

Course Information

Train the Trainer – Dementia Training for Front Line Staff

Course Overview

This course is designed to enable delegates to be confident in disseminating and delivering training in house. Delegates will have the opportunity to develop their own skills delivering some of the course material and gain a greater understanding of the ways in which dementia affect people and the impact that this can have on business.

Who should attend this training

Training will be a key element of the delegates job role. Some previous dementia knowledge would be beneficial, though not essential.

Learning Outcomes

- Identify and share current customer service practice within your organisation/workplace, and how this relates to people living with dementia
- List the different types of dementia
- Recognise how dementia can affect people in different ways
- Identify good practice in communication, in your workplace
- Develop strategies to support people with dementia when using your business
- Demonstrate effective training practice and procedures
- Demonstrate effective presentation and communication skills
- Provide constructive feedback to others in the group
- Prepare an action plan and set focused goals for delivering training to your teams

Delivery and Course fees

This course will be delivered in house over 2 days, to a small group of 8-10 delegates, max 10. The training will be interactive, and it is expected that all delegates will have the opportunity to participate in the delivery/presentation of session materials. The cost of the course will be £230 per delegate.

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

Gill Grattan - Tel: 07850218914, Email: gill.grattan@reconnectdementia.com

Gill McBain - Tel: 07984171746, Email: gill.mcbain@reconnectdementia.com

www.reconnectdementia.com