

**Administration on Community Living (ACL) No Wrong Door System  
Person-Centered Counseling (PCC) Training Program**

**Course Title: Person-Centered Thinking and Practices**

**Lesson Number & Title: 11 Further Exploration of the Remaining Skills and Tools  
of Person-Centered Thinking**

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# Administration on Community Living (ACL) No Wrong Door System Person-Centered Counseling (PCC) Training Program

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### Narration:

Welcome to the lesson Further Exploration of Remaining Skills and Tools of Person-Centered Thinking. This lesson is part of the course on Person-Centered Thinking and Practices in the in the Person-Centered Counseling Training Program. Please review the information on this screen and go to the next page when you are ready.

### Text:

#### **Welcome!**

Here is a description of the lesson you are starting:

Being able to discover what is important *to* and *for* a person and their correct balance is a central role for a Person-Centered Counseling (PCC) professional. Being able to use that information to provide meaningful decision support is also a role. Often that work is done informally and quickly. A PCC professional may only have one interaction with a person. However, in other situations there may be ongoing work to help a person engage support in a meaningful way. The tools in this lesson are more helpful in situations where a lengthier discovery process is needed and roles and expectations must be clarified.

## Learning Objective

After completing this lesson:

You will be able to describe the donut sort, matching profile, and one-page description and how they may be valuable in assisting people to define and obtain person-centered support.

To view course information, including On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click Lesson Information.

This course is one of the six foundational courses in the No Wrong Door System Person-Centered Counseling (PCC) Training Program meant to provide basic skill and knowledge related to the identified competencies for a PCC professional. Click on the box below to learn about how person-centered thinking approaches are infused throughout these courses.

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**Narration:**

In another lesson, you were given a basic overview of several of these tools and approaches. As a starting point for this lesson, take a minute to refresh your memory about what you learned. Please review the information on the page. When you are ready, go to the next page.

**Text:**

**A Review of the Remaining Tools**

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#### **Narration:**

The donut sort supports understanding of responsibilities, opportunities, and boundaries in roles. The details will vary depending on the situation in which these are being reviewed. In the center are core and expected tasks. The first ring is a way of identifying where personal judgment and creativity can come into those tasks or engaging in gray areas. The outer edge is a place where the Person-Centered Counseling professional either should not go or should tread very carefully and only with permission. This tool can help you develop skill in clarifying roles and approaches. Please review the information on the page. When you are ready, go to the next page.

#### **Text:**

#### **The Donut Sort**

Here the donut sort has been used to identify some core responsibilities, opportunities, and boundaries in the roles of Person-Centered Counseling (PCC) professionals.

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## **Narration:**

Having a general sense of the roles and responsibilities of a Person-Centered Counseling professional is very important. However, a more refined donut sort can be helpful for specific situations. When in doubt about roles and responsibilities, Person-Centered Counseling professionals should go to the correct person for clarification. Sometimes this is management or a supervisor. Sometimes this is the person seeking services. A donut sort can be a good starting point for those discussions. Or simply filling out the donut sort may help a professional get clarity. Please review the information on the page. When you are ready, go to the next page.

## **Text:**

**Examples of the Donut Sort**

***Activity: Donut Sort With Bette***

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**Narration:**

A donut sort can be challenging but helpful. Person-Centered Counseling professionals will have many and sometimes unusual situations to navigate.

**Text:**

**Examples of the Donut Sort**

***Activity: Donut Sort With Lawanda***

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### **Narration:**

One aspect of service that is often overlooked but extremely important is the match between people and those who support them. A good match usually has a variety of components. However, people who recruit and hire workers often don't consider all of them when making the decision to match them. For those who rely on a lot of care, the quality of the match can really improve day-to-day living and satisfaction with services. The matching profile can help ensure a good match. In addition, matching to all types of supporters can be done with this tool. Please review the information on the page. When you are ready, go to the next page.

### **Text:**

#### **Matching Profile**

A good match between people and those that help them is a component of care that can really make a difference. Many people who arrange support are not used to considering these aspects. However, we often engage this matching informally in our own lives. When we talk about a doctor with a good "bed side manner," we are saying that they are a good match for us. When we identify a therapist we feel we can work with, it probably has more to do with the match than specific credentials. A professional who is able to communicate and act in a way that works for us is often priceless. Sometimes, in a crisis, we will see a professional that we don't like. But as soon as the crisis has passed, we will either stop services altogether or find a better match.



People with long-term services and supports needs often have many professionals and paid caregivers in their lives. As a result they spend much more time having to adjust to others and learn about others in order to get their needs met. Part of being person-centered is considering how to minimize this impact. Having a formal person-centered plan that lists the characteristics of the people who support the individual best can be helpful. The matching profile can help clarify and organize this information as needed.

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#### **Narration:**

Like other tools, you cannot know what to put on a matching profile until you have engaged in discovery. For many people you will never get to this level of detail. This is true even if you complete a person-centered plan for someone. Although you may learn some of these things in that process. However, being familiar with the tool and being able to complete one is a valuable skill. It can be a very powerful tool for organizing information that will improve a person's life.

