

Activities

Activity 1A

Estimated Time	20 Minutes
Objective	To provide you with an opportunity to develop a plan for consumer participation and engagement in decisions about service provision.
Activity	<p>1. What are the benefits of developing a plan for consumer participation and engagement?</p> <ul style="list-style-type: none"> ➤ Fosters a better outcome. <p>These include the ability to generate new ideas, developing customised solutions and tailor them to the needs of the consumers. This results in cost savings and allows for better more durable achievement of goals and efficient use of resources.</p> ➤ Provides a Two-Way Flow of Information <p>Consumer involvement produces a clear and more valuable input for decision making as well as obtaining valuable input from consumers. It is also important to expand opportunities to reach and gain feedback from new audience.</p> ➤ Enhances Public Support and Satisfaction ➤ Strong innovative consumer engagement not only improves communication with the public but also makes them become better informed and gain satisfaction as well as confidence in planning activities. Effective communications enhance better relationships through shared information which builds trust and creating spaces where people can interact successfully. ➤ Overcoming Challenges <p>Consumer engagement can be time consuming creates potential conflict, but these challenges may be overcome through development of a comprehensive public engagement plan.</p>

2. Who could you involve when you are developing your plan?

- Management
- Staff
- Consumers
- Community
- Funding bodies
- Volunteers
- Internal and External Stakeholders
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3. In what ways can you help develop engagement?

- Conducting Surveys
- Requesting for Feedback
- Conducting workshops
- Training sessions
- Interviews and Focus groups

Activity 1B

Estimated Time	20 Minutes
Objective	To provide you with an opportunity to investigate the needs of individuals as the basis for service provision in line with consumer participation and engagement plan.
Activity	<p>1. What should you consider when investigating the needs of individuals?</p> <ul style="list-style-type: none"> ➤ Develop the right connections with the individual. ➤ Do an extensive research on the individual’s background. ➤ Identifying the problem before consulting the individual by clearly identifying the problem resources can be directed towards developing and implementing a feasible and applicable solution. ➤ Establish goals and objectives to be achieved. <p>2. What can influence the needs of individuals?</p> <ul style="list-style-type: none"> ➤ Demographic factors such as age, family structure ➤ Social and cultural factors ➤ Religious Factors ➤ Economic factors such as employment, status, ➤ Psychological factors- mental wellbeing, status ➤ Geographic factors such as location, climate ➤ Political factors such as political stability <p>3. When working with different people, what values should you adopt and what legislation should you follow?</p> <ul style="list-style-type: none"> ➤ Based on a code of conduct it is important to value: ➤ A person background such as their cultural beliefs, family structures ➤ Do not impose your own values do not provide options and services based on what we feel is right but that we work with people in relation to what is right for them.

- We should always remember that it is their life and only they should make decisions about how they should love their life.
- Be aware and sensitive respect their own values if we respect them, they will feel valued and enhances confidence.