

THE QUALITY NEWS

Individual commitment to a group effort...that is what makes a team work, a company work, a society work, a civilization work""

Vince Lombardi

Person Centered Planning & Thinking The Three Mindful Moments

This month we present the PCT 'Conflict' Tool—The Three Mindful Moments from PCP in Central Lancashire. Let's face it, there is no way around it, conflict arises—that's life. Each of us, depending on the situation as well, reacts differently. This tool is referred to as a reflective personal tool, that if used, allows you the opportunity to respond outside of the conflict/disagreement by practicing the three mindful moments. Here are the tips: Mentally step outside the conflict and while taking three deep breaths, take a moment to focus your attention to where you are in relation to the other person involved.

- 1) BREATHE: In this first moment of conflict—Ask yourself "What do I like and admire about the person?" This of course is a tool to help you remember that the person you are in conflict with—is a person with positive attributes and contributions. Central Lancashire is quick to point out that this first of the three deep breaths is the most important step—so try to focus (as hard as you think it is) to really find something and make a mental note of it! Remember, we are all human, and at this point in the conflict, this attribution that you will think of—hopefully will help give you a reason to really LISTEN well to the person, even if you do not agree with them. (I love this—but this is a quote "Try to do this before you start to see the other person growing horns")
- 2) BREATHE: The second mindful moment is another question: "What will keep us both safe in this conflict?" Considering the safety—meaning physical, mental and emotional—for both you and the other person. When you are in conflict with someone, you are removed from what is comfortable to you. Using voices that are respectful and (not condescending) and appropriate volume is one way to find a positive outcome.
- 3) BREATHE: The third and final mindful moment is to ask yourself: "What is important to the person that is motivating their disagreement with me?" Again, Lancashire says it best when they state: Most arguments are not debates between right and wrong, but between 'right and right'. The person who you are in conflict with, will undoubtedly hold the strong constitution and values to the same degree that is motivating you. It is important, again, to 'listen' for these values, as this can provide you with key language to direct the discussion in a manner that relates to their beliefs as well as your own.

Finding simple solutions in how we communicate, how we listen, recognizing value and identifying what is important to each of us, are all dynamic attributes of Person Centered Thinking.

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Therap Tips!

1 Support Quality of Care & Support
2 Medication
3 Manage Risk & Compliance

How To Understand my PROFILE & CLASSES

Oh Therap, Therap...how we love you xol! Can you make it *any easier* for employees to navigate? Each employee has the ability to see exactly what modules and what privileges we are allowed to access on this wonderful system and how we, as employees, can always stay one step ahead of our trainings!

Here is a question that we receive all the time from employees...*What privileges do I have with XYZ module? OR Do I have rights to a particular Program?* The answer sits right on your Dashboard! Looking at your Dashboard, directly under the Therap logo (top left), you will see PROFILE. Click it....This will take you to every single module that you can work with on Therap AND it will tell you exactly what privileges you have within that module! Scroll down and you will also see a list of all the programs and Person Served that you can access! Pretty great information!

Keeping Up with CLASSES—Therap has made you, the USER, in complete control of understanding and accessing your training certifications, history, requirements and needs! Again on your Dashboard, on the right hand side column, you will find CLASSES. There are five items on the Classes Menu. 1) Sign Up: Click to register for Training Classes 2) View Sign Ups: Your own little personal calendar to remind you of your upcoming trainings that you scheduled yourself for 3) View Results/Notes: Did you know that you can simply click on this link and retrieve a copy of a Training Certificate? If you were hired in the past two years, ALL your Training Certificates are here! Simply click on the link, Save OR Print out. Never lose a Certificate again! If you were hired before 2012, all your Recertification Certificates are here (OSHA, Danielle's Law; Medication Recertification; CPR/First Aid) 4) Training History: YES—Your Training History including dates are all right here for you to access and my personal favorite 5) Training Profile: Here you will find a complete listing of ALL Trainings assigned to your job title. Scroll down and find Assigned Training Classes. This chart tells you what trainings that are assigned to you that require recertification and WHEN the certification will expire! The Training Profile also includes a full list of any employee that you may supervise. Always so simple and easy to keep organized and self manage trainings!

If you have a Therap tip email us @:
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