



**PHILADELPHIA  
CORPORATION  
FOR AGING**

**2011 - 2012  
Training  
Catalog**



PHILADELPHIA CORPORATION FOR AGING  
*Enriching lives, preserving dignity.™*

642 North Broad St.  
Philadelphia, PA 19130

**Philadelphia Corporation for Aging**  
***Agency Training Catalog 2011-2012***

**OCTOBER 2011**

- Tues., 4<sup>th</sup>      MH&A Certificate Program – Psychological Concerns in Late Life Unit 1, Session 1  
9:15 AM - 12:15 PM
- Working Effectively with Consumers in Difficult Situations Pt 1  
9:15 AM – 12:15 PM
- Wed., 5<sup>th</sup>      First Aid Training  
9:00 AM - 12:30 PM
- DDI Leaderships Development Modules – Essentials of Leadership  
9:00 AM – 12:30 PM
- Thurs., 6<sup>th</sup>      Our Assumptions about Older People  
9:00 AM – 4:00 PM
- Fri., 7<sup>th</sup>      Knock Your Socks Off Customer Service  
9:00 AM – 12:00 Or 1:00 PM – 4:00PM
- Mon., 10<sup>th</sup>      COLUMBUS DAY – OFFICE CLOSED**
- Tues., 11<sup>th</sup>      Working Effectively with Consumers in Difficult Situations  
9:15 AM -12:15 PM
- MH&A Certificate Program – Physical changes and Illness in Later Life Unit 1, Session 2  
9:15 AM - 12:15 PM
- Thurs., 13<sup>th</sup>      Foundations in Gerontology- Psychological Changes with Aging, Unit 1, Session 1  
9:00 AM - 12:00 PM
- Tues., 18<sup>th</sup>      Working Effectively with Consumers in Difficult Situations Pt 2  
9:15 AM -12:15 PM
- MH&A Certificate Program – Social Issues in Later Life Unit 1, Session 3  
9:15 AM - 12:15 PM
- DDI Leaderships Development Modules – Essentials of Leadership  
9:00 AM – 12:30 PM
- Wed., 19<sup>th</sup>      Money Management & Financial Literacy  
9:00 AM – 12:00 PM or 1:00 PM – 4:00 PM
- Beyond Don't Ask, Don't Tell: Understanding the Concerns of L.G.B.T. Seniors  
11:00 AM – 4:00 PM

Thurs., 20<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 1, Session 2  
9:00 AM - 12:00 PM

Tues., 25<sup>th</sup> MH&A Certificate Program – Chronic Mental Illness Unit 2, Session 1  
9:15 AM - 12:15 PM

CPR with AED Training  
9:00 AM - 1:30 PM

Wed., 26<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 2, Session 1  
9:00 AM - 12:00 PM

### **NOVEMBER 2011**

Tues., 1<sup>st</sup> Aging System Resource Training  
1:30 PM – 4:00 PM

CPR w/AED for Healthcare Providers  
9:15 AM – 1:30 PM

DDI Leaderships Development Modules – Setting Performance Expectations  
9:00 AM – 12:30 PM

MH&A Certificate Program – Recognizing Depression - Unit 2, Session 2  
9:15 AM - 12:15 PM

Thurs., 3<sup>rd</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 2, Session 2  
9:00 AM - 12:00 PM

Life Balance and Stress Reduction  
9:00 AM – 4:00 PM

**Tues., 8<sup>th</sup> Election Day – Office Closed**

Thurs., 10<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 3, Session 1  
9:00 AM - 12:00 PM

**Fri., 11<sup>th</sup> Veteran’s Day – Office Closed**

Mon., 14<sup>th</sup> Disaster Readiness – Preparing yourself, Your Family and Your Agency  
9:00 AM – 12:00

Tues., 15<sup>th</sup> CPR w/AED Training  
9:00 AM – 1:30 PM

Survival Skills for Supervisors – Organizational Survival: Personality Styles and Learning  
Styles Pt 1  
9:00 AM – 12:00 PM

Thurs., 17<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 3, Session 2  
9:00 AM - 12:00 PM  
  
CPR w/AED for Healthcare Providers  
9:15 AM – 1:30 PM

Fri., 18<sup>th</sup> How to Take Charge of the Front Desk  
9:00 AM – 12:00 Or 1:00 PM – 4:00PM  
  
Foundations in Gerontology- Psychological Changes with Aging, Unit 3, Session 1  
9:00 AM - 12:00 PM

Mon., 21<sup>st</sup> Powerful Listening Skills  
9:00 AM – 4:00 PM

Tues., 22<sup>nd</sup> MH&A Certificate Program – Chronic Mental Illness Unit 3, Session 2  
9:15 AM - 12:15 PM

**Thurs., 24<sup>th</sup> Thanksgiving Day – Office Closed**

**Fri., 25<sup>th</sup> Thanksgiving Friday – Office Closed**

Tues., 29<sup>th</sup> Survival Skills for Supervisors – Organizational Survival: How Do I Fit? Pt 1  
9:00 AM – 12:00 PM

Wed., 30<sup>th</sup> First Aid Training  
9:00 AM – 12:30 PM

### **DECEMBER 2011**

Tues., 6<sup>th</sup> DDI Leadership Development Modules – Reviewing Performance Progress  
9:00 AM - 12:30 PM  
  
CPR with AED Training  
9:00 AM - 1:00 PM

Thur., 8<sup>th</sup> Our Assumptions about Older People  
9:00 AM - 4:00 PM

Fri., 9<sup>th</sup> Life Balance and Stress Reduction  
9:00 AM - 4:00 PM

Tues., 13<sup>th</sup> Survival Skills for Supervisors – Organizational Survival: How Do I Fit? Pt 2  
9:00 AM – 12:00 PM

Wed., 14<sup>th</sup> MH&A Certificate Program – **Special Topic Session: Behavioral Health under Manage Care**  
9:15 AM - 12:15 PM

**Fri., 16<sup>th</sup>** Cutting Edge Skills for the Extraordinary Assistant  
9:00 AM – 12:00 PM or 1:00 PM – 4:00 PM

**Mon., 26<sup>th</sup>** **Christmas Holiday – Office Closed**

**JANUARY 2012**

Tues., 3<sup>rd</sup> MH&A Certificate Program – Understanding the Aging and Mental Health Systems:  
Networking and Cross-System Issues Unit 5, Session 2  
9:15 AM – 12:15 PM

Tues., 10<sup>th</sup> DDI Leadership Development Modules – Coaching for Improvement  
9:00 AM – 12:30 PM

Thur., 12<sup>th</sup> Beyond Cultural Competence  
9:00 AM-12:00 PM

MH&A Certificate Program – Advocating on Behalf of Older Consumers and  
Ethical Issues Unit 5, Session 2 9:15 AM – 12:15 PM

**Mon., 16<sup>th</sup>** **Martin Luther King Birthday Holiday – Office Closed**

Thur., 19<sup>th</sup> CPR with AED for Healthcare Providers  
9:00 AM – 1:30

Foundations in Gerontology- Psychological Changes with Aging, Unit 1, Session 1  
9:00 AM - 12:00 PM

Survival Skills for Supervisors – Personality Styles and Learning Styles –Pt 1  
9:00 AM – 12:00 PM

Tues., 24<sup>th</sup> CPR with AED for Healthcare Providers  
9:00 AM - 1:00 PM

Wed., 25<sup>th</sup> First Aid Training  
9:15 AM - 12:30 PM

Thur., 26<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 1, Session 2  
9:00 AM - 12:00 PM

Survival Skills for Supervisors – Personality Styles and Learning Styles –Pt 2  
9:00 AM – 12:00 PM

## FEBRUARY 2012

- Thur., 6<sup>th</sup> Our Assumptions about Older People  
9:00 AM - 4:00 PM
- Tues., 7<sup>th</sup> Working More Effectively with Consumers Pt 1  
9:00 AM – 12:00 PM
- Thurs., 9<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 2, Session 1  
9:00 AM - 12:00 PM
- Mon., 13<sup>th</sup> President's Day Holiday – Office Closed**
- Tues., 14<sup>th</sup> CPR with AED Training  
9:00 AM - 1:00 PM
- DDI Leaderships Development Modules – Coaching for Success  
9:00 AM – 12:30 PM
- Thurs., 16<sup>th</sup> Foundations in Gerontology- Psychological Changes with Aging, Unit 2, Session 2  
9:00 AM - 12:00 PM
- Survival Skills for Supervisors – Growing a Resourceful Team Pt 1  
9:00 AM -12:00 PM
- Tues., 21<sup>st</sup> Working More Effectively with Consumers in Difficult Situations  
9:00 AM – 12:00 PM
- Thurs., 23<sup>rd</sup> Foundations in Gerontology- Social Changes with Aging, Unit 3, Session 1  
9:00 AM - 12:00 PM

