



Person Centered Thinking and Planning for Everyone

Michael Smull
The Learning Community for Person Centered Practices
Support Development Associates
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The Learning Community
for person centered practices

The Learning Community for Person Centered Practices envisions a world where all people have positive control over the lives they have chosen for themselves. Our efforts focus on people who have lost or may lose positive control because of society's response to the presence of a disability. We foster a global learning community that shares knowledge for that purpose.

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A Description for Colleen



Important To

- Feeling respected
- Having control
- Being helpful

Important For

- To never physically hurt others again
- Staying safe while living in the city by herself

Instructions for Supporters

Always ask – never order
Keep a good relationship with neighbors so that they will call when there is something amiss
Come by often enough to know when


- She has a new “roommate”
- More cats than space

Help the extra people move on & help the cats find new homes

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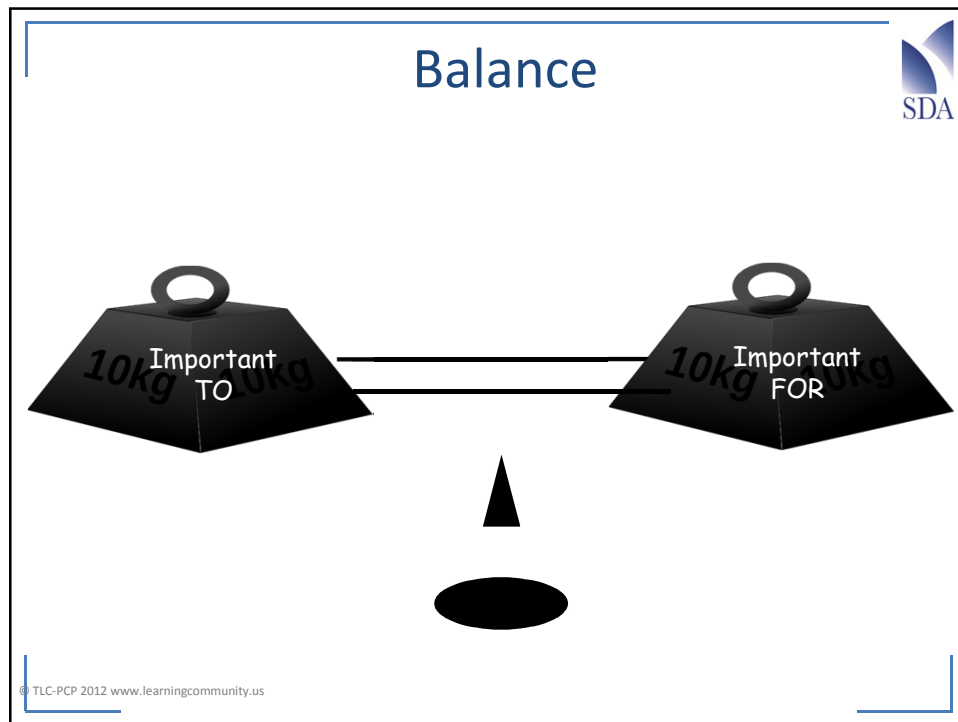
Universal questions



- What does a balanced life look like for me?
- How do I help others see my gifts and contributions while recognizing the support I need to stay balanced?

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Important TO

What is important to a person includes those things in life which help us to be satisfied, content, comforted, fulfilled, and happy. It includes:

- People to be with /relationships
- Things to do & places to go
- Rituals or routines
- Rhythm or pace of life
- Status & control
- Things to have

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SDA

Important FOR




- Issues of health:
 - Prevention of illness
 - Treatment of illness / medical conditions
 - Promotion of wellness (e.g.: diet, exercise)

- Issues of safety:
 - Environment
 - Well being ---- physical and emotional
 - Free from Fear

- What others see as necessary to help the person:
 - Be valued
 - Be a contributing member of their community

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Important To and For are Connected

