensive analytic and development work and can be quite demanding for individuals. This training would be best targeted to people who have:

- An interest and ability in designing service solutions from scratch

- Strong connections with people
- Proven track record in independent thinking and action and ability to manage complexity
- Strong vision of individualisation, social inclusion and ethical partnership
- Sophistication in understanding the place of bureaucracy and the politics of service delivery

COURSE LEADER

This course will be lead by **Michael Kendrick PhD.**, who is a leading international consultant in human services. Michael has made a significant contribution to the disability field as an educator, consultant and advocate over the last 30 years.

Michael is well known in the Ireland, New Zealand, Australia, Canada, the USA and elsewhere for his training and writings on a wide range of subjects including service quality, leadership, innovation, service user empowerment and safeguards and has conducted many hundreds of evaluations of a wide variety of human services (see www.kendrickconsulting.org)

COURSE DETAILS

The course consists of one full week from 8-12 September, then a two week gap, with the second full week of training on 29 September-3 October. The course will be held in Sophia, Wisdon Conference Centre, 25 Cork Street, Dublin 8 and attendance at both weeks is **essential**. Light lunch and refreshments will be provided.

Pre-course reading is available on-line and should be read **prior** to attending the course. Visit www.cheshire.ie and go to “Publications/Reports” and “Service Design Course”

We strongly recommend reading the following:

- Personal Leadership & Quality

- Thirty Elements Service Quality
- An Ethic Of Modesty
- Assumptions & Personal Planning
- False Realism & The Unexplored Potential In People's Lives

The hours of the event are normally 9-5pm each day, but due to the partnering work with service users and their families, participants will be spending part of the various evenings working with service users and their families directly. The course is restricted to a maximum number of 18 participants.

For further details, please contact :

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Wherever we may be – in our families, our work places, with friends, or in places of worship or of leisure – we can rise up and become agents of a new land. But let us not put our sights too high. We do not have to be saviours of the world! We are simply human beings, enfolded in weakness and in hope, called together to change our world one hear at a time. (Jean Vanier)