## MARCH 2012

- Thurs., 1<sup>st</sup> Survival Skills for Supervisors – Growing a Resourceful Team –Pt 2  
9:00 AM – 12:00 PM
- Foundations in Gerontology- Psychological Changes with Aging, Unit 3, Session1  
9:00 AM - 12:00 PM
- Wed., 7<sup>th</sup> Aging System Resource Training  
1:30 PM – 4:00 PM
- Life Balance & Stress Reduction  
9:00 AM – 4:00 PM

- Tues., 13<sup>th</sup> DDI Leaderships Development Modules – Resolving Conflicts  
9:00 AM – 12:30 PM
- Fri., 9<sup>th</sup> How to Build Exceptional Presentation Skills  
9:00 AM – Noon or 1:00 PM – 4:00 PM
- Wed., 14<sup>th</sup> How To Better Serve Latino Senior Consumers  
1:30 PM – 4:30 PM
- Mon., 19<sup>th</sup> Powerful Listening Skills  
9:00 AM – 4:00 PM
- Tues., 20<sup>th</sup> Coaching and Mentoring Skills  
9:00 AM – 4:00 PM
- Fri., 23<sup>rd</sup> Effective Decision-Making/Practical Tools and Techniques  
9:00 AM – 12:00 PM
- Tues., 27<sup>th</sup> Survival Skills for Supervisors – Meeting Management  
9:00 AM – 12:00 PM

**APRIL 2012**

- Tues., 3<sup>rd</sup> CPR w/ AED for Healthcare Providers  
9:15 AM -12:30 PM
- Wed., 4<sup>th</sup> Pennsylvania Property Tax/Rent Rebate Program  
9:30 AM -12:00 PM
- Tues., 10<sup>th</sup> DDI Leaderships Development Modules – Leading Change  
9:00 AM – 12:30 PM
- Wed., 11<sup>th</sup> First Aid Training  
9:00 AM - 12:30PM
- How to Better Serve African/Caribbean Senior Consumers  
1:30 PM -4:30 PM
- Thurs., 12<sup>th</sup> Our Assumptions about Older People  
9:00AM – 4:00 PM

Wed., 18<sup>th</sup>      Beyond Don't Ask, Don't Tell: Understanding the Concerns of L.G.B.T. Seniors  
11:00 AM – 4:00 PM

Money Management & Financial Literacy  
9:00 AM – 12:00 PM or 1:00 PM – 4:00 PM

Situational Leadership  
9:00 AM - 4:00 PM

CPR w/ AED  
9:15 AM -1:30 PM

Mon., 23<sup>rd</sup>      Disaster Readiness – Preparing yourself, Your Family and Your Agency  
9:00 AM – 12:00

Wed., 25<sup>th</sup>      How to Better Serve Asian Consumers  
1:30 PM – 4:30 PM

Fri., 27<sup>th</sup>      Cutting Edge Skills for the Extraordinary Assistant  
9:00 AM – 12:00 PM or 1:00 PM – 4:00 PM

### **MAY 2012**

Tues., 8<sup>th</sup>      CPR with AED Training  
9:15 AM – 12:30 PM

Wed., 9<sup>th</sup>      Death & Dying: End-Of-Life Issues and Answers - I  
9:00 AM - 12:00 PM

Thurs., 11<sup>th</sup>      Effective Grantsmanship – Getting Ready!  
9:00 AM - 4:00 PM

Tues., 15<sup>th</sup>      Time Management and Organizational Skills  
9:00 AM -12:00 PM

DDI – Motivating Others  
9:00 AM – 12:30 PM

CPR with AED Training  
9:00 AM - 1:00 PM

How to Take Charge of the Front Desk  
9:00 AM - 12:00 PM or 1:00 PM – 4:00 PM

Thurs., 17<sup>th</sup>      Beyond Cultural Competence  
9:00 AM – 12:00 PM

Effective Grantsmanship – Writing a Grant That Sells  
9:00 AM - 4:00 PM

Strengthening Your People Skills in the Workplace  
9:00 AM - 4:00 PM

- Fri., 18<sup>th</sup>      How to Take Charge of the Front Desk  
9:00 AM - 12:00 PM or 1:00 PM – 4:00 PM
- Death & Dying: End-Of-Life Issues and Answers - II  
9:00 AM - 12:00 PM
- Mon., 21<sup>st</sup>      Life Balance and Stress Reduction  
9:00 AM -4:00 PM
- Tues., 22<sup>nd</sup>      Effective Grantsmanship – Writing a Grant That Sells  
9:00 AM - 4:00 PM
- Wed., 23<sup>th</sup>      P.A.C.E. Training  
10:00 AM – 12:30 PM

**JUNE 2012**

- Tues., 5<sup>th</sup>      CPR w/AED  
9:00 AM -12:30 PM
- Thurs., 7<sup>th</sup>      Effective Grantsmanship – Sharp Shooting for Experience Grant Writer  
9:00 AM – 4:00 PM
- Fri., 15<sup>th</sup>      Knock Your Socks Off Customer Service  
9:00 AM -12:00 PM or 1:00 PM – 4:00 PM
- Fri., 29<sup>th</sup>      How to Build Exceptional Presentation Skills  
9:00 AM – 4:00 PM

**In the event of inclement weather during the term, PCA determines whether training will be held in accordance with the Philadelphia School District’s decision to close or remain open. If public and parochial schools are closed, PCA will cancel trainings for that day. Please check with KYW (1060AM), should we have inclement weather.**

**PCA will leave a message confirming any training cancellation or other important training news on our **Training Info Line: 215-765-9000 ext. 5069**. Information will be updated **daily at 8:00 AM** confirming scheduled sessions and any changes or cancellations for trainings scheduled each day.**

**Contact Information:**

**Kim R. Lawrence – Training Assistant  
Philadelphia Corporation for Aging  
642 N. Broad Street  
Philadelphia, PA 19130**

**215-765-9000 ext. 5067  
215-765-9066 Fax  
klawrenc@pcaphl.org**

# **AGING SYSTEM RESOURCE TRAINING**

This training is designed to familiarize direct service workers and others new to the aging network with the resources available for seniors in Philadelphia. The training will contain:

1. Update on APPRISE Health Insurance Counseling Program.
2. Update on PCA's Minority and Interfaith Outreach Programs.
3. Overview of PCA Services
4. Discuss the Helpline and its components, including:
  - a. Telephone Information and Referral
  - b. PCA resource coordination and the department's resource directory.  
Resource material will be shared.
  - c. PCA's Emergency Fund --- who it is for and how to use it; other FUEL resources.
5. Provide practice opportunities for using resource information.



**Trainers:** Rick Spector, Director of Community Relations, PCA

### **DATES & TIMES:**

<b>Tuesday, November 1, 2011</b> <b>Auditorium West</b> <b>1:30 – 4:00 PM</b>	<b>Wednesday, March 7, 2012</b> <b>Auditorium West</b> <b>1:30 – 4:00 PM</b>
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**This is a half-day workshop. Registration is limited to 50 participants per session, so enroll now!**  
Please list your preferred date and second choice on the Registration Application.

### **To register:**

Please complete the registration by printing clearly on the lines below and fax/ mail to **Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

**Preferred Date:** \_\_\_\_\_

\_\_\_\_\_  
Name
Job Title

\_\_\_\_\_  
 Agency/ Work Address (include zip code)

\_\_\_\_\_  
Tel #
Fax #
E-mail Address

\_\_\_\_\_  
Signature of Registrant\*
Supervisor's Approval

## **BEYOND CULTURAL COMPETENCE**

As we move further into the 21<sup>st</sup> Century, all of us will have more opportunities to interact with people from a variety of cultures. The demographic shift among our consumers, as well as our co-workers, will require an increased knowledge and understanding about the diverse and rich cultural backgrounds we all bring to the table.

Our workplace interactions and service delivery can be enhanced by understanding the impact a person's cultural background can have on their ability to understand and willingness to accept the services your agency provides. In **"Beyond Cultural Competence"**, participants will explore the impact of culture on consumer-worker interactions. Through guided discussions you will gain skills in trans-cultural communication, barrier reduction, effective practice models, and working principles for developing cultural competence.