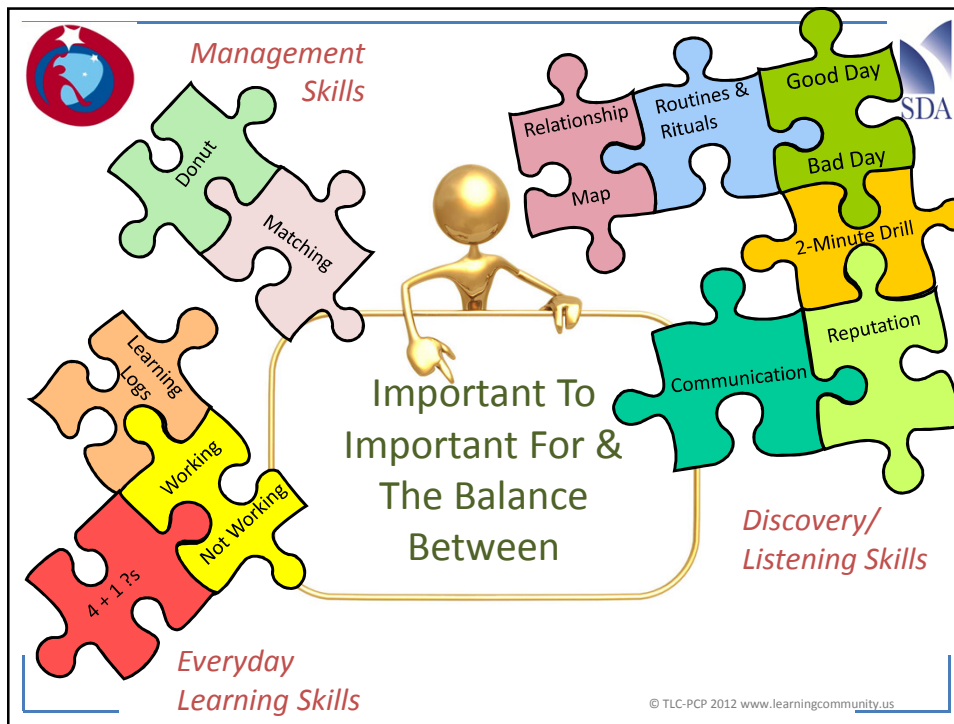


- Important to' and 'important for' influence each other
- No one does anything that is 'important for' them (willingly) unless a piece of it is 'important to' them

The balance is dynamic and always involves tradeoffs:

- Among the things that are 'important to';
- Between important 'to' and 'for'


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Michael's One Page Trainer Profile

What People Like and Admire about me as a trainer

- Shares freely
- Makes it easy to understand
- Makes you think
- Makes it real, tells it like it is
- Good story teller
- His dry sense of humor
- Engaging
- Knowledgeable




What is Important to me as a trainer

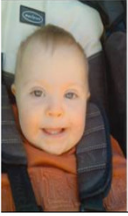
- That the training makes a difference
 - That I hear stories (later) of how they applied what they learned and the difference it made
- People learn during the training – that I can see "light bulbs" going on
- People ask when they have questions
- To have fun, see people laugh, and for all of us to enjoy the training
- I give people my best
- I am able to keep people engaged, having fun, and learning
- I contribute to the next generation of learning
- A balance between home and work
- Some down time – away from people
- Exercise while on the road

How to best support me as a trainer

- Someone other than me takes care of the logistics and does it well!
- Make sure I have a patient timekeeper who reminds me –
 - About breaks and
 - Where we are supposed to be on the agenda
- Remind me of what I am doing next week and next month so that I will prepare
- Give me honest feedback about the training and how I did so that both the training and I can improve
- Partner with me in improving the training or developing the next generation of training
- If you are helping me with travel, a hotel with OK exercise equipment is important to me
- Keep in mind that I need downtime from being with people from time to time – it isn't personal

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Nathan

What others like and admire about me

Gives good hugs and sloppy kisses, fantastic,
Loving, Cheeky, Pulls funny faces, delectably
gorgeous, absolutely wonderful

What I like

Playing with toys that have shape and texture
and make noises

Watching Wiggles on TV, listening and dancing
to music

Spaghetti, Butties especially banana and
cheese, milk, baby juice


You can help me by

Mashing some of my food, I can eat finger food
by myself but please stay with me when I'm
eating as I can choke

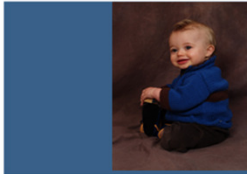
Let me sit without help for short time but make
sure I am safe as I can fall over when I'm tired

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Aiden



Aiden's smile can make you forget your worries!

