

I Am Only One Person:

How can I influence organisational change?

Direct Support Professionals discover how they can make a difference in supporting people to achieve personal outcomes and how they can influence organisational change one person at a time.

This two-day interactive and solution-oriented workshop is designed specifically for direct support professionals. Participants solve real day-to-day work problems and develop the tools they need to improve the quality of the services they provide. Participants are engaged in individual exercises, small group activities, group discussions, brainstorming, and working through case studies/scenarios to **create solutions to real life work issues**. This workshop provides opportunities for direct support professionals to network, share information and learn from their colleagues from other organisations.

CQL has typically offered this as a two-day conference where attendees come from many different organisations. We have modified it to serve as a workshop for direct support professionals from one organisation onsite at their location.

The content has been built around the Personal Outcome Measures® and how direct support professionals can not only make a difference in one person's life, but can exert influence throughout the organisation.

Workshop Highlights

- **Short content presentations** are used only to make key points
- **Top 10 issues confronting direct support professionals** are identified via group discussion or a list developed by CQL (examples: medications and cleaning supplies are locked up; people share bedrooms and would like more privacy; parents' choices are always honoured; there is little or no communication between day and residential services)
- **Problem solving strategy** (8 questions) is presented and used to work through a variety of case studies/scenarios
- **Scenarios focusing on Personal Outcome Measures®** with discussion questions about the presence or absence of the outcome and what can be done to make it more likely the outcome will be present in the future
- **To do list** (a list of things participants can do tomorrow without asking permission)
- **To stop list** (new—a list of things participants can stop doing)
- **Memo to boss** (includes a description of the workshop, what the participant learned and what they would like to work to change)



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