This training builds on the ASA's *Serving Elders of Color Initiative*, the NAAAA's *Choosing to Meet the Need Initiative*, and PDA's *Cultural and Linguistically Appropriate Survey*.

**Trainer:** Lois Hayman-El, MSW, LSW, Training Specialist, PCA

### **DATES & TIMES:**

<b>Thursday, January 12, 2012</b> <b>9:00 AM – Noon</b>	<b>Thursday, May 24, 2012</b> <b>9:00 AM – Noon</b>
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**This is a half-day workshop.**

Please list your preferred date on the Registration Application.

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### **To register:**

Please complete the registration by printing clearly on the lines below and fax/ mail to **Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

**Preferred Date:** \_\_\_\_\_

\_\_\_\_\_  
**Name** **Job Title**

\_\_\_\_\_  
**Agency/ Work Address (include zip code)**

\_\_\_\_\_  
**Tel #** **Fax #** **E-mail Address**

\_\_\_\_\_  
**Signature of Registrant\*** **Supervisor's Approval**

# **BEYOND DON'T ASK, DON'T TELL: UNDERSTANDING THE CONCERNS OF L.G.B. T. SENIORS**

There are unique challenges delivering service with older **lesbian, gay, bisexual and transgendered** (LGBT) persons. In order to provide quality service to those with various sexual orientations, aging network professionals need information about the concerns of consumers in the LGBT community - to gain understanding about the obstacles LGBT seniors face, and acquire resources that aid our practice. This full day workshop is for anyone looking for "best practice" tools.

Participants will learn:

- Techniques for providing culturally sensitive service
- Challenges faced by LGBT seniors
- The impact of social isolation on their health and well being
- Legal ramifications for those who are in long term relationships
- Resources available to LGBT seniors
- Advocacy efforts to support quality care

**Trainer:** Doreen Bermudez, Training Coordinator for the National Resource Center on LGBT Aging. Doreen been at SAGE for 6+ years working in Advocacy, Training and Community Services for the advancement in the LGBT older adult cohort. SAGE is the world's oldest organization working to secure, advocate and promote LGBT healthy aging.

## **Dates & Time**

**Wednesday, October 19, 2011 or Wednesday, April 18, 2012  
11:00 AM – 4:00 PM**

**This full-day workshop includes an hour break for lunch.**

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## **To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

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Name Job Title

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Agency/ Work Address (include zip code)

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Tel # Fax # E-mail Address

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Signature of Registrant\* Supervisor's Approval

## **CPR WITH AED**

This is a full day, comprehensive program that teaches the basic steps of Adult CPR combined with the use of an **automated external defibrillator (AED)**. This program is designed for laypersons who may need to respond to a cardiac emergency.

It includes instruction on barrier devices as well as recognizing and responding to the four most common medical emergencies:

Choking      Heart Attack      Stroke      Cardiac Arrest

**Trainer:** Christine Minczak, well known to past PCA registrants, will provide the scheduled trainings. Chris is a state-certified Emergency Medical Technician with almost 20 years of experience in CPR instruction, including training instructors.

### **DATES & TIMES:**

9:15 AM – 12:30 PM

Tuesday, October 25, 2011

Tuesday, November 1, 2011

Tuesday, December 6, 2011

Tuesday, May 15, 2012

**Class size is limited for this half-day workshop.** Sessions will be filled on a first come, first served basis. Please identify **your first and second choice** below.

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### **To register:**

Please complete the registration by **printing clearly** on the lines below and fax/ mail to **Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

1st Choice: \_\_\_\_\_ 2nd Choice: \_\_\_\_\_

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Name

Job Title

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Agency/ Work Address (include zip code)

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Tel #

Fax #

E-mail Address

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Signature of Registrant\*

Supervisor's Approval

# **CPR WITH AED FOR HEALTHCARE PROVIDERS**

This is a comprehensive program that teaches the basic steps of Adult CPR combined with the use of an **automated external defibrillator (AED)**. It includes instruction on barrier devices as well as recognizing and responding to the four most common medical emergencies: **CHOKING; HEART ATTACK; STROKE AND CARDIAC ARREST**. This program is designed for non-healthcare providers who may need to respond to a cardiac emergency.

**PLEASE NOTE:** These classes are specifically for nurses and other healthcare providers who have specific license renewal needs that require this program.

**Trainer:** Christine Minczak, well known to past PCA registrants, will provide the scheduled trainings. Chris is a state-certified Emergency Medical Technician with almost 20 years of experience in CPR instruction, including training instructors.

### **DATES & TIMES:**

**Tuesday, November 1, 2011**

**Tuesday, January 24, 2012**

**Tuesday, April 3, 2012**

**9:00 AM -1:30 PM**

**Class size is limited for this half-day workshop.** Sessions will be filled on a first come, first served basis. Please identify **your first and second choice (dates & times)** below.

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### **To register:**

Please complete the registration by printing clearly on the lines below and fax/ mail to **Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

1st Choice: \_\_\_\_\_

2nd Choice: \_\_\_\_\_

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Name

Job Title

---

Agency/ Work Address (include zip code)

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Tel #

Fax #

E-mail Address

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Signature of Registrant\*

Supervisor's Approval

## CUTTING-EDGE SKILLS FOR THE EXTRAORDINARY ASSISTANT

*Today's extraordinary assistants are the eyes, ears and right hands of their bosses. Build the critical skills you need to become completely indispensable to your boss and your organization!*

Gain productivity-enhancing skills communication techniques and organization strategies that will make you an invaluable team member. During this powerfully energizing session, you will learn how to prioritize the countless responsibilities you face every day. This amazingly interactive workshop lets you practice your skills as you learn them and is designed to help you master the interpersonal and behavioral skills you need to stay in control.

**During this workshop, you will learn:**

- How to bring out the best in yourself and others.
- How to sharpen your skills to the max
- To improved your credibility with management
- To become that one person who can be counted on no matter how bad things get around the office.

You will learn how to eliminate cynicism and negative thoughts and become more positive toward everything, and you will break through old-fashioned job and gender barriers by smashing those ancient "secretary stereotypes."

### Dates and Time

Friday, December 16, 2011 9:00 AM – Noon or 1:00 PM -4:00 PM

Friday, April 27, 2012 9:00 AM – Noon 1:00 PM – 4:00 PM

### To register:

Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.

1st Choice: \_\_\_\_\_

2nd Choice: \_\_\_\_\_

\_\_\_\_\_  
Name

\_\_\_\_\_  
Job Title

\_\_\_\_\_  
Agency/ Work Address (include zip code)

\_\_\_\_\_  
Tel #

\_\_\_\_\_  
Fax #

\_\_\_\_\_  
E-mail Address

\_\_\_\_\_  
Signature of Registrant\*

\_\_\_\_\_  
Supervisor's Approval

# **DISASTER READINESS - PREPARING YOURSELF, YOUR FAMILY AND YOUR AGENCY**

When disaster strikes, how can you focus on the consumers your agency serves when you are worried about your family and friends at home?

**ANSWER: Prepare, Prepare, Prepare!**

After this **half-day workshop**, you will:

- Learn simple tips to help you plan to protect your consumers, your family and yourself in an emergency
- Develop a plan for sheltering-in-place and evacuating
- Gain a practical understanding of the various types of emergencies the Philadelphia region could face – including bioterrorist attacks, chemical spills, etc
- Prepare a family “go bag” by knowing what to have in your head, your home and your hand
- Learn about Philadelphia’s emergency notification system

**Trainers:** Representatives from the Philadelphia Department of Public Health

### **DATES & TIMES:**

<b>Monday, November 14, 2011</b> <b>9:00 – Noon</b>	<b>Monday, April 23, 2012</b> <b>9:00 – Noon</b>
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**This is a half-day workshop.**

Please list your preferred time on the Registration Application.

### **To register:**

Please complete the registration by printing clearly on the lines below and fax/ mail to **Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

Preferred Time: \_\_\_\_\_

\_\_\_\_\_  
Name
Job Title

\_\_\_\_\_  
 Agency/ Work Address (include zip code)

\_\_\_\_\_  
Tel #
Fax #
E-mail Address

\_\_\_\_\_  
Signature of Registrant\*
Supervisor’s Approval

# **EFFECTIVE GRANTSMANSHIP**

There are few skills more vital in nonprofit life than grantsmanship. This series will offer training to a variety of audiences interested in greater grantsmanship effectiveness and success --- beginning grant writers, staff who participate in the grant development process and are involved in the planning and operation of activities for which money is sought and experienced grant writers.