Aiden's Family:

- Chloe Renee - sister
- * Brian - dad
Cell #
- * Dee - Mom
Cell #
Work
- Emergency Contact
Ann

Aiden's Doctor:

- Dr...

Some great things about Aiden!

- ☉ He is adorable.
- ☉ He is loving!
- ☉ He loves to dance.
- ☉ He has a great smile.
- ☉ He loves to be hugged, held and loved.
- ☉ He loves doggies.
- ☉ He's very curious.
- ☉ He adores his sister.

What Aiden's day looks like:

<ul style="list-style-type: none"> ☉ 7am Wake up & Bottle of Milk ☉ 8am Drop Off Daycare ☉ Floor time & Snack ☉ 10-30 ish Nap ☉ Lunch 	<ul style="list-style-type: none"> ☉ Floor time & Snack ☉ Mid afternoon nap ☉ 3:15 pm Days that dad does pick up. ☉ 5:15 pm Days that mom does pick up.
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Things that are important for Aiden:

- ☐ To make sure his food is cut up into small enough pieces.
- ☐ To continue to receive occupational therapy for oral motor deficits.
- ☐ To keep small items out of his reach... he loves to put things in his mouth.
- ☐ He does not use a "binky" but will suck on his thumb.
- ☐ He is high energy and needs a lot of activities/exercise.
- ☐ To watch him carefully around water, he has already been under water once and can be sneaky trying to get to any type of running water.

Foods that Aiden Likes:

- ▼ Mac-n-cheese
- ▼ Ravioli
- ▼ Peanut Butter & honey sandwiches
- ▼ Yogurt
- ▼ Cottage cheese
- ▼ Rice and Beans
- ▼ Lunch Meat
- ▼ Chicken
- ▼ Pasta
- ▼ Pancakes
- ▼ Scrambled Eggs
- ▼ Sausage
- ▼ Multi-O-Meat
- ▼ Water in a sippy cup
- ▼ Cheddar cheese
- ▼ Cold Fish
- ▼ Nutter Butters
- ▼ Pretzels
- ▼ Teddy Grahams
- ▼ Cheese Puffs
- ▼ French Fries
- ▼ Graham Crackers

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Joe Student



What others like and admire about Joe

- ✦ He is very sweet and knows how to make himself happy
- ✦ He finds things to entertain himself
- ✦ When he giggles it makes everyone else laugh

What is Most Important To Joe

- Having some control
 - Having his own space in the classroom
 - Being able to take his shoes off whenever he wants to
 - Being able to reject an activity when he wants to
 - Choosing when he eats and when he drinks, Having the ability to get up and wander around the room when he wants to.
- Having and doing the things that he likes (sensory)
 - *Not being around people who scream and yell*
 - Tapes, boxes, baskets, & containers. To carry them
- Listening to, and playing with musical toys (keyboards)
- Using mirrors to look at himself, looking at pictures of himself
- Balls. Balls. Balls! (carrying them, or hitting them to make noises)
- WATER PLAY! SINKS, WATER TABLES, SMALL POOLS

Supporting Joe's Sensory Needs

- Joe loves to sit in the net swing and being swung around in circles. It helps him calm when upset.
- Avoid large open spaces with high ceilings (like the gym) these are difficult for him
- Joe is very sensitive to noise, he gets upset when other students screams
 - When things are too loud for Joe, he will let you know by covering his ears
 - It's good to have earphones handy, both for Joe to try when things are loud, but also for staff when he gets loud.
 - Joe is very bothered by the sound of crying babies
 - Joe likes to see what sounds things make, he'll touch and try different things to hear the sounds. He'll find his favorites and repeat them.


Supporting Joe with Tasks/academics

- When Joe is in a good space, he can do up to three tasks before losing focus.
- When he is not in a good space, he may not be able to complete even a very simple and basic task.
- Pay attention to his mood and health when setting up work
- Be prepared to offer many sensory breaks and modify expectations if he is not able to perform
- Have many tasks available for Joe to work with
- Don't be surprised if one day he is very competent with a task, and another day he is not able to do it.

