



## **Person-Centered Thinking goes beyond a mindset. It's a skill set.**

IntellectAbility's® Person-Centered  
Thinking Resources and Training

[ReplacingRisk.com](http://ReplacingRisk.com)



## Why Person-Centered Thinking Matters

Most supporters are not trained to think in a person-centered way when they begin their role, and the system they enter often reinforces that gap. Over time, even experienced supporters drift toward what is easiest to measure and manage: tasks, compliance, and efficiency. **The person often becomes secondary.**

When support is driven by routine instead of understanding, people with intellectual and developmental disabilities (IDD) and other at-risk populations, such as those who are aging, are no longer seen as people with preferences, histories, and rights; instead, they are reduced to schedules, behaviors, and service plans.

Supporters, often with good intentions, begin to act on assumptions about what is “best,” rather than what the person actually wants. The result is consistency in tasks, but inconsistency in honoring the person. Many times, the person is not “seen” at all.

Additionally, details about what matters to the person get lost between shifts. Plans

exist, but they frequently live on paper rather than in practice. And without a shared, disciplined way of thinking, “person-centered” becomes an expectation in name only, not in action.

### **Person-Centered Thinking (PCT) Training addresses this directly.**

It provides more than skills, it creates a shift in how supporters understand their role. It equips them to actively listen, to capture what is meaningful, and to balance what is important to the person with what is important for them, without defaulting to control. It establishes a shared framework grounded in who the person is.

When these skills are applied consistently, the difference is measurable: fewer assumptions, more alignment, and support that reflects the person, not the system. Without this shift, services may remain compliant, but they will continue to fall short of being truly person-centered.





# More Than Training: A Structured Approach to Person-Centered Services

Training is an important starting point, but it is only one part of building truly person-centered services.

**What matters just as much is how those skills are supported, reinforced, and applied over time.**

IntellectAbility's Person-Centered Services are designed to help organizations move beyond learning concepts and into consistent everyday practice.

## Includes:



**Training** that builds a shared foundation of person-centered skills



**Resources and systems** that capture and carry forward what is learned about the person



**Coaching and mentorship** that support staff in applying those skills in real situations



**Ongoing guidance** to help organizations align their processes with person-centered practices

Rather than treating person-centeredness as a one-time initiative, this approach helps integrate it into how teams communicate, make decisions, and support people every day.

**The result is more consistent, practical, and sustainable person-centered support across the organization.**

# Person-Centered Thinking Training: Supporting People with IDD eLearn Course

*The Learning Community for Person-Centered Practices (TLCPCP) full curriculum*



For the first time, the full curriculum from The Learning Community for Person-Centered Practices is available in a fully online format.

This is not an introduction or an abbreviated version. This is the complete Person-Centered Thinking curriculum designed to build real skills, delivered in a flexible, interactive self-paced format that can reach staff across your entire organization.

Developed in collaboration with Support Development Associates (SDA), this course is grounded in decades of experience in advancing person-centered practices for people with IDD.

It allows organizations to deliver consistent, high-quality PCT training without the scheduling and resource barriers of traditional in-person or virtual sessions.



## Key Features:

- ✓ Designed specifically for supporting people with IDD
- ✓ Scalable across teams, locations, and roles
- ✓ Built for real-world application
- ✓ Optional interactive webinar with expert trainers to share stories and ask questions

## Details:

- ✓ 17 Modules
- ✓ Runtime: 9 hours 10 minutes
- ✓ NADSP Accredited

## Great for:

- ✓ Direct Support Professionals (DSPs)
- ✓ Case Managers
- ✓ Residential/House Managers
- ✓ Provider Administrators



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# Person-Centered Thinking Training: Supporting People Who Are Aging eLearn Course

*The Full TLCPCP Curriculum—  
Adapted for Aging Populations*

The same comprehensive curriculum from The Learning Community for Person-Centered Practices (TLCPCP) is now available in an eLearning format tailored for aging services.

Developed in collaboration with Support Development Associates (SDA), this course maintains the depth and integrity of the full Person-Centered Thinking curriculum while addressing the unique needs, priorities, and complexities that come with supporting aging populations.

It provides staff with practical skills to better understand preferences, balance changing needs, and support autonomy and quality of life over time.



## Key Features:

- ✓ Flexible, self-paced eLearning format for busy teams with a certificate upon completion
- ✓ Supports consistent person-centered approaches across care settings
- ✓ Focused on practical application in everyday support

## Details:

- ✓ 18 Modules
- ✓ Runtime: 9 hours 10 minutes

## Great for:

- ✓ Staff
- ✓ Residential Managers
- ✓ Home Care Aides
- ✓ Case Managers
- ✓ And anyone supporting older adults in home, community-based, or long-term care settings



the learning community  
for person centered practices



SUPPORT DEVELOPMENT ASSOCIATES, LLC

## Virtual Person-Centered Thinking Training (vPCTT)

For teams looking for a more personal learning experience, Virtual Person-Centered Thinking Training provides live, instructor-led sessions that allow for deeper exploration, discussion, and application, built from the full TLCPCP curriculum.

