

CAFCASS
‘Personal Effectiveness in a Team Setting’
Byrom House - Manchester
18th – 19th February 2008

Introduction:

Teams are put together to perform tasks. These tasks can be of a highly specified and demanding nature and require equally specified and rigorous task skills. This is certainly true within the CAFCASS setting. However, underpinning these task skills is the importance of individual team members operating in a way that is ‘personally effective’ both for themselves **and** importantly for those around them.

This event is designed to allow participants to explore what are the generic skills of ‘personal effectiveness’ in their current roles and consider how they can consolidate existing strengths as well as target and action plan relevant development areas. The event is open to a wide range of staff particularly those working within administration tasks within CAFCASS. The event is designed to be informative as well as challenging and will consist of both theory inputs and reflections as well as practice tasks to extend learning further. All participants will be expected to conclude this event by specifying clearly arising action points which can then be shared and supported by immediate line managers.

Learning Outcomes:

During this event, participants will have an opportunity to:

- Look at specific theoretical models of teamwork and personal effectiveness and consider their practical relevance to their current roles.
- Identify strengths and development areas in terms of ‘personal effectiveness’ within their current work role.
- Action plan course learning in preparation for sharing with current line manager and application in their current work role.

Anti-Oppressive Practice Statement:

"As trainers, we aim to undertake training within the context of anti-oppressive practice. However, if you feel that we are not achieving that aim, i.e. if you find anything we say offensive in any way, we welcome challenge. We further believe that course participants have a responsibility to consider all aspects of anti-oppressive practice during their training and to initiate discussion when appropriate."

Course staff:

This event will be led by delight training services trainers who have provided training within the CAFCASS setting for the last few years. They are looking forward to providing an event where staff central to organisational support can themselves take time to consider their own development needs in a motivational and supportive environment.

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Course programme

Day One

<i>9.00 – 9.30</i>	<i>Arrivals and Refreshments</i>
9.30 - 10.50	Introductions: Learning opportunities Hard and soft skills
<i>10.50 – 11.10</i>	<i>Refreshments</i>
11.10 - 12.30	Effective teams Effective team qualities Effective teams and Personal effectiveness
<i>12.30 – 1.30</i>	<i>Lunch</i>
1.30 – 2.50	Interactive sub-group team exercises Practical task based Focus on teamwork and Personal effectiveness
<i>3.15 – 3.45</i>	<i>Refreshments</i>
3.10 – 4.30	Communicating effectively Verbal and non-verbal communications Learning consolidation
<i>5.00</i>	<i>Departures</i>

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Course programme

Day Two

<i>9.00 – 9.30</i>	<i>Arrivals and Refreshments</i>
9.30 - 10.50	Reflections on day one Influencing skills Modelling pro-social skills
<i>10.50 – 11.10</i>	<i>Refreshments</i>
11.10 - 12.30	Challenges to effective teamwork Assertiveness or Aggression? Case scenarios – syndicate tasks
<i>12.30 – 1.30</i>	<i>Lunch</i>
1.30 – 2.50	Practice task Case scenario based Sub-groups with main group review
<i>3.15 – 3.45</i>	<i>Refreshments</i>
3.10 – 4.30	Action Plans Consolidation and development identification Bridge burning and Close
<i>5.00</i>	<i>Departures</i>

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