

CASEWORKER DEVELOPMENT PROGRAMME

*“Real Clear helped us to get the best out of ourselves
so that we can make a difference.”*

Naz Shah MP

*“I would love to recommend the course to others. I have found the caseworker
course to be really helpful, I gained an excellent insight into how
personality types can have an impact on working relationships and picked
up time management tips which are already very useful.”*

Jenny Gregory, Caseworker, Barbara Keeley MP

Caseworker Development

Caseworkers and Senior Caseworkers do an amazing job that requires great people skills, attention to detail, flexible thinking, patience, organisation skills and more. After years of working with Caseworkers we have created a development programme just for them, to help them recognise their strengths, build their skills and confidence and feel successful in a challenging role.

Who is the Programme for?

Both new and experienced Caseworkers and Senior Caseworkers. We know that people who value personal and professional development benefit from our courses.

What It Includes

6 online group training sessions (3 hours each) plus 4 individual coaching sessions. We always tailor our programmes to suit those attending, so all who book on will be sent a short questionnaire first so we ensure we meet your needs. Dates and times for sessions will be arranged with you to suit your working week.

What We Cover

- Managing challenging behaviour/ situations
- Effective Communication Skills
- Assertive Communication
- Ending Conversations
- Building Resilience/Mental Fitness
- Understanding Mental Health Issues
- Strategic Planning
- Understanding different personalities
- Good practice/sharing effective ways of working
- Time Management and Prioritising
- Effective Casework, structures and knowledge
- Reducing stress

Coaching

This element of the programme is often considered to be the most beneficial. We know that training has an impact, but when combined with coaching the lasting effects are greatly increased.

Coaching sessions are confidential structured conversations to help you think and plan ways to be your best.

Lisa Read
07410 116022
lisa@realclear.co.uk

