

**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: 7 An Overview of Person-Centered Thinking Skills and Tools

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Page No: 1

Narration:

Welcome to the lesson An Overview of Person-Centered Thinking Skills and Tools. 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:

The Person-Centered Counseling (PCC) training program teaches skills that will enhance your ability to provide person-centered support. These skills are not specific to working with people who have long-term service and support (LTSS) needs. They are strategies that help you understand any person's "to/for balance." However, when applied thoughtfully in a No Wrong Door setting, they can support person-centered discovery and assessment. They can help professionals learn more and problem-solve. They can help professionals support people in organizing information to achieve person-centered support. This lesson provides an overview of three sets of skills (discovery, everyday learning, and management) that are part of the Learning Community approach to person-centered thinking (PCT). This is a

brief overview and orientation. Each set has its own lesson for more depth. You will also get to practice many of the skills in person as part of the blended learning approach.

Learning Objective

After completing this lesson:

You will be able to list and describe the value of each of the core tools that support person-centered thinking skills in the Learning Community model.

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:

Human service work is often complex. Being truly open to a person's needs and expectations is challenging enough. But balancing those things with limits in the community and the needs and expectations of others takes real skill. These pressures often diminish the voice of the individual. Sometimes the person becomes reluctant or unskilled in self-expression over time. The tools explored in this training program will increase your skill at being person-centered in interactions despite these pressures and barriers. Please review the information on the page. When you are ready, go to the next page.

Text:

The Tools and Skills of the Person-Centered Thinking Training program

There are many ways to be person-centered and many tools that can help you build your skills. You probably already have experience with specific approaches that work well for individuals, such as active listening or motivational interviewing. Perhaps you also have skills in other important areas, such as mediation, working with teams, or specific forms of person-centered planning. The skills in this training program can enhance the good skills you already have. They can give you more options when trying to stay person-centered. The tools in this training program support people in living a life they value. They are organized around the following areas.

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Narration:

Discovery always starts with a focus on identifying what is important *to* a person. Discovery should have a purpose. The purpose may evolve. However, an initial focus makes it more productive. For example, discovery for the purpose of learning how best to communicate about shared tasks with a coworker is very different than discovery for the purpose of helping someone decide how they want to manage their needs after a serious health crisis. Knowing the purpose helps to define the process. It may help identify who else should be involved in discovery and planning. Please review the information on the page. When you are ready, go to the next page

Text:

Using the Tools and Skills

It is common for long-term service and support situations to require a number of people to be involved. It is also common for there to be a lot to learn in order to truly support a good “to/for balance” for each individual. Discovery skills help you more clearly understand the views of the individual seeking services. The everyday learning and management tools can help groups function better. They support ongoing learning for everyone.

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Narration:

Each of the three categories of tools is reviewed in a full lesson later in this course. You will also have opportunities to directly practice these tools to support your skill development as you complete the training program. In this lesson, the next three pages provide a very short description of each tool in the skill area. This page provides a review of discovery tools. Please review the information on the page. When you are ready, go the next page.

Text:

Discovery Skills

Discovery tools help refine the exploration of the “to/for balance” for individuals.

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Narration:

In order to get better at what we do for individuals and in general, we need problem-solving skills and to be creative with our learning. Tools that clarify what's working or not and capture a variety of views can be very useful. They can help us with problem-solving, maintaining important information, and negotiating next steps. Please review the information on the page. When you are ready, go to the next page.

Text:

Everyday Learning Skills

These tools help individuals and teams reflect on and communicate about learning and views.

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Narration:

When we think of management skills we often think of supervisory skills. However, in the person-centered thinking tool kit, these tools support skill in managing roles and expectations. They also help with managing the match between people supported and those who support them. Please review the information on the page. When you are ready, go to the next page.

Text:

Management Skills

These tools help define and communicate what is expected of various roles.

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Narration:

You have just had a quick review of the person-centered thinking tools that can support you in gaining skill in person-centered approaches. When you are first learning the tools they can feel cumbersome. The specific separate use of the tools in these lessons is purposeful for learning. However, in an actual interaction, you are unlikely to use all the tools or even most of them at one visit. On occasion, you may use some of them explicitly. However, for the most part the tools are meant to blend together and aid you in becoming skilled in a general approach to working with people. Please review the information on the page. When you are ready, go to the next page.

Text:

Seamlessly Intertwining the Skills

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Narration:

You've just had an overview of the person-centered thinking skills taught in this course. Please review the information on the page. When you are ready, go to the next page.

Text:

Final Check-In

Activity: Person-Centered Tools and Skills Quiz

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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 provided a quick overview of the specific tools taught in this training program. These tools will help you gain skills in discovery. They also support skills that improve your ability to work with others and mediate or problem-solve issues. These skills are meant to enhance other person-centered skills you already have. The goal is to eventually be able to seamlessly engage them as you work with people.

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> Person-centered thinking tools are meant to support professionals in understanding what is important *to* a person. They support finding the right balance, in the person's view, with what is important *for* them.

<bullet> The tools of this training program are divided into three different

types. They include: discovery, everyday learning, and management.

<bullet> All of the person-centered thinking tools are designed to support skill development. They are not necessarily used all together. They may not be used explicitly. They can be blended with other skills Person-Centered Counseling (PCC) professionals already have.

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 list and describe the value of each of the core tools that support person-centered thinking skills in the Learning Community model.

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!