Habits for highly effective staff – Using person-centred thinking in day-to-day work

To really make a difference to someone's life - and to ensure they have more choice and control - staff supporting them need to participate in an ongoing loop of listening, learning and action. This can be done through habitually using person-centred thinking tools.

Here are seven different ways, for managers and staff to build good habits that can help achieve the outcomes or changes that people want to see in their lives.

1.

You know your starting point, so that you can see future progress

Rating how you are using person centred thinking. This can be used as individual self-reflection or as part of supervision or team meetings.

2.

You have a plan

Being able to rate your existing level of competence can help you think about areas that you want to improve, or tools that you want to try. This can be captured in a simple action planning format.

3.

You make a public commitment

You can make a personal, private plan to use a particular tool or develop your skill in using it, or you can go public.

At an individual level, commitments to use a particular tool could be shared at 'a round' in a team meeting.

At a team level, a postcard of the tool that the whole team is focusing on could go on the team notice board, in the newsletter or pasted into electronic diaries.

4.

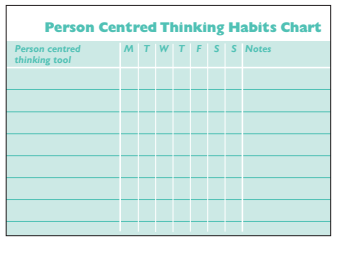
You have ways to remind yourself of what you want to change

There are several ways that you can have both discreet and more public reminders to use person-centred thinking tools.

One possibility is to use stickers in diaries, notebooks or on desks.

You can use cards with a person centred thinking tool on:

- On notice boards.
- To show the 'Person-Centred Thinking Tool of the Month'.
- In team meetings - people can choose a card and share success they have had using that particular person-centred thinking tool.



5.

You are supported by an individual or group

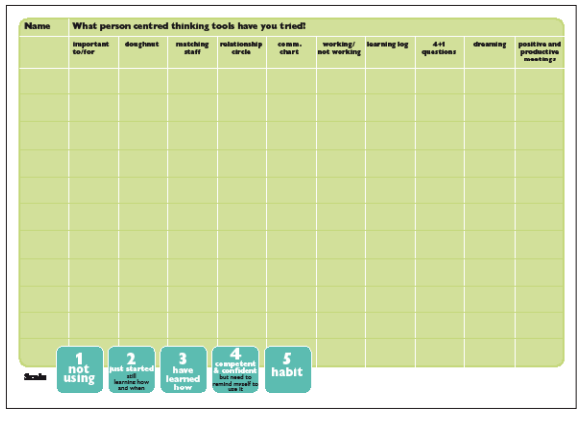
Getting support is crucial in building good habits and making changes. This could be your manager; a peer who is at the same level of learning and trying as you are, or a more experienced staff member who acts as a coach. You could book regular 'check-ins' with them or agree to call each other if either of you are stuck.

You could use the 'Achievement exercise' focused on person-centred thinking in pairs and then share with the whole group.

6.

You record and report back on progress

Recording progress is both encouraging (when you are doing well) and a learning opportunity (when you are not doing as well as you hoped).



7.

There is recognition or rewards for improvements and success

One possibility is to look at the existing recognition and reward schemes that already exist within the organisation and see if these can be adapted to focus directly on skill and persistence in using person-centred thinking.

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