

# Person-Centered Thinking and Practices

## 7 An Overview of Person-Centered Thinking Skills and Tools



# Introduction

These slides contain content adapted from the Administration for Community Living's Person Centered Counseling Training Program. The content includes text and narration from online courses. To view original content or for more information, please visit [nwd.acl.gov](http://nwd.acl.gov) or contact [NoWrongDoor@acl.hhs.gov](mailto:NoWrongDoor@acl.hhs.gov).

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# Welcome! (1/3)

The Person-Centered Counseling (PCC) training program teaches skills that will enhance your ability to provide person-centered support. These skills are not specific to working with people who have long-term service and support (LTSS) needs. They are strategies that help you understand any person's "to/for balance."

However, when applied thoughtfully in a No Wrong Door setting, they can support person-centered discovery and assessment. They can help professionals learn more and problem-solve. They can help professionals support people in organizing information to achieve person-centered support.

# Welcome! (2/3)

This lesson provides an overview of three sets of skills (discovery, everyday learning, and management) that are part of the Learning Community approach to person-centered thinking (PCT). This is a brief overview and orientation. Each set has its own lesson for more depth. You will also get to practice many of the skills in person as part of the blended learning approach.

# Welcome! (3/3)

## Learning Objective

After completing this lesson: You will be able to list and describe the value of each of the core tools that support person-centered thinking skills in the Learning Community model.

# The Tools and Skills of the Person-Centered Thinking Training program

There are many ways to be person-centered and many tools that can help you build your skills. You probably already have experience with specific approaches that work well for individuals, such as active listening or motivational interviewing. Perhaps you also have skills in other important areas, such as mediation, working with teams, or specific forms of person-centered planning. The skills in this training program can enhance the good skills you already have. They can give you more options when trying to stay person-centered. The tools in this training program support people in living a life they value. They are organized around the following areas.

# Using the Tools and Skills

It is common for long-term service and support situations to require a number of people to be involved. It is also common for there to be a lot to learn in order to truly support a good “to/for balance” for each individual. Discovery skills help you more clearly understand the views of the individual seeking services. The everyday learning and management tools can help groups function better. They support ongoing learning for everyone.

# — Discovery Skills

Discovery tools help refine the exploration of the “to/for balance” for individuals.



# — Everyday Learning Skills

These tools help individuals and teams reflect on and communicate about learning and views.

# — Management Skills

These tools help define and communicate what is expected of various roles.

# Seamlessly Intertwining the Skills

You have just had a quick review of the person-centered thinking tools that can support you in gaining skill in person-centered approaches. When you are first learning the tools they can feel cumbersome. The specific separate use of the tools in these lessons is purposeful for learning. However, in an actual interaction, you are unlikely to use all the tools or even most of them at one visit. On occasion, you may use some of them explicitly. However, for the most part the tools are meant to blend together and aid you in becoming skilled in a general approach to working with people.

# Conclusion and Lesson Review (1/2)

- Person-centered thinking tools are meant to support professionals in understanding what is important to a person. They support finding the right balance, in the person's view, with what is important for them.
- The tools of this training program are divided into three different types. They include: discovery, everyday learning, and management.
- All of the person-centered thinking tools are designed to support skill development. They are not necessarily used all together. They may not be used explicitly. They can be blended with other skills Person-Centered Counseling (PCC) professionals already have.

# Conclusion and Lesson Review (2/2)

## **Learning Objective**

After completing this lesson, you will be able to list and describe the value of each of the core tools that support person-centered thinking skills in the Learning Community model.

## **Reflection on Learning Objective**

Directions: Review the objective(s) on this page. Write down your answers to the following questions.

1. What did you learn in this lesson that you felt was important?
2. What will you do differently because of the content in this lesson?