



Hypothetical exercise: question 1

Purpose

This exercise is for participants to brainstorm the answers to hypothetical interview questions. The goal is to identify key worker values and skills that reflect aspects of essential and desirable criteria for a given position.

How

You will be in a group of at least three people. Nominate one person as the note-taker, another as the interviewer and a third as the applicant. You will receive one question. Ask your question of the applicant.

Record the answer and then as a group, review the answer and add other possible responses to enable you as the interviewer to identify key values and skills for the position.

Question 1: How would you deal with a client who is verbally abusive and refusing to pursue their rehabilitation goals?

Answers:

Discussion:



Hypothetical exercise: question 2

Purpose

This exercise is for participants to brainstorm the answers to hypothetical interview questions to identify key worker values and skills that reflect aspects of the essential and desirable criteria.

How

You will be in a group of at least three people. Nominate one person as the note-taker, another as the interviewer and a third as the applicant. You will receive one question. Ask your question of the applicant.

Record the answer and then as a group review the answer and add other possible responses to enable you as the interviewer to identify key values and skills for the position.

Question 2: If a client appears anxious every time they have to experience something new in their therapy, what do you see as your responsibility and how would you introduce change?

Answers:

Discussion:



Hypothetical exercise: question 3

Purpose

This exercise is for participants to brainstorm the answers to hypothetical interview questions to identify key values and skills that reflect aspects of the essential and desirable criteria.

How

You will be in a group of at least three people. Nominate one person as the note-taker, another as the interviewer and a third as the applicant. You will receive one question. Ask your question of the applicant.

Record the answer and then as a group review the answer and add other possible responses to enable you as the interviewer to identify key values and skills for the position.

Question 3: What are the important things about yourself that will assist you to work with a person with a TBI?

Answers:

Discussion:



Using Policies and Procedures to manage client issues

Group exercise

The large group is split into two.

Your group has been given one of two worksheets (8.4 or 8.5).

The worksheet gives a scenario involving Jenny that has issues for staff in their direct care.

As managers, identify any management strategies, policies and procedures that could assist you to respond appropriately and give direction to staff.

Write your answers on the worksheet and use this information to feedback to the larger group.

Please use the following as a guide.

Scenario 1 – Jenny drug-affected

Staff arrives at Jenny's unit. She answers the door and is acting strangely; she is vague and giggling but still invites the worker inside. Staff asks her how she is and she says that she is fine.

Staff smells a strong odour and the room has a smoky haze. Jenny then says she is going to have a session and proceeds to light up what appears to be a marijuana joint and starts to smoke it.

1. Discuss this situation amongst your group, what do you see as your responsibility as a manager?
2. Develop a plan on how you would respond to the issues for staff working with Jenny.
3. Discuss what policies and procedures you would need to have in place to utilise in your response to this situation for both the staff and client?



Using Policies and Procedures to manage client issues

Group exercise

The large group is split into two.

Your group has been given one of two worksheets (8.4 or 8.5).

There is a scenario involving Jenny that has issues for staff in their direct care.

As managers, identify any management strategies, policies and procedures that could assist you to respond appropriately and give direction to staff.

Write your answers on the worksheet and use this information to feedback to the larger group.

Please use the following as a guide.

Scenario 2 – Jenny agitated

Staff arrives at Jenny's unit and she greets them at the door. She appears agitated but asks them inside. The planned activities are the household chores. Everytime staff tries to get her started she gets agitated, yells at them and becomes distressed.

She becomes so distressed she asks them to leave. Staff is upset at being verbally abused and does not want to go back.

1. Discuss this situation amongst your group, what do you see as your responsibility as a manager?
2. Develop a plan on how you would respond to the issues for staff working with Jenny.
3. Discuss what policies and procedures you would need to have in place to utilise in your response to this situation for both the staff and client?