Janet's one page profile


What is important to me at work

- ❖ That my work makes a difference in some way in the lives of people with disabilities.
- ❖ That teachers and EA's get the support they want/need so they can do the real work.
- ❖ I'm a verbal processor; I need time to talk my ideas and concerns out at least some of time.
- ❖ Person Centered Planning is a passion of mine, I will always include elements of it in my work.
- ❖ Being able to share my ideas and vision, even if it's not technically "my place"
- ❖ Feeling like I am being helpful to others/not feeling like I am wasting my time or anyone else's time
- ❖ Having my role defined...and redefined if my role changes. What is expected? Where can I use judgment and creativity? What is absolutely NOT my job?



How best to support me in my role

- ❖ If you are planning something that requires my time and energy, I need to know in advance, so I can mentally prepare myself for the task.
- ❖ Never ask me to do anything without a deadline. If I can't make a deadline I will let you know.
- ❖ I'm a talker, it's ok to tell me how much time you have to chat- then I won't run on and you aren't late for your next appointment
- ❖ Let me share my ideas and visions with you, if you don't have time, ask me to write them down.
- ❖ I'm pretty oblivious to subtle cues. Be direct with me; don't expect me to read behind the lines. It'll be quicker for you to say what you have to say right up front.





Hi my name is TYLER

TYLER [redacted] IS A SWEET KID WITH AN INFECTIOUS SMILE. HE IS RESILIENT, CARING, AND A PEOPLE LOVER.

This is Important TO Tyler:

- Tyler likes physical activities such as wrestling with dad or running freely without restrictions
- Enjoys listening to Music -Coming Home by Diddy , Transformer Song New Divide, Travis Barker Soldier Boy and Show me what I'm Looking For by Carolina Liar
- Going outside to play is great especially on the trampoline
- Loves to watch Music Videos and YouTube - "the others" is the Land Before Time series or dinosaur bing.
- Dinosaurs, trains and action figures are some of Tyler's favorite toys
- Tyler loves stuffed dogs
- Tyler is a great eater!
- He likes to be a big boy
- To have friends, to play and entertain others

This is Important FOR Tyler:

- When away from mom and dad, people who support Tyler best are emergency responders, teachers, and non-greedy family members.
- Tyler has a great sense of humor and is resilient.
- Being dead is painful at all times
- Tell Tyler what he needs to do with minimal work, show him and then let him do it
- Give Tyler breaks when his legs get tired

Things You Should Know to Best Support Tyler:

Tyler Cannot have MILK

If Tyler's lips begin to swell- Call Mom ASAP on cell phone. Should he be struggling to breathe - immediately call 911

- Sometimes when sitting, Tyler bends to sway side-to-side due to poor core strength and does not like sitting for more than 15 minutes at a time
- Tyler has trouble doing two tasks at once
- Tyler can remove his clothes independently, but requires assistance when putting them on
- If Tyler uses inappropriate work IGNORE him
- To make sure he is listening or to get his attention call him "Quiet Hank" and wait until he clasps hands together

In the event of an emergency, until family is able to come, please call the following people who can best assist Tyler.





JOSIE M



Birthday:
April 24,
2001

GREAT THINGS ABOUT JOSIE:

- VERY THOUGHTFUL - ALWAYS CARING ABOUT OTHERS
- LIKES TO "PARTY"
- GREAT BIG SISTER
- GOOD AT ORGANIZING

FAVORITE THINGS TO DO:

- * BEING CREATIVE -ART & WRITING STORIES
- * PLAYING WITH FRIENDS/FAMILY
- * SWIM
- * DANCE & SING
- * LISTEN TO GIRL ARTIST

Mother's Name: KDM...

Cell phone: 222-XXXX

Work phone: 773-XXXX

Email: Katherine...

Father's Name: Ryan M...

Cell phone: 295-XXXX

Work phone: 773-XXXX

Email: ryan.m...

Other good things to know about me:

- I am allergic to peanuts!
- I love to talk to my friends, so I may need reminders to stay focused.
- I learn best by doing - expressing myself with pictures more than words.
- I am a visual/kinesthetic learner - I love checklists and visual quos work well.
- I work better in small groups and even better with 1-on-1.
- I do better when I am confident - I am sometimes afraid to ask for help when I don't understand because I don't want to look dumb.
- I may need something explained to me more than one way - you will know I understand if I can repeat it back to you.

