

CQL's Overview of Personal Outcomes Workshop

Often, organizations find themselves "stuck" in a compliance mode of thinking. Without a doubt, safety, health and general practice procedures are essential, and you've met those requirements. Now it's time to go beyond the basics to the real quality of life issues and develop a culture of person-centeredness.

CQL's Personal Outcome Measures® form the foundation for organizational quality enhancement. Personal Outcome Measures® are short, clear and written in plain English. They are easy to explain to families, friends, elected officials, and government representatives. And they apply to everyone – not just people with disabilities. Personal Outcomes are important because they put listening to and learning from the person at the center of organizational life.

CQL is committed to helping your organization's leadership, management and staff use person-directed principles and proven strategies in all aspects of your service delivery. We'll bring our skilled trainers to your organization to begin the learning process.

An Overview of Personal Outcomes

A one-day workshop that presents an orientation to CQL's Personal Outcome Measures® and person-directed principles.

Topics Covered

- What's so different about CQL's Personal Outcomes?
- Principles of the Personal Outcome Measures®
- What is a Personal Outcome interview?
- Learning from people

Format

- Presentation and group exercises
- Can be offered in conjunction with the Introduction to Personal Outcomes Workshop

Who Should Participate

- Direct Support Professionals, Board Members, Managers, Clinical Staff



The Council on Quality and Leadership
Partners in Excellence; Leadership for the Journey.

For additional information, please contact:
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