St Giles

Turning a past into a future

Learning to Advise Training

SESSION No	TOPICS	LEARNING OUTCOMES By the end of the session learners will be able to:
Session 1	Introduction	• Explain the background to the St Giles peer advisor programme and how it supports services within the specific delivery context • Outline the structure and content of the peer advisor training programme and describe how this supports the work of peer advisors. • Explore the impact of prior life, work and experience in relation to the peer advisor programme • Identify learning preferences, support and development needs and plan actions for addressing these • Mutually agree a positive working practice

Session 2	**Dynamics of Advice & Guidance work**	• Define key terminology in relation to information, advice and guidance and outline the purposes of IAG services • Identify the attributes of an effective advice and guidance worker • Appreciate individual differences and preferences in relation to clients • Explain the components of an appropriate interview environment, including reference to seating arrangements.
Session 3	**Communication skills**	• Identify key aspects of communication • Identify different types/aspects of verbal and non-verbal communication • Discuss how types/aspects of communication might impact on interaction between people • Explore cultural differences in relation to communication • List barriers and difficulties in relation to communication and identify strategies for overcoming these • Identify a range of verbal and non-verbal communication skills that are appropriate for use in advice work

Session 4	**Introduction to legislation and policies for advice work**	• **Introduce the legislation and organisational policies that underpin advice work** • **Discuss the importance of complying with national and organisational requirements and the potential consequences of non-compliance** • **Discuss the limits of client confidentiality** • **Apply knowledge of policies, procedures and legislation to peer advisor practice**
Session 5	**Safeguarding**	• **Define 'abuse', 'neglect', 'harm' and 'safeguarding'** • **Identify what might make someone particularly vulnerable in the advice and guidance context** • **Name the 6 key principles that underpin all adult safeguarding work** • **Identify the organisational policies, procedures and practices and legislation that define safeguarding roles and responsibilities and explain their importance** • **Explain own responsibilities in relation to safeguarding** • **Identify the consequences on non-compliance with policy, procedure and**

		legislation in respect of safeguarding for clients, workers and organisations • Identify responsibilities and actions in relation to safeguarding scenarios
Session 6	**Inclusivity, boundaries and non-judgemental practice**	• Define professional boundaries and explain their importance within the context of advice work • Understand how personal beliefs, opinions, views and behaviours impact on client work and the importance of non-judgemental practice • Understanding the importance of complying with policy and procedure with regards to boundaries and the potential consequences of non-compliance
Session 7	**Documentation & information recording**	• Describe a system for recording interactions with clients • Explain how to help clients in giving and getting information, assessing it and confirming requirements • Outline the importance of appropriately documenting advice and guidance work • Identify appropriate sources and types of information for different clients and suitable formats for it

		• Explain how to explore options with clients • Apply knowledge and produce an option review record/action plan.
Session 8	The Interview	• Create a positive environment for an interview • Outline a process for effective interviews • Explain the components, knowledge and skills involved in effective interviews • Explain what is involved in effective contracting • Identify the potential implications of not contracting effectively • Compare and contrast ‘open questions’ and ‘closed questions’ • Apply interviewing skills to case studies • Identify why it is important to encourage autonomy amongst clients
Session 9	Making Referrals & Signposting	• Identify the differences between referring & signposting clients • List the advantages & disadvantages of referring or signposting clients to other services • Identify a range of appropriate referral agencies, both internal and external that may be accessed by clients

		• Describe the services offered by the identified referral agencies • Identify information that should be obtained from other services before making a referral • Agree information that should be provided to clients before a referral
Session 10	**Dealing with difficult situations**	• Identify a range of challenging situations, including those that require immediate action • Explain actions needed to address priority/urgent/emergency situations • Explain who can be referred to in priority/urgent/emergency situation with reference to own role • Identify, and explore possible reasons for, challenging client behaviours • Identify strategies for dealing with challenging client behaviours • Apply strategies for dealing with challenging behaviours and situations to case studies • Explain why methods, approaches and strategies may vary when working with different clients