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IT'S ALL ABOUT ME
Elizabeth Katz

What we love about Elizabeth!
(see pages 4-5 for more info)

- She's a determined self-advocate - ask her about her rally speeches
- A gutsy gal
- Talk about organized!
- A true blue friend
- She lights up a room!
- She's a Fashionista

A Few Things That Are Important TO Me...
(Please see pages 6-10 for more information)

- My independence
- A thriving social life
- Being organized and prepared
- School - Graduation in May 2011!
- Taking good care of myself
- Routines
- Planning for the future - including a job, an apartment, and a boyfriend
- Everything Michael Jackson
- Diet Coke
- Singing at church
- Fun with friends & family
- Writing in my journals
- Avoiding conflict
- Fashion
- Close relationships with Family & Friends

...And A Few Things That Are Important FOR Me:
(Please see pages 11-13 for more information)


- CPap machine, plenty of sleep (may include naps)
- Seizure medications
- Healthy diet and exercise
- Writing in my journals
- Conflict free environments & relationships
- Avoiding a "fireball"

Here's How You Can Support Me:
(Please see pages 12-14 for more information)

- Help me with time, money, cooking, shopping & some cleaning
- Help me find a job and job training
- Assist me to fix my hair & pick out cute outfits
- Help me make healthy food choices and to exercise
- Understand if I'm upset, I'm probably tired.
- Talk to me nicely & quietly. No bad words.
- When people around me are angry or there is conflict, help me get away
- Help me understand what's going on, what to expect


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Sally's One Page Profile



What People Like and Admire about Sally

- She is tenacious
- She's good at helping others learn what needs to be done, what the routines and expectations are
- She is kind and helpful
- She is funny and a good at joking around



What is Important to Sally

- Having things done the way they are "supposed" to be done (e.g., laundry protocol)
- Her music and her MP-3 player
- Having a routine that she follows
- Having time with kids or other ways she can be "helpful"

Supports Sally Needs to be Content, Healthy and Safe


- Sally eats very slowly; and needs her foods cut up before her plate is put in front of her
- Give her time to process requests; it takes a while for Sally to make up her mind. She does not like to be rushed.
- Due to her seizures, Sally needs to wear her helmet whenever she is walking
- Do not touch or mover Sally's belongings without her permission
- Routines and rules matter to Sally: there are specific protocols for supporting Sally (seizure, bathing, laundry, helmet, bag, family contact); staff must be familiar with each of them and follow them
- Find time for joking a teasing with Sally

Supports, continued

- Remind Sally to "walk slowly" so she doesn't fall
- Right now, Sally's food plan does not include sugar or caffeine; help her choose foods that meet this requirement


Tammy's One Page Description

Tammy's Description



What People Like and Admire about Tammy (Pg 6)

- Is always smiling
- Totally accepts people
- WONDERFUL personality
- Stylish
- Accepting and forgiving
- Resilient
- Great sense of humor
- Friendly and social



What is Important to Tammy (Pg. 7-8)

- Being a part of things
- Having eye contact with everyone
- Looking stylish and having her hair and nails done
- Being comfortable and not having her tubes underneath her
- No roughness in personal care

Supports Tammy Needs to be Happy, Healthy and Safe (Pg. 10-14)

- Always have her head elevated
- To be suctioned frequently (5-6 times per shift). Gurgling noises means she needs to be suctioned
- To have people be kind, sensitive, loving and have a gentle touch
- Be gentle with brushing her hair (she doesn't like it, but wants it to always look nice)
- Always make sure her clothes match and make sure it's not sweat clothes
- Tammy needs to be repositioned every two hours
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up
- Be sure to have Tammy use her body to keep flexible


Tammy's Picture Of A Life (Pg. 19-21)

- Live in a big wheelchair accessible home with extra wide doors, close to her family
- Have a fun and social housemate
- Have a beautician she can go to regularly
- Have a social medical day program close to home
- Have specialized medical services and medical equipment (including backup generator)

~ Sara's One Page Description ~

What People Like and Admire about Sara (Pg 5)

- She has a passion and zest for life
- Friendly and fun
- Positive energy in wanting to advocate for others
- Likes to help and is protective of others
- Very independent
- Knows what she wants to do and is resourceful



What is Important to Sara (Pg. 6-8)

- Being respected and people not breaking their promises
- Being social, joking and doing things with friends
- Making a difference for people
- Being able to smoke without being bugged
- People not messing with her things