Part I is a full-day program, **“Getting Ready: Preparing a Solid Action Plan”**. During this session, you will examine the various steps of background planning essential to effective grant development

Part II is a full-day program, **“Writing a Grant That Sells”**. This session will address techniques and issues related to successful writing. Through these sessions, participants will learn the basic steps of developing and writing a grant proposal.

Part III is a half-day, **“Sharp Shooting for Experienced Grant Writers: from Wide-Angle to Close-Ups.”** The session will provide specific techniques and approaches to refine and further "sharpen" skills for those who have written successful grants and received funding. Administrators and others who are involved in the preparation of grants will also find this program helpful.

Finally, Part IV is a half-day, **Grant Writing Lab**. This session will offer an opportunity for grant writers to apply learning’s and get feedback. Participants will be required to bring a draft or completed proposal, which will be refined and critiqued in the course of the “lab session.” Enrollment will be limited to 10 participants. It will be on: **TBA**

**Trainer:** The series will be facilitated by Dr. Marjorie DuBrow, a trainer well-known to PCA and the local aging network. Margie holds a PhD in organizational development from Temple University and among her many nonprofit accomplishments, was Director of Development at Center in the Park for more than six years where she and her co-workers enjoyed notable success developing and writing grants. She is currently the Director of the Nonprofit Executive Leadership Institute at Bryn Mawr College School of Social Work and Social Research.

### **DATES & TIMES:**

<b>Part 1 - Thursday, May 17, 2012 9:00 – 4:00 PM</b>	<b>Part 2 - Thursday, May 24, 2012 9:00 – 4:00 PM</b>
<b>Part 3 - Thursday, June 7, 2012 9:00 – NOON</b>	<b>Part 4 - Consultations - TBA</b>

### **To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

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Name	Job Title	
Agency/ Work Address (include zip code)		
Tel #	Fax #	E-mail Address
Signature of Registrant*	Supervisor’s Approval	

# **FIRST AID TRAINING**

A half-day basic introduction to first aid techniques will be presented which will equip participants to treat minor injuries as well as provide life-saving assistance in a wide variety of emergency situations. Participants will learn how to respond to bleeding, burns, fractures, diabetic crises, drug overdoses, heat exhaustion, frostbite, poisonings, electrical shock and other threatening problems. Those certified will be capable of maintaining a person who has sustained serious medical injury until emergency assistance arrives.

The course is certified by **Coyne First Aid, Inc.**, an OSHA-approved training program. *First Aid certification lasts for three years.* The course will include instruction and ample opportunity for application and practice. In light of the latter activity, participants are encouraged to dress comfortably.

**Trainer:** Christine Minczak, an experienced instructor of emergency techniques, will provide the training. Chris is well known to the local aging network through the emergency technique instruction she regularly presents at PCA.

## **DATES & TIMES:**

**Wednesday, October 5, 2011**  
**Wednesday, November 30, 2011**  
**Wednesday, February 8, 2012**  
**Wednesday, March 21, 2012**

**9:15 AM – 12:15 PM**

**Class sizes limited to 12 participants for this half-day workshop.**  
Please identify your **first and second choice** on the registration application.

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## **To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

**1<sup>st</sup> Choice** \_\_\_\_\_ **2<sup>nd</sup> Choice** \_\_\_\_\_

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**Name**

**Job Title**

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**Agency/ Work Address (include zip code)**

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**Tel #**

**Fax #**

**E-mail Address**

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**Signature of Registrant\***

**Supervisor's Approval**

**FOUNDATIONS IN GERONTOLOGY  
THE PHYSICAL, SOCIAL AND  
PSYCHOLOGICAL REALITIES OF AGING:  
Fall 2011**

This series will provide participants much more than a basic introduction to the field! Participants will gain knowledge and sensitivity about the realities of late life, which will enhance their ability to understand, interact and relate more effectively with older consumers. In short, this series will prepare staff in aging service agencies to serve older consumers responsively and effectively. This series is recommended for anyone who works directly or indirectly with older consumers. This program is particularly helpful for people new to the field of aging or the aging services network!

**Participants are required to attend the full series – six (6) half-day sessions.**

Unit 1: **Psychological Changes with Aging** – Sessions 1 & 2  
Dr. Maureen Gibney, PsyD, Neuropsychologist & Trainer;  
Faculty – Drexel University, Department of Psychology

Unit 2: **Social Changes with Aging** – Sessions 3 & 4  
Nancy Morrow, MSW, Trainer/Consultant,  
Faculty - UPENN School of Social Work

Unit 3: **Physical Changes with Aging** – Sessions 5 & 6  
Mary Anne Sheehan, RN, Director of L.I.F.E., St. Agnes

**DATES & TIMES:**

Thursday, October 13, 2011 9:00 AM - Noon	Wednesday, November 3, 2011 9:00 AM - Noon
Thursday, October 20, 2011 9:00 AM - Noon	Wednesday, November 10, 2011 9:00 AM - Noon
Wednesday, October 26, 2011 9:00 AM - Noon	Wednesday, November 17, 2011 9:00 AM - Noon

**To register:**

Please complete the registration by printing clearly on the lines below and fax/ mail to  
Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.

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Name

Job Title

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Agency/ Work Address (include zip code)

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Tel #

Fax #

E-mail Address

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Signature of Registrant\*

Supervisor's Approval

**FOUNDATIONS IN GERONTOLOGY  
THE PHYSICAL, SOCIAL AND  
PSYCHOLOGICAL REALITIES OF AGING:  
Spring 2012**

This series will provide participants much more than a basic introduction to the field! Participants will gain knowledge and sensitivity about the realities of late life, which will enhance their ability to understand, interact and relate more effectively with older consumers. In short, this series will prepare staff in aging service agencies to serve older consumers responsibly and effectively. This series is recommended for anyone who works directly or indirectly with older consumers. This program is particularly helpful for people new to the field of aging or the aging services network!

**Participants are required to attend the full series – six (6) half-day sessions.**

**Unit 1: Psychological Changes with Aging** – Sessions 1 & 2  
Dr. Maureen Gibney, PsyD, Neuropsychologist & Trainer;  
Faculty – Drexel University, Department of Psychology

**Unit 2: Social Changes with Aging** – Sessions 3 & 4  
Nancy Morrow, MSW, Trainer/Consultant,  
Faculty - UPENN School of Social Work

**Unit 3: Physical Changes with Aging** – Sessions 5 & 6  
Mary Anne Sheehan, RN, Director of L.I.F.E., St. Agnes

**DATES & TIMES:**

Thursday, January 19, 2012 9:00 AM - Noon	Thursday, February 16, 2012 9:00 AM - Noon
Thursday, January 26, 2012 9:00 AM - Noon	Thursday, February 23, 2012 9:00 AM - Noon
Thursday, February 9, 2012 9:00 AM - Noon	Thursday, March 1, 2012 9:00 AM - Noon

**To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

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**Name**

**Job Title**

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**Agency/ Work Address (include zip code)**

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**Tel #**

**Fax #**

**E-mail Address**

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**Signature of Registrant\***

**Supervisor's Approval**

## **“HOW TO BETTER SERVE AFRICAN and CARIBBEAN SENIOR CONSUMERS**

**This training is designed to provide direct service workers and program supervisors with knowledge and insights on how to better serve Philadelphia’s growing African and Caribbean senior populations**

### **Overview of Caribbean Culture–**

Who Are the Caribbean?

- What is the Family Structure?
- What are the local practices, spiritual beliefs and primary social practices/issues?
- What are some of the Culture Factors Influencing the Daily Lives of the Caribbean in the US?
- What are Caribbean Common Myths?
- How can providers meet the needs of the Caribbean community?
- Case Study

### **Overview of African Culture–**

Who Are the African?

