

Course Information

Dementia Training for Customer Facing Staff

Course Overview

This course is designed to enable your staff to develop a greater knowledge and understanding of the ways in which dementia affects people, and the impact that this can have on your business. Participants will explore factors that can affect communication, and start to develop strategies to help overcome potential barriers. There will be lots of opportunity to interact with others, share experiences and develop good practice, helping your staff to confidently support people living with dementia, and ensure your business is 'Dementia Friendly.'

Who should attend this training

Front line/customer facing staff; people wishing to develop a greater awareness of dementia, making a difference through providing a thoughtful and helpful service to people living with dementia. Previous dementia awareness is not essential.

Learning Outcomes

In this session delegates will:

- Demonstrate an awareness of dementia
- Identify the different types of dementia
- Explore attitudes towards people living with dementia
- Recognise how dementia can affect people in different ways
- State factors that may affect communication with someone living with dementia
- Discuss and start to develop strategies to support people with dementia in line with your role/business needs
- Identify what changes you can make within your role and how you can apply good practice in communication

Delivery, venues,

This is a 3 hour session. All our courses can be delivered either in house at your place of work, at another location that you've sourced, or at a venue arranged by Reconnect. The course can be flexible to include topics that you might want to cover in relation to your specific business needs. Groups are of a manageable size (min 6 - 20 max) to enable all delegates to participate fully and communicate with confidence in a safe environment. For information on course fees please contact us

For further information and to discuss your business requirements please contact us:

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