Supports Sara Needs to be Happy, Healthy and Safe (Pg. 10-15)

- One person to provide clear directions and expectations
- Give her choices to keep her from getting bored. Always have a "plan B" in case things don't work out
- To be supported unconditionally so she can gain trust in you to help when she moves
- Must have people be consistent with her and talk with her when she get upset or starts self-diagnosing herself
- Have consistent respite for Sara and others to relax and recharge
- ASK Sara to do something, rather than tell her.
- Always follow through with a promise or give an explanation of what is going on and when you can keep the promise if something comes up


Sara's Picture Of A Life (Pg. 20-24)

- Live in a Host Home where she can have her own living space and be able to smoke outside
- Have an active community that has good public transportation and advocacy opportunities
- Have a GED class that can lead to paid work for her
- Have mental health services to support Sara and her new provider

~ Liz's One Page Description ~

What People Like and Admire about Liz

- She knows everyone's birthday
- Has the gift of gab ~ can hold a lengthy conversation with anyone!
- Has a green thumb and knows lots about plants and flowers
- Never gives up even through long bouts of serious illness
- LOVES animals!
- Her sense of adventure



What is Important to Liz

- Being in control of her life
- Living in her own home with her 3 cats
- Talking with her daughter frequently
- Having lots of information about her health, and any changes in her life
- Being active; doing things with her family and friends
- Staying in touch with friends


Supports Liz Needs to be Content, Healthy and Safe

- When really depressed, family needs to ask "what did you eat today" to help keep an eye on possible malnourishment
- Must be able to keep a small notebook to write notes and help her remember tasks; she will get confused when she is not well or when she is feeling overwhelmed
- When she is not well, it helps if she talks to her daughter every day
- Because of having Fibromyalgia, she needs someone to clean her house regularly for her
- When she isn't well, she needs someone who can grocery shop and run errands for her; or take her to run errands
- A skilled pet sitter to care for pets when Liz is away or unwell

People Who Support Her Best:

- Like to chit chat and are good listeners and processors of information
- Are consistent; punctual and dependable
- Like to share about their own life

What we have done to address Liz's malnourishment




What have we Tried	What have we learned	What are we Pleased about	What are we concerned about
<ul style="list-style-type: none"> ● Healthy frozen meals ● Daughter cooking a week's worth of food for her ● High protein shakes 2x a day 	<ul style="list-style-type: none"> ● She doesn't like processed food ● Will almost always eat daughter's home cooked food ● Protein shakes work really well ● If she is having a really bad day, might only drink one shake at best 	<ul style="list-style-type: none"> ● She is steadily gaining weight ● Found at least two options that work for her ● She is committed to eating when she can 	<ul style="list-style-type: none"> ● Stress on daughter to cook and drive 5 hours round trip every weekend ● Only eating once a day ● Will lose appetite again if depression comes back

+1: Keep doing protein shakes; find someone local to cook occasionally; keep asking "what did you eat today, not just "did you eat today?"


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~ Ruth's One Page Description (at home)~



What People Like and Admire about Ruth

- Such a "grandmother"
- A true lady
- Has the gift of gab ~ can hold a conversation with anyone!
- Always dressed so nice ~ everything always matches, right down to socks and earrings
- Very liberal thinker for her age



What is Important to Ruth

- Living with granddaughter and grandson-in-law
- Being warm and feeling safe with caregivers
- Having "a little pour" before bed (rum and tea)
- Being a part of whatever is going on at home ~ being in the middle of it!
- Sweets during the day!

Supports Ruth Needs to be Happy, Healthy and Safe


- Needs people to ask frequently if she is warm enough and help her put on sweater/sweatshirt if she is not (she'll be cold when you're not)
- Must have assistance with her medications ~ knows them by color but you need to dole them out and keep track of times
- Needs assistance with bathing and dressing ~ will tell you what clothes she wants to wear for the day/event
- When bathing, no water on face ~ she will wash with cloth
- Must talk with daughter 2-3 times a week on the phone ~ will need you to dial for her
- Must see her doctor right away if she has cough, fever or is "off balance" ~ indications of systemic infection that will grow quickly!

