

In your reflective activity, you should have covered all of these points:

- Meeting Ruth to discuss the areas with which she is struggling and to develop a plan to support her training needs is the right thing to do.
- As a social service manager you are expected to respond appropriately to workers who seek your assistance when they do not feel able or adequately prepared to carry out any aspects of their work.
- You understand that your role involves providing induction, training and development opportunities to help workers do their jobs effectively and to prepare for new and challenging roles and responsibilities.
- You know that workers should receive regular supervision, have a personal development plan and a record of training. You understand that an effective, proactive approach to training and retaining staff is important for the maintenance and development of your service, and for the continuity of care for people.