- What is the Family Structure?
- What are the primary social practices/issues?
- What are some of the Culture Factors Influencing the Daily Lives of the African in the US?
- What are African Common Myths?
- How can providers meet the needs of the African community?
- What are some differences between Africans and African Americans?
- Case Study

**\*\*\*Participation limited to 35.**

<b>Date and Time: Wednesday, April 11, 2012 1:30 PM - 4:30 PM PCA Auditorium West</b>
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**Name**

**Job Title**

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**Agency/ Work Address (include zip code)**

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**Tel #**

**Fax #**

**E-mail Address**

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**Signature of Registrant\***

**Supervisor’s Approval**

**HOW TO BETTER SERVE  
ASIAN CONSUMERS**

This training is designed to provide direct service workers and program supervisors with knowledge and insights on how to better serve Philadelphia’s growing Asian senior population, with a focus on two significant Asian communities in Philadelphia. **Registration is limited to 35 participants per session.**

**Topics Covered:**

- Asian Americans-Who Are We?
- Basic Family Structure
- Cultural Factors Influencing Daily Live
- Language, Environment, Food
- Outreach-Working with local media, utilizing cultural events
- Hiring and retaining Bilingual and Bicultural Asian Employees

**Trainer:** Representative of New Populations, Inc.

**DATE AND TIME**  
**Wednesday, April 25, 2012**  
**1:30 PM - 4:30 PM**  
**PCA, Auditorium East**

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**To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

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<b>Name</b>	<b>Job Title</b>	
<hr/>		
<b>Agency/ Work Address (include zip code)</b>		
<hr/>		
<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
<hr/>		
<b>Signature of Registrant*</b>	<b>Supervisor’s Approval</b>	

# **HOW TO BETTER SERVE LATINO SENIOR CONSUMERS**

This training is designed to provide direct service workers and program supervisors with knowledge and insights on how to better serve Philadelphia's growing Latino senior population.

## **Topics Covered:**

- Latino Americans – Who We Are?
- Family Structure and Culture
- Language; Environment; Food
- Outreach: Working with Local Media; Utilizing Cultural Events
- Hiring and Retaining Spanish Speaking Staff

**Trainer:** Representative of New Populations, Inc.

### **DATE AND TIME**

**Wednesday, March 14, 2012**

**1:30 PM - 4:30 PM**

**PCA, Auditorium East**

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## **To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

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**Name**

**Job Title**

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**Agency/ Work Address (include zip code)**

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**Tel #**

**Fax #**

**E-mail Address**

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**Signature of Registrant\***

**Supervisor's Approval**

# HOW TO BUILD EXCEPTIONAL PRESENTATION SKILLS

Even the most shy wallflowers can become the cool and confident speaker who give more effective presentations that will powerfully persuade and adjust attitudes. At some point in everyone’s life, they hear a speaker who captures their attention from the moment he or she walks into the room – and it often happen before one word is uttered!

You could have the same effect on your audience whether you are making a well-rehearsed presentation or simply speaking off the cuff. You will find out how to mentally organize your thoughts, turn negative or nervous feelings into a positive and confident energy that literally “crackles” throughout the room, and flawlessly handle the inevitable “glitches” that can happen in the most well prepared talk.

- You team will learn powerful skills and solid strategies for surviving presentations without much preparation time.
- You’ll know to respond smoothly when asked to make a few impromptu remarks and never skip a beat when the audience starts asking tough questions.

### Dates and Times

**Friday, March 9, 2012 9:00 AM – Noon or 1:00 PM -4:00 PM**  
**Friday, June 29, 2012 9:00 AM – Noon or 1:00 PM – 4:00 PM**

### To register:

Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.

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**Preferred Date:** \_\_\_\_\_ **Time:** \_\_\_\_\_

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**Name**

**Job Title**

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**Agency/ Work Address (include zip code)**

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**Tel #**

**Fax #**

**E-mail Address**

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**Signature of Registrant\***

**Supervisor’s Approval**

# HOW TO TAKE CHARGE OF THE FRONT DESK

*Give your front-desk personnel the skills and proven techniques they need to command your organization's front line with professionalism and authority.*

Running your organization's front desk is one tough job, between handling phone calls, keeping track of visitors, dealing with unreasonable people, keeping track of details – and that is just for starters.

This invaluable training session is designed to help your front-line personnel master the skills necessary to take command of the front desk and represent your business with professionalism and authority. This training is great for Receptionists, Secretaries and Administrative Assistants or any staff who deals directly with the public.

## Dates and Times

**Friday, November 18, 2011**  
**9:00AM – Noon or 1:00PM – 4:00PM**

**Friday, May 18, 2012**  
**9:00AM – Noon or 1:00PM – 4:00PM**

## To register:

Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.

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Preferred Date: \_\_\_\_\_

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Name

Job Title

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Agency/ Work Address (include zip code)

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Tel #

Fax #

E-mail Address

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Signature of Registrant\*

Supervisor's Approval

# ***Interaction Management***<sup>®</sup>

## ***DDI Leadership Development Modules***

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*Interaction Management*<sup>®</sup> develops leaders who can:

- Effectively communicate and execute their agency's goals and objectives.
- Build a strong, committed team that is engaged and shows passion.
- Coach for success and help build your agency's growth through its people.
- Develop staff to their full potential.
- Manage change successfully.
- Foster a culture of accountability.
- Make the right decisions in a timely manner.

Through a series of modules, you will develop the competencies that successful leaders have learned to use well. Using a combination of video and instructor-led skill presentation and explanation, case analysis and skill practice, you will work with peers from other departments and other agencies within the aging network to explore these essential skills and tailor them to fit your own needs.

**This ongoing series is appropriate for PCA and aging network staff who have either a formal or informal leadership role. Managers, supervisors, program managers, program directors, project managers, team leaders or people in similar roles will gain new skills and hone existing skills through this series of workshops.**

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For more than three decades, Development Dimensions International has worked with some of the world's most successful organizations to build engaged, high performing workforces. Thirty + years of research, development and delivery have enabled DDI to develop leadership development training, tools and techniques that will make any leader who uses them more effective. PCA's training department staff are certified to deliver the series by master trainers from DDI, and will facilitate the classroom interaction.

**Each module in the series builds on the skills of the previous sessions. Consequently, it is necessary to attend all of the modules in the order they are offered.** Participants from prior years, who may have missed a module due to illness, etc., will be allowed to make up the specific module they missed.

**This series consists of eight (8) half-day modules.**  
**NOTE: Attendance to all eight (8) modules is required for completion.**

# ***Interaction Management<sup>®</sup> :***

## ***DDI Leadership Development Modules***

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The following list of modules will be presented throughout the year. It is intended that you attend the modules in the order they are listed, as they build on each other in the skills they develop. These sessions will be presented in ½ day blocks each month to accommodate your understandably busy schedules.

- **Essentials of Leadership – October 5, 2011**
- **Setting Performance Expectations – November 2, 2011**
- **Reviewing Performance Progress – December 6, 2011**
- **Coaching for Improvement – January 10, 2012**
- **Coaching for Success – February 14, 2012**
- **Resolving Conflicts – March 13, 2012**
- **Leading Change – April 10, 2012**
- **Motivating Others – May 15, 2012**

**All sessions will be from 9:00 AM – 12:30 PM**

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**To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

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Name

Job Title

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Agency/ Work Address (include zip code)

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Tel #

Fax #

E-mail Address

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Signature of Registrant\*

Supervisor's Approval

# ***Interaction Management*<sup>®</sup>**

## **INDIVIDUAL MODULE DESCRIPTIONS**

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### **Essentials of Leadership**

**The essence of being an effective people leader lies in establishing good interpersonal work relationships and having the ability to spark action in others.**

This foundation course for all *Interaction Management*<sup>®</sup> courses teaches leaders how to get results through people. During this course, you will attain the tools necessary for a successful leadership journey. Learners acquire a set of proven interaction skills, discover seven Leadership Imperatives key to meeting today's challenges, and realize their role as a catalyst leader who inspires others to act.

#### **This module helps leaders:**

- Multiple their effectiveness by motivating their teams and helping people to be more effective.
- Accomplish more in interactions in less time while enhancing interpersonal relationships.
- Help people enhance their performance by providing them with feedback they are willing to accept and upon which they are able to act.

#### **During this ½ day interactive workshop, participants will:**

- Discuss the challenge of leadership today; the role of the leader as catalyst; and the Seven Leadership Imperatives – critical skills for a successful leader to possess.
- Become familiar with the Interaction Process and Key Principles to ensure the success of every interaction.
- Learn the Interaction Guidelines and Process Skills they will need to meet the practical needs of the people they lead – and a planning tool to guide the discussion.
- Become skilled in Feedback Essentials and discover that feedback can be a powerful motivator for people – and a model for consistent, effective feedback.
- Develop a plan to incorporate these new skills into their leadership practices.