People Who Support her Best

- Like to chit chat
- Are timely and stay busy
- Polite and mannerly
- Have a witty and dry sense of humor
- Can be reassuring and help Ruth feel safe


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Mary Katherine's
One-Page Description
Done after the loss of her partner
Tom
10/2010



Things I Don't Need

Food, I like to cook and need to do more of it
Books on grief
Taking sleeping aids, I would rather face the night even if it gets long



What Helps Me Feel Better Right Now


Being in my home
Prayer
Listening to music, especially Van Morrison
Spending time with my dogs and cats
Being with, talking to, Tom's friends and my friends
Working out at the Y
Going out with friends but leaving when I need to
Going to hear live music, especially people that Tom and I liked to listen to together
Mystery novels
Going back to work
Texts and e-mails from friends

Other Things

If you have questions, don't be afraid to ask them. I am sure it will not be the first time.
If I am telling you "too much" feel free to stop me
Sometimes my body hurts and I may not want to be touched
Sometimes a hug is the thing I need the most
If you need a hug from me or are having a hard time I want to help. I know that I am not the only one who has lost a loved one

What People Need to Know About Me Now

Most of the time I am OK
When I am feeling sad or am grieving I will probably want to be alone.
When I am feeling good I may still want to be alone or I may want company
I will let people know when I want/need company and when I need to be alone
I don't need any more books on how to grieve; I am writing one of my own every day.
My attention span is not very long so please don't be offended if I cannot keep up a long conversation
Short visits are best but try to call first
Phone calls are good but texts and e-mails are even better.
Sometimes I am up in the middle of night and might e-mail, text or play on Face Book, this is not a matter for concern but if you are up too feel free to respond

