Session One: Team Working?

- What are the barriers to effective teamwork in autism services?
- How do we make teams more like teams?
- Leadership, autonomy and teamwork - the magic mix
- Leading without authority
- The dangers of disaffection
- People, personalities, problems and progress.

Session Two: Leaning In – why Lean isn't what you think it is, and why you should care

- Why 'lean' is not a programme or a short-term cost reduction project, but a thought process that permeates every aspect of a business's thinking and culture
- What Lean doesn't mean
- Respecting the WORK
- Minimising customer dissatisfaction v maximising customer satisfaction
- Worker 'empowerment' - how experimentation AND failure are central to that empowerment
- A Lean organisation is a Learning organisation.

Session Three: Developing our People

- Our staff - our greatest resource
- What are the competencies needed in autism services?
- Why doesn't training work?
- Ensuring staff training and development genuinely leads to great outcomes for our customers.

Session Four: Core Values

- Compassion: developing empathy, investment and a caring culture
- Accountability: taking responsibility, engendering openness and honesty. Developing a 'human' service
- Respect: fostering respect for autism, peoples' rights, for individuality, for The WORK, for each other and our organisation
- Excellence: developing, communicating and working with vision. Learning and improvement. Research and development. Rewarding innovation and achievement.