# ***Interaction Management***<sup>®</sup>

## **Setting Performance Expectations**

**Achieving business results requires aligning a staff member's goals with overall agency goals. Leaders must help people see how their efforts contribute to the success – or failure – of the agency.**

This course helps leaders drive performance and accountability by helping people understand what is expected of them and gaining their commitment to achieving it. When leaders conduct effective *setting expectations* discussions, people feel more motivated to perform because they see how their efforts make a difference.

### **This module helps leaders:**

- Ensure mutual understanding of performance expectations.
- Help others identify performance expectations that align with the agency's goals.
- Gain individual or team commitment to fulfilling expectations in the performance plan.
- Handle challenging situations that can arise during *setting expectations* discussions.

### **During this half (1/2) day interactive workshop, participants will:**

- Learn the purpose and process of setting expectations discussions – achieving understanding, alignment and agreement.
- Learn to create and communicate SMART objectives – that follow the SMART model.
- Use the Discussion Planner tool to plan *setting expectations* discussions that incorporate the Interaction Guidelines and Key Principles.
- Use the STAR & STAR/AR models to structure consistent, understandable and actionable feedback.
- Develop solutions to deal with the challenging situations identified earlier in the session.
- Develop a plan to incorporate these new skills into their leadership practices.

# ***Interaction Management***<sup>®</sup>

## **Reviewing Performance Progress**

**When it comes to executing agency strategies, driving performance is critical. When leaders are able to effectively review progress toward achieving agreed-upon expectations, they strengthen the performance of the individual, the work group, and the agency.**

This course helps leaders drive performance and accountability by replacing the “dread” of performance reviews with the “human touch” that builds trusting relationships with the people who report to them. Leaders learn to conduct effective discussions that recognize people’s success and plan for future development.

### **This module helps leaders:**

- Use progress reviews as a business tool in guiding individuals, work groups, and the agency toward success.
- Encourage people to sustain good performance and improve less-than-desirable results.
- Build people’s responsibility in monitoring, collecting, and analyzing performance data.
- Handle challenging situations that can arise during progress review discussions.

### **During this half (1/2) day interactive workshop, participants will:**

- Understand the performance cycle, and identify WIIFMs – positive outcomes for the individual and the agency if progress reviews are done well.
- Understand the pitfalls that stop constructive progress reviews and learn tips to avoid these pitfalls.
- Learn the importance of ongoing tracking and interim progress reviews – and learn tips for data and feedback collection.
- Learn the process for preparing for an end-of-cycle review, including how to help individuals prepare for their review.
- Use a discussion planner to analyze a video model of a leader conducting a progress review discussion.
- Prepare for an upcoming real-time performance review using the tools and techniques during the session.

# ***Interaction Management***<sup>®</sup>

## **Coaching for Improvement**

**Individuals need to take responsibility for addressing unacceptable performance or work habits that impact others and the organization – but leaders must know how to help them do it.**

This course helps leaders conduct effective improvement discussions and provide the feedback and ongoing support people need to improve performance.

### **This module helps leaders:**

- Encourage others to take charge of improving performance and altering work habits, develop an improvement plan, and measure their progress.
- Prepare for and conduct successful improvement discussions.
- Handle specific challenges that might occur during such discussions.
- Foster morale and productivity by addressing performance and work habit issues in a firm, fair and consistent manner.

### **During this half (1/2) day interactive workshop, participants will:**

- Explore the challenges of an improvement discussion from both the leader's and employee's perspective.
- Review the coaching process relative to a performance improvement situation.
- Identify effective and ineffective approaches to coaching for improvement.
- Analyze a positive model of a performance improvement discussion and provide feedback on the leader's skills.
- Prepare for and conduct an improvement discussion using the Interaction Process.
- Discuss the importance of ongoing coaching – observation, measurement, feedback and support – in an improvement situation.
- Using the STAR format, practice providing feedback with specific performance measures.

# ***Interaction Management***<sup>®</sup>

## **Coaching for Success**

**Although sometimes unavoidable, there is an alternative to coaching for improvement. Rather than only correcting mistakes after they happen, we can coach staff to perform tasks correctly from the beginning!**

This course develops leaders who help people achieve goals and avoid problems – a positive experience for themselves and those being coached. Leaders learn a proven coaching process to ensure they identify coaching opportunities, provide needed coaching and support, observe performance, and measure results until desired outcomes are achieved.

### **This module helps leaders:**

- Prepare people to successfully handle challenging situations and tasks.
- Expand their team’s capabilities by being able to give them more opportunities to learn new skills.
- Delegate new responsibilities with confidence.
- Spend less time reacting to problems because they have prepared their work group to succeed.

### **During this half (1/2) day interactive workshop, participants will:**

- Explore the three types of coaching – for success, improvement, and to manage performance problems.
- Identify the benefits of coaching for success, identify opportunities to proactively coach members of their work group, and learn the coaching process.
- Learn the importance of balancing “seeking” and “telling” in the coaching process – and how to incorporate the Interaction Process model.
- Practice using the Discussion Planner to prepare for and conduct a coaching for success discussion.
- Understand the importance of observation and measurement in identifying ongoing coaching needs.
- Discuss the importance of providing feedback and using the STAR format.

# ***Interaction Management***<sup>®</sup>

## **Resolving Conflict**

**Differences of opinion can quickly escalate into an out-and-out battle. In the workplace, it's the leader's role to recognize the signs of conflict and then quickly choose the appropriate level of involvement to help resolve the issue.**

This course teaches leaders how to recognize that a conflict is escalating and minimize damage by using the most appropriate resolution tactic – regardless of which stage a conflict is in. Leaders also learn the true cost of conflict to an organization and techniques for handling even the most challenging conflict-related discussions effectively.

### **This module helps leaders:**

- Effectively resolve workplace conflict and enhance productivity, efficiency, and morale.
- Help others take responsibility for resolving workplace conflicts.
- Reduce the negative effects of workplace conflict on individuals, groups, and the organization.

### **During this half (1/2) day interactive workshop, participants will:**

- View a video illustrating the escalation of a conflict, identify behavioral signs of escalation and learn about the stages of conflict.
- Discuss obvious and hidden costs of conflict in the workplace.
- Identify situations where it is appropriate to use one of the four resolution tactics.
- Use a Discussion Planner to analyze a positive model video of a leader using the coaching tactic to help someone resolve his own conflict.
- Watch a video meeting focusing on people's emotions and behaviors and discuss ways to defuse strong emotions and balance the discussion.
- Participate in practice sessions to gain skill in using the coaching and mediate resolution tactics.

# ***Interaction Management***<sup>®</sup>

## **Leading Change**

**In today's fast-paced, global business environment, external forces – technology, the economy, regulations, funding cuts – are forcing organizations to change their business practices to continue to function. Their ability to “shift gears” and minimize the impact of change is key to ensuring they continue to serve customers and consumers effectively.**

This course focuses on the leader's role in effectively leading change initiatives in the workplace. Leaders learn how to introduce a change initiative and lead discussions with staff to explore how best to implement the changes. They also learn how to help others overcome their resistance to change. These skills enhance a leader's ability to minimize the potentially negative effects of change on morale, processes and productivity.

### **This module helps leaders:**

- Understand the importance of commitment to and ownership of change for themselves and others.
- Effectively introduce change, explore change, and overcome people's resistance to change.
- Minimize the negative impact, on individuals, work groups, and the agency, of not adapting to change.
- Sustain an environment that embraces change and celebrates successes.

### **During this ½ day interactive workshop, participants will:**

- Participate in an activity that reveals how leaders feel when they are introducing change and the disorientation others experience in response to change.
- Discuss external forces that drive change and the business strategies or needs that are driving changes in their work groups.
- Learn the three phases of change – disorientation, reorientation and integration.
- Discuss three types of change discussions – introducing change, exploring change, and overcoming resistance to change.
- Watch a video and analyze a model of a leader introducing and exploring change, and provide feedback on the leader's skills.
- Prepare and practice a discussion to introduce and explore their own change situation

# ***Interaction Management***<sup>®</sup>

## **Motivating Others**

**Motivation is closely correlated to staff productivity and retention. In large part, it's up to the leader to spark this high level of sustained energy and peak performance in people.**

In this course leaders learn how to proactively create an environment in which people are highly motivated to perform. Participants learn the three factors that effect the motivation of staff – focused work, interpersonal support, and individual value. As a result of this course, they will be able to determine which factors are “low,” and emerge with both a plan of specific actions and the skills needed to build group and individual motivation.

### **This module helps leaders:**

- Create an environment that allows individuals and work groups to achieve their full potential.
- Sparks high levels of sustained energy in individuals and work groups.
- Improve work group results by helping people sustain their motivation.

