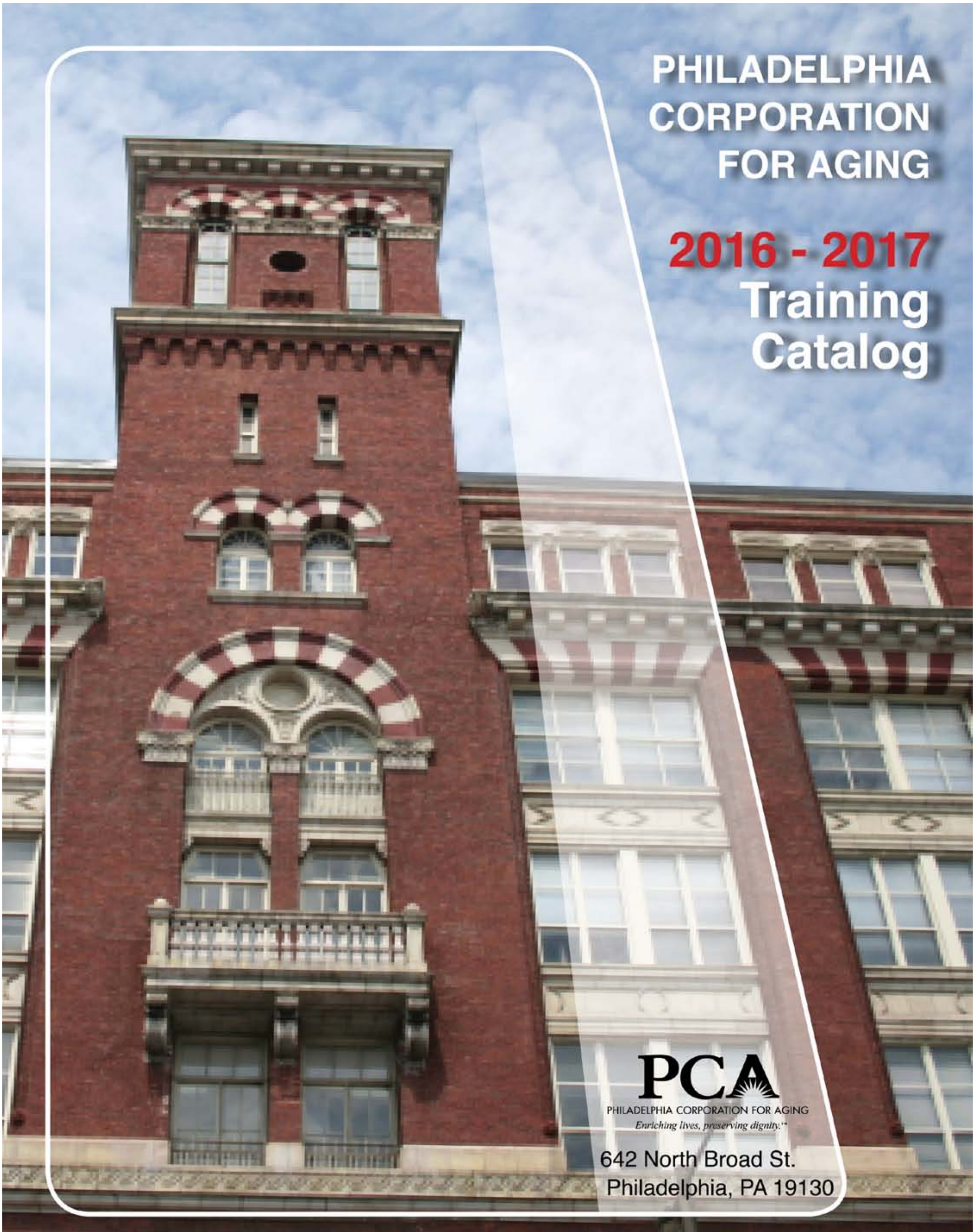

PHILADELPHIA CORPORATION