This training creates space for teams to practice skills in real time, ask questions, and learn directly from TLCPCP-credentialed trainers experienced in person-centered practices.

It is valuable for organizations seeking to ensure their supporters have the foundational skill set needed to deliver person-centered support but who prefer an instructor-led training.



### Key Features:

- ✓ Duration: 3 days (virtual Zoom class) with a certificate upon completion
- ✓ Led by IntellectAbility's TLCPCP-credentialed Person-Centered Thinking Trainers
- ✓ Interactive and application-focused

### Great for:

- ✓ Leadership Teams
- ✓ Case Managers
- ✓ Supervisors and Support Staff

# Person-Centered Coach Training

## *Sustain the Work*

Person-Centered Thinking Training introduces new ways of thinking, but maintaining that shift over time requires ongoing support. Without it, it is too easy to fall back into the old ways of supporting people.

Person-Centered Coaches play a critical role in helping teams apply skills consistently, problem-solve in real situations, and continue building on what they've learned.

Coaches serve as internal resources who support staff, reinforce practices, and help ensure that person-centered approaches remain active in everyday work.



### **Through Coach Training, participants learn to:**

- ✓ Support staff in applying person-centered skills in real time
- ✓ Help teams resolve challenges and build confidence
- ✓ Help initiate and sustain cultural change within the organization

### **Details:**

- ✓ Duration: 6–8 months
- ✓ Prerequisite: Completion of Person-Centered Thinking Training



# Become a Person-Centered Thinking Trainer

## *Build Internal Capacity*

For organizations ready to take the next step, developing internal trainers creates long-term sustainability and consistency.

Credentialed Person-Centered Thinking Trainers are equipped to deliver training within their organization, ensuring that all new and existing staff have access to consistent, high-quality learning. This approach reduces reliance on external training while strengthening internal expertise and alignment.

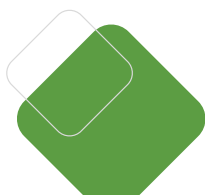


### **Trainer Certification Includes:**

- ✓ Credentialing through The Learning Community for Person-Centered Practices
- ✓ Ability to deliver training in-person or virtually
- ✓ Ongoing support for maintaining training quality

### **Details:**

- ✓ Duration: 20 Weeks Total
- ✓ Prerequisites: Person-Centered Thinking Training + Commitment Interview





## Training Is Just the Beginning



Learning new skills is important. But the real challenge is what happens next, when teams return to their day-to-day work, balancing priorities, navigating complex situations, and applying what they've learned in real time. Without the right support, even the best training can fade when we use skills inconsistently and lose our momentum. This makes person-centered practices harder to sustain across teams.

IntellectAbility's approach recognizes that lasting change requires more than training alone. It requires ongoing reinforcement, practical resources, and opportunities to continue learning in ways that fit into everyday work.

Because person-centered approaches only work if it continues in everyday practice.

# Beyond Training: Support That Extends Beyond the Classroom

## Training Is Where the Work Begins

Maintaining consistency, capturing what's learned, and continuing to build skills over time requires more than training alone. IntellectAbility offers additional resources and services designed to support teams in applying Person-Centered Thinking in everyday work.

## Person-Centered Online Resources for Supporters

Person-centered information is most useful when it's accessible, shared, and built over time. These resources are designed to capture what's learned about the person and make it available to use by everyone who supports them.

## Electronic Person-Centered Description (ePCD)

A dynamic online resource used to capture, document, and build on what is learned about the person over time—creating a clear, evolving foundation for supports and planning.

- ✓ Access important information in real time across staff and teams
- ✓ Capture and build on learning over time
- ✓ Deliver more impactful, person-focused support
- ✓ Strengthen how person-centered information is reflected in plans
- ✓ Ensure person-centered information is not lost or forgotten
- ✓ Capture key information that can be used to support the person in all settings

## Electronic One-Page Description (eOPD)

A concise, at-a-glance summary that highlights what matters most about the person and how best to support them.

- ✓ Quickly introduce the person to new staff, doctors, roommates, or employers
- ✓ Support better matching with staff and living environments
- ✓ Keep key information visible and easy to use
- ✓ Reinforce person-centered language and perspective





## Person-Centered Consulting Services

Implementing person-centered practices across an organization can be complex. Consulting services provide targeted support to help teams move forward with clarity and confidence.

- ✓ Evaluate current systems, processes, and documentation
- ✓ Identify where to begin or how to strengthen existing efforts
- ✓ Align person-centered practices with organizational workflows
- ✓ Support teams in working through challenges or stalled progress



### Webinars & Fireside Chats

Ongoing learning opportunities help teams continue building skills and applying person-centered practices in practical, everyday situations.

Topics include:

- ✓ Writing documentation that reflects real experiences—not just compliance
- ✓ Clarifying roles and responsibilities within support teams
- ✓ Using discovery to uncover strengths and possibilities
- ✓ Strengthening communication through listening and observation
- ✓ Capturing and sharing what's learned about the person
- ✓ Exploring what brings meaning, connection, and joy

Fireside chats provide a more informal setting for discussion, reflection, and shared learning across teams.





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