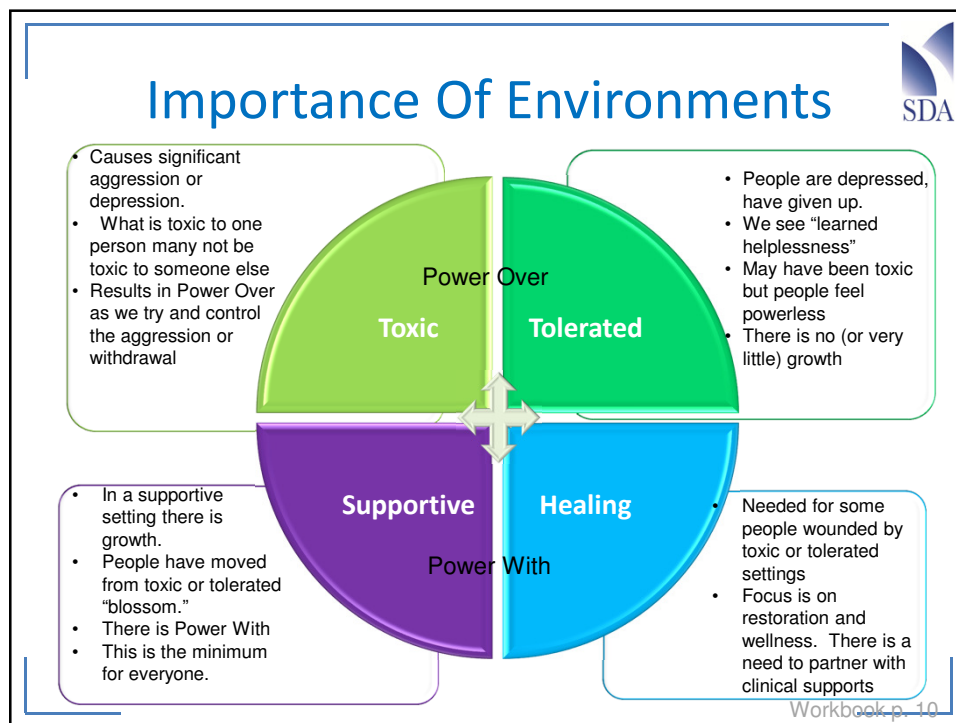


Communication Chart For Chuck			
What Is Happening	What The Person Does	What It May Mean	What We Should Do SDA
It is Sunday	Calls afterhours and leaves you a voice mail that includes scripture or singing of a gospel song	Chuck had a great day at church!	Do nothing.
Anytime other than Sunday.	Calls and leaves you a lengthy voice mail that sounds like a sermon.	Chuck might be having some mental health issues. He may have forgotten to take a dose of medication.	Call Chuck and ask if he remembered to take his medication, he will likely check and then tell you yes, he forgot. For the next few days, call Chuck in the morning and offer supportive reminders to take his meds.
Anytime	Makes any mention of "Ruby Red Lights", even just a passing reference.	Chuck is experiencing auditory hallucinations. (Ruby is deceased and by history is one of the "voices" Chuck hears when he is hallucinating)	Drop by and see Chuck. Check his med box. Stick around and chat for awhile (be on the look-out for any signs that he may be experiencing hallucinations or delusions. Contact his Psychiatrist and take recommended next steps. (Schedule an appointment, increase visits to daily, etc.)
Anytime	Stops eating and tells you that his food has been poisoned or that there is blood in his food.	Chuck is experiencing delusions and auditory hallucinations. <small>© TLC-PCP 2012 www.learningcommunity.us</small>	This is an EMERGENCY! Call the Mobile Crisis Unit and support Chuck in being assessed for possible admission. Stay with Chuck until they arrive. Offer reassurances that you are there to help keep him safe. Do NOT try and convince him that his food is not poisoned.

Logan's Current Job

	What makes sense, is working, the up side, right now	What doesn't make sense, is not working, the downside, right now
Logan	<ul style="list-style-type: none"> • Pay check-How much I earn • Variety of stationary work & stocking tasks • Co-worker's support • Riding the bus to/from work 	<ul style="list-style-type: none"> • Getting off at 10 pm no energy to see live music • Paperwork required for processing inventory • Working Saturdays • Mom driving me home on Friday and Saturday
Logan's Mom - Nancy	<ul style="list-style-type: none"> • Logan developing new SKILLS • Logan has more confidence making decisions, including making more friends • Giving Logan rides home Fri & Sat. nights 	<ul style="list-style-type: none"> • Concerned he rides the bus late at night • Not spending as much time with family • Complaining not able to see his friends as much • Logan may get hurt using the stocking lift
Job Coach - Brenda	<ul style="list-style-type: none"> • Good job SKILLS & good attitude toward work • His hours 3-10 pm. Logan is a "night owl" • Work provides natural supports on the job • Has work friends 	<ul style="list-style-type: none"> • Recently asking co-workers to do his paperwork • Not as productive lately, takes more breaks • Called in sick more this past month • Getting write-ups for not helping customers
Supported Living Coord. - Jackson	<ul style="list-style-type: none"> • Starting at 3pm allows Logan to sleep in • Mondays off to assist with activities/tasks at home 	<ul style="list-style-type: none"> • Logan complains no time to see live music • Refusing support with medication prep and shopping for meal at work

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How do you teach people to develop and use these?

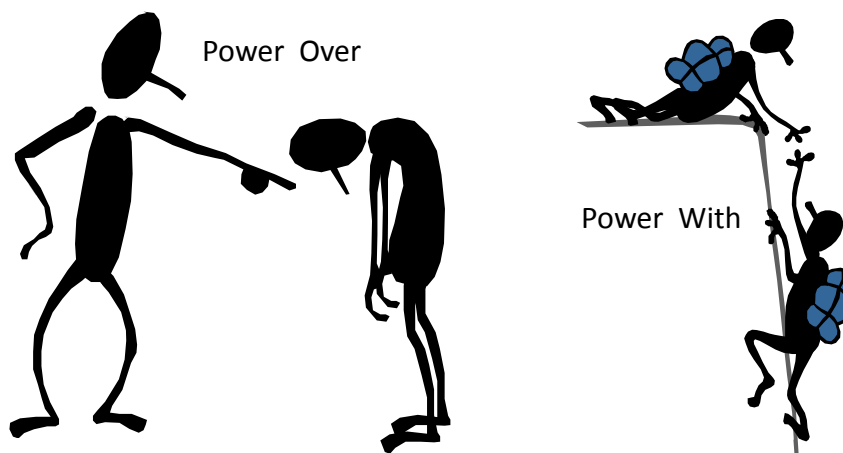


- For families and self-advocates – a 1 day training
- For teams – to learn to support each other – a 1 day training
- For those who want/need to learn to use the skills in day to day work –
 - 2 days for skills
 - 1 day for descriptions

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Going from



Fixing to Supporting

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