### **During this ½ day interactive workshop, participants will:**

- Define personal motivation by sharing a time when they were highly motivated at work – why they were and actions they took that reflected their motivation.
- Discuss the workshop definition of motivation and three approaches – instilling fear, offering incentives, and sparking high energy (the focus of this course).
- Explore three factors that lead to sustained energy – focused work, interpersonal support, and individual value.
- Learn to use the Motivating Others Action Planner by identifying best practices and planning actions to address the motivation issue presented in a video example.
- Understand the challenges of addressing motivation factors with respect to individuals – including preferences and perceptions – by continuing the video case study.

**“KNOCK YOUR SOCKS OFF”  
CUSTOMER SERVICE**

Inspire and motivate your entire staff with “KNOCK-YOUR’SOCKS-OFF CUSTOMER SERVICE training.

This training will provide proven and practical customer service techniques that have been successfully used by tens of thousands of successful customer service professionals throughout the world.

Your team will learn how to handle the most difficult situation and dramatically slash their turnaround times and dropped calls, and handle every situation face-to-face with consumer interaction with complete professionalism.

Dates & Times

**Fridays, Oct 7, 2011 or June 15, 2012  
9:00 AM – Noon or 1:00 PM – 4:00 PM**

Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011

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Preferred Date: \_\_\_\_\_

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Name

Job Title

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Agency/ Work Address (include zip code)

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Tel #

Fax #

E-mail Address

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Signature of Registrant\*

Supervisor’s Approval

# **LIFE BALANCE AND STRESS REDUCTION**

As the title implies, this **full-day workshop** is for anyone looking for tools to balance their work and personal lives and reduce their stress levels. You will learn many tactics for identifying stressful situations and coping with stress - in the office and at home.

**What you'll learn:**

- The difference between good and bad stress; internal and external stress
- To identify the physical symptoms of stress
- Your personality type and communication style – and how that can impact stress levels and stress coping behaviors
- The differences between how men and women cope with stress
- To define the connection between self-esteem and stress management
- To define your daily stressors
- To define the signs of burnout and how to overcome it
- To create an action plan to simplify your life at work and at home

**DATES & TIMES:**

<b>Friday, December 9, 2011</b> <b>9:00 AM – 4:00 PM</b>	<b>Friday, May 18, 2012</b> <b>9:00 AM – 4:00 PM</b>
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**This one-day workshop includes an hour break for lunch.**  
Please list your preferred date on the Registration Application.

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**To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, August 26, 2011.**

Preferred Date: \_\_\_\_\_

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<b>Name</b>	<b>Job Title</b>
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**Agency/ Work Address (include zip code)**

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<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
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<b>Signature of Registrant*</b>	<b>Supervisor's Approval</b>
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# **MONEY MANAGEMENT & FINANCIAL LITERACY**

This **half-day workshop** will help de-mystify credit and credit reporting, budgeting and overall money management.

**What you'll learn:**

- The purpose of credit and credit cards
- Factors to consider when choosing a credit card or other loan product
- The potential “costs” of using credit and when they apply
- The components of the credit score, and how it is used by lenders
- Strategies for improving your score or reestablishing credit
- The importance of tracking expenses and systems for tracking
- Short and long-term savings options and goals
- To understand the different types of savings vehicles offered by financial institutions
- Effective money management tools and resources

**DATES & TIMES:**

<b>Wednesday, October 19, 2011 9:00 – 12:00PM</b>	<b>Wednesday, April 18, 2012 9:00 – 12:00 PM</b>
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**This is a half-day workshop.**

Please list your preferred time on the Registration Application.

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**To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

**Preferred Date:** \_\_\_\_\_

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<b>Name</b>	<b>Job Title</b>
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**Agency/ Work Address (include zip code)**

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<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
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<b>Signature of Registrant*</b>	<b>Supervisor's Approval</b>
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# **OUR ASSUMPTIONS ABOUT OLDER PEOPLE**

*Betty Friedan in her book, **The Fountain of Age**, notes that since life expectancy is nearly 80, we now can expect to live 1/3 to 1/2 our life after raising a family. She asks why we are not looking at age as a new, evolving stage of life --- not as decline from youth.*

This **one day** training will offer participants the opportunity to examine both personal and societal conceptions of aging in an exciting and experiential way. Unexamined assumptions can lead to erroneous conclusions about older people in many arenas: their abilities, interests, physical well-being and mental health. Most of us are not fully aware of what we believe about aging yet what we believe shapes how we feel about, think of and relate to older people. It also influences how we understand and experience our own aging.

Drawing on her background in gerontology, creative drama and teaching, **Dr. M. Kathryn Jedrzewski** has designed an engaging workshop which facilitates exploration of assumptions about older people. Through "hands-on" learning, role-plays, complex case studies, group discussions, and problem solving, Dr. Jedrzewski will help participants gain new appreciation of the potentials and complexity of aging as well as of the vitality and diversity of older people.

**Trainer:** Dr. M. Kathryn Jedrzewski

### **DATES & TIMES:**

**Thursday, October 6, 2011  
Thursday, December 8, 2011  
Thursday, February 6, 2012**

**9:00 AM – 4:00 PM**

**This one-day workshop includes an hour break for lunch.  
Please list your preferred date on the Registration Application.**

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### **To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to  
Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

**Preferred Date:** \_\_\_\_\_

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<b>Name</b>	<b>Job Title</b>	
<b>Agency/ Work Address (include zip code)</b>		
<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
<b>Signature of Registrant*</b>	<b>Supervisor's Approval</b>	

**P.A.C.E. TRAINING**  
**(PHARMACETICAL ASSISTANCE CONTRACT FOR THE ELDERLY)**

This training is designed to familiarize direct service workers with the PACE and PACENET programs. It will also cover how the PACE Program coordinates benefits with Medicare D.

**The training will highlight:**

- History and administration of the PACE Program, including important changes that have greatly expanded the program!
- Where to obtain applications, program eligibility criteria, and completing applications.
- How to use the PACE card.
- Identifying program barriers and strategies for overcoming them.
- Coordinating benefits with Medicare Part D.

**Trainer:** Darlene Shughart - Applications and Enrollments Manager, Pennsylvania Pharmaceutical Assistance Contract for the Elderly (**PACE Program**). Darlene has been with PACE since 1985 and also serves as the program's project manager on its integration with the Medicare prescription drug benefit.

**DATE & TIME**

**Wednesday, May 23, 2012  
10:00 AM – 12:30 PM  
PCA, Auditorium West**

**Registration is limited to 30 participants per session, so enroll now!**

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<b>Name</b>	<b>Job Title</b>	
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<b>Agency/ Work Address (include zip code)</b>		
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<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
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<b>Signature of Registrant*</b>		<b>Supervisor's Approval</b>

# **PENNSYLVANIA PROPERTY TAX/RENT REBATE PROGRAM**

This training is designed to familiarize direct service workers with the PA Property Tax/Rent Rebate Program. **Eligible elders, widows, widowers and the disabled may receive this benefit!**

## **The training will highlight:**

- History and administration of the Property Tax/Rent Rebate program, including important changes!
- Where to obtain applications, program eligibility criteria, completing applications and providing documentation.
- Identifying program barriers and strategies for overcoming them.
- Advocacy and follow-up.

**Trainer: CARIE (Center for Advocacy for the Rights and Interests of the Elderly)**

## **DATE & TIME**

**Wednesday, April 4, 2012  
9:30AM – 12:00 PM  
PCA, Auditorium West**

**Registration is limited to 30 participants per session, so enroll now!**

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<b>Name</b>	<b>Job Title</b>
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**Agency/ Work Address (include zip code)**

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<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
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# **POWERFUL LISTENING SKILLS**

*“The best leaders are often the best listeners. Whether you are in an official leadership capacity or you are a leader with you work unit, you need to be sure your listening skills are the best they can be.”*

This workshop will help you with listen and communicating for a more positive, productive relationship with your coworkers and clients.

There is no greater or more important communication skill than active listening. Active listening make you more empathic, a better boss or coworker, and a better communicator overall.

- Good active-listening skills make you promotable.
- They make you more likeable.
- They eliminate misunderstandings –silly or serious.
- They make you the go-to person in a variety of situations.
- This course will teach you what active listening is, why you should want to be a better listener, where you rank now on the Listening Style Profile.