Please review the information on the page. When you are ready, go to the next page.

#### **Text:**

#### **Matching Profile**

Currently, there is a shortage of direct support professionals in many communities. As a result, providers, families, and people who hire directly may be reluctant to consider all four aspects of a match. They may feel that there are too few choices to be selective. However, a good match works both ways. Paid caregivers are also more satisfied with a good match. They enjoy their work more. That means that once found, they are more likely to stay.

#### ***Activity: Matching Profile Sort***

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#### **Narration:**

Now we'll review the final tool in this lesson, the one-page description. A one-page description is a way to organize what is learned through person-centered discovery for a specific purpose. It is a quick way to provide a positive introduction to the person and help people quickly understand what is the most important *to* this person. Completing a one-page description and combining it with goals and action steps is the basis for a person-centered plan. This is described more during the in-person training day and planning course. However, it is introduced here. Please review the information on the page. When you are ready, go to the next page.

#### **Text:**

#### **One-Page Descriptions**

One-page descriptions are a surprisingly simple but powerful way to convey the most important information about a person. They quickly help people know what others like and admire about the person. They hone in on what's most important *to* the person based on the defined purpose of discovery. They clearly identify how to support the person best and who would be a good match as far as support. One-page descriptions can help others know right away how to be person-centered. They also help ensure that the important information learned is not lost. They help carry the person's positive reputation forward.

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### **Narration:**

One-page descriptions always have the same basic components. However, they can have things added to them if that makes sense the person. You will learn how to translate what you learn from discovery onto the one-page descriptions as part of your role. Please review the information on the page. When you are ready, go to the next page.

### **Text:**

#### **Learning to Complete the One-Page Descriptions**

As part of your in-person training you will get a chance to use a variety of the discovery approaches. You will use these to create your own one-page description. It will clarify your strengths, what's important *to* you, and how best to support you in your role as a Person-Centered Counseling (PCC) professional. The items listed on the description can be useful to you in understanding your role and what you are especially good at. They can help your coworkers in working with you. They will understand more about what drives you in your role. They will understand what strengths you bring. They will know more about how to support you in being maximally effective.

Many people use one-page descriptions without goals or actions steps, but they are always built around a purpose. These quickly provide important information that makes it easier to work with others, such as new clinicians or direct support professionals. Remember, you never develop a one-page description or a matching profile *for* someone. You can do it *with* someone if they are interested. You also never place anything on the description that

isn't approved by the person and in words that are meaningful to them.  
(Remember: Use the guess/ask/write approach.)

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### **Narration:**

Congratulations! You have now finished the lesson. Let's take a few moments to review the key ideas and learning objectives. This lesson reviewed the final tools from the Learning Community's person-centered thinking approaches. These included the donut sort, matching profile, and one-page description. These tools are not necessarily going to be used in any formal way with most of the people who come to the No Wrong Door system. However, knowing about them helps you enhance your thinking about discovery. They are also resources you can share with others on your team or with anyone who organizes support. You may use them more specifically if you work with someone longer term or help them develop a person-centered plan.

Please review the information on this page. You can also review the content as needed by using the "Left Arrow" icon at the bottom of the screen. This will take you back through the lesson. You may take the test now, later, or as requested by your employer. Good luck and thanks for completing the lesson!

### **Text:**

#### **Conclusion and Lesson Review**

<bullet> The donut sort is helpful when roles and boundaries are not clear in

a given situation. It can prevent the professional from “over-doing” for a person. It can also ensure the professional is not under-performing. Clarity around expectations encourages creativity and judgment around the areas of responsibility.

<bullet> A good match between a person and someone who provides support is an important part of satisfaction with life. The matching profile helps clarify supports and skill needed. It also helps clarify characteristics and shared interests that support a good working relationship.

<bullet> The one-page description can organize discovery. It quickly provides a positive introduction and a snapshot of the most critical aspects of important *to* and best support. The one-page description tool is a personal document. It should only be initiated if a person sees value in it. Nothing should appear on it that isn’t approved by the person and written from their view.

## Reflection on Learning Objectives

Directions: Review the objective(s) on this page. When you are done click on the “My Notes” icon at the top of the screen to use the electronic journal or use your own notebook. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?

## Learning Objectives

After completing this lesson, you will be able to describe the donut sort, matching profile, and one-page description and how they may be valuable in assisting people to define and obtain person-centered support.

If you are ready to take the test, click on the “Take Test” tab. You can also take the test later: It will be available from your “Personal Page.” To access it, click on the “My eLearning Lessons View” button. Choose the lesson title from the list of assignments, and then click on the “Start the Lesson” button at the bottom of the screen. Click the “Take Test” tab to start the test.

We recommend that you complete the On-the-Job Training Assessments and Portfolio Assignments for this lesson. They will help you demonstrate competencies for the ideas presented. To view On-the-Job Training Assessments, Portfolio Assignments, and a list of Activities, click on the “Menu” tab and then click “Lesson Information.”

Again, congratulations and good luck!

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