

taking control

what a
support
broker
can do to
make sure you live
the life of your choice



Service Brokerage Team Building and Training Programme

6th-7th September
4th-5th October 2004

Realife Trust
3, The Courtyard
Windhill
Bishops Stortford
Herts CM23 2ND
Tel. 01279 504735



Training Programme Content

6th and 7th September

Building a shared vision

- Project framework revisited
- Team roles
- Personal and Professional - exploring the boundaries

Person Centred Planning

- Brokerage and planning co-ordination
- Key values and skills

Choice and Change

- Supported decision making
- Managing change

Mediation and negotiation

- Key skills
- Conflict and arbitration
- 'Seven habits of successful people' and other classics

4th and 5th October

Processes and Systems

- Referrals and paper set
- Process flow chart
- 'In Control' progress monitoring
- Record keeping

Individualised Funding

- Sources checklist
- Key skills inc. bid writing
- Funding mechanisms (Direct Payments, Third Party Agencies, Trusts etc)

Financial Management

- Key Skills
- Planning tools

Monitoring and standards

- Developing a quality system