*This course is a great refresher for those with some listening training under their belts and a great starting place for those who have never had formal training in the all-important business skills of active listening.*

Dates and Time: (please choose one)

Monday, November 21, 2011

Monday, March 19, 201

9:00 AM – 4:00 PM

## **To register:**

**Please complete the registration by printing clearly on the lines below and fax/ mail to Kim R. Lawrence, PCA Planning Department at (215) 765-9066 by Friday, September 30, 2011.**

**Preferred Date:** \_\_\_\_\_

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<b>Name</b>	<b>Job Title</b>
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**Agency/ Work Address (include zip code)**

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<b>Tel #</b>	<b>Fax #</b>	<b>E-mail Address</b>
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<b>Signature of Registrant*</b>	<b>Supervisor's Approval</b>
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# ***Situational Leadership®***

For years, and years, and years the debate has go on about just what **leadership style** was the most effective. There were as many theories as there were theorists, and the debate raged on. The answer: Stop thinking of Leadership as a theory, and think of it as a process.

In the early 1960s, Dr. Paul Hersey developed his model for effective leadership. The **Situational Leadership® Model** is the most widely used leadership model in the world today. Over the last four decades, this model has become the basis of the most prevalent leadership system in over 700 of the Fortune 1000 companies. Having served as the common performance language, the benefit for organizations is enhanced goal and role clarity based on more frequent and more effective conversations about performance.

A situational leader does not adhere to a certain theory or trait. Instead, he or she identifies the needs of the individual performing a task and adapts his or her leadership behavior to maximize that individual's chance to be successful. Situational Leadership® is not a theory; it's a process used by leaders to be more successful.

Participants in this **full day workshop** will:

- Increase their understanding of how people can be influenced and how Situational Leadership® can be used to develop strategies for increasing productivity.
- Develop basic skills that will help them match their leadership styles to the needs of others.
- Understand how effective leaders match their leadership style to the behavior of their people

On completion of this workshop, participants will possess a working knowledge of Situational Leadership®. They will have learned how it can increase their effectiveness as a leader and as a person at work, at home, and in any other organizational setting.

**Trainer:** Thomas J. Shea, Manager of Training & Staff Development, Philadelphia Corporation for Aging

**Thursday, April 12, 2012**

**9:00 AM – 4:00 PM**

**This full-day workshop includes an hour break for lunch.**

Please list your preferred date and second choice on the Registration Application.

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<b>Name</b>	<b>Job Title</b>
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**Agency/ Work Address (include zip code)**

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# ***SURVIVAL SKILLS FOR SUPERVISORS***

The following series of workshops in supervisory skills are required for newly hired or promoted PCA supervisors. Aging Network Staff who supervise others are encouraged to enroll as well.

**The series is sequential, and you should plan to attend all sessions. All sessions are presented in half-day segments, from 9:00 AM – Noon.**

- |   |                                    |
|---|------------------------------------|
| ○ <b>Organizational Survival: How Do I Fit? – Pt. 1</b> | <b>Tuesday, November 29, 2011</b>  |
| ○ <b>Organizational Survival: How Do I Fit? – Pt. 2</b> | <b>Tuesday, December 13, 2011</b>  |
| ○ <b>Personality Styles and Learning Styles – Pt. 1</b> | <b>Tuesday, January 19, 2012</b>   |
| ○ <b>Personality Styles and Learning Styles – Pt. 2</b> | <b>Tuesday, January 26, 2012</b>   |
| ○ <b>Growing a Resourceful Team – Pt. 1</b>             | <b>Thursday, February 16, 2012</b> |
| ○ <b>Growing a Resourceful Team – Pt. 2</b>             | <b>Thursday, March 1, 2012</b>     |
| ○ <b>Meeting Management</b>                             | <b>Tuesday, March 27, 2012</b>     |

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All programs are designed to help people with supervisory responsibility to:

- Understand the behavior of individuals in groups and organizations;
- Deepen their knowledge of the supervisory role and of their own strengths and challenges in mastering that role;
- Learn practical theories that can be easily applied at the worksite;
- Practice skills needed in everyday interactions.

**Please see the pages that follow for details of each topic area.**

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**Trainer:** Margie DuBrow holds her Ph D in organizational development from Temple University. She has 25 years of experience as an administrator, organizational consultant and trainer in education and social service organizations. She served as Director of Development at Center in the Park for over six years and as a trainer for PCA for more than ten years. She is currently the Director of the Nonprofit Executive Leadership Institute at Bryn Mawr College School of Social Work and Social Research.

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## **Organizational Survival: How Do I Fit?**

Every organization has its own set of rules, those that are formal and written and those that are informal and invisible. Even though the formal rules are supposed to be the most important, we often learn that an invisible or "unspoken" rule has high priority when we stumble across it by mistake.

Learning to navigate these rules is an important part of supervisory survival. In this program, we will examine the value systems and beliefs that helped form the roles in your organization and explore how they fit or conflict with your own personal system.

We will conduct a self assessment of our own leadership styles. We will analyze how our styles fit into our organization structures and cultures. We will also discuss the "rites of initiation" that take place, whether you are "brand new" as a supervisor or whether you are an experienced supervisor breaking into a new job.

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### **Personality and Learning Styles: Their Impact on Professional Performance**

Each person is born with unique talents and a way of perceiving the world. They help to form both our personality patterns and our learning styles, which then influence our behaviors and the way we interact with each other. Knowledge about these differences can help us better understand how and why we act as we do.

In turn, that awareness provides us with the means to be more effective in many workplace behaviors, such as communication, planning, problem solving, and training. It becomes a powerful tool in coaching, conflict resolution, and in team building.

We will analyze the strengths our styles give us - and the challenges they present in managing staff whose styles differ from our own. We will discover how applying our knowledge will create more productive work relationships, with our staff, our peers, and our supervisor.

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## **Growing a Resourceful Team**

Award-winning gardens do not bloom overnight. Neither do winning teams. Helping your supervisees change from a group to a team is a slow process, involving careful cultivation, nurturing, and tending with care.

Just like gardens, groups have life cycles. In this program, we will examine the five stages of group development and diagnose the current growth stage of your own work group. We will discuss the challenges of each stage of growth for both the supervisor and the supervisees. We will diagnose the work group's skills in communications, decision making, and performing as a team. We will conduct self-assessments to better understand our own behaviors as team behaviors and how they can affect the health of the team.

Finally, we will examine different leadership styles and their impact on group development. This will include the need for clarity regarding authority and decision making for team members.

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## **Meeting Management**

Meetings: you can't live with them and you can't live without them!

In this program, we will focus on the building blocks of strong meeting management:

- Management of time and task
- Setting clear goals and operating procedures
- Prioritizing group work
- Developing strong facilitation skills
- Documenting key decisions, outcomes, and follow-up steps
- Managing the behavior of difficult participants.

The emphasis in this session will be on running an efficient, focused meeting.

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<b>Name</b>	<b>Job Title</b>	
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# **WORKING EFFECTIVELY WITH CONSUMERS IN DIFFICULT SITUATIONS**

Have you encountered a consumer who is so challenging that you've questioned why you entered the helping professions? Despite provider empathy and good intentions, not all older persons are responsive in the service interaction. This training will help participants identify, understand and respond more effectively to consumers who exhibit difficult behaviors.

## **In three sessions, this training will:**

- a) Examine a variety of problematic behaviors encountered in older consumers: the resistant consumer, the *angry* consumer, the *paranoid* and *passive* consumer;
- b) Outline practical strategies for dealing with such behaviors and consider how these behaviors relate to important mental health diagnoses and conditions;
- c) Help participants understand the implications of their personal style and issues in dealing with difficult consumer behaviors.

Participants will be encouraged to share from their case experience to facilitate discussion and provide opportunities for applying new information and trying out new approaches.

**Trainer:** Nancy Morrow, an experienced trainer and clinician in the area of mental health and aging, has designed and will present this training. Nancy draws on more than 20 years of experience in a variety of roles in community-based long term care and geriatric mental health. She directed an interdisciplinary consultation team for care management staff has provided social work services in a geriatric inpatient psychiatric unit and was Director of Protective Services at PCA.

## **DATES & TIME**

**Tuesday, October 4<sup>th</sup>, 11<sup>th</sup> & 18<sup>th</sup>, 2011  
9:00 AM - Noon**

**This series consists of three (3) half-day workshops.**  
**NOTE:** Attendance to all three (3) classes is required for completion.

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<b>Name</b>	<b>Job Title</b>
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**Agency/ Work Address (include zip code)**

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