



Leading Practice

Introduction to the programme

social care
institute for excellence



1.1 Some principles

- Attendance
- Time-keeping
- Preparation
- Interruptions
- Confidentiality
- Reporting back to the organisation

1.2 Role of the first-line manager

- Keystone of the organisation
- Manager of practice
- Expert practitioner
- Leader, educator and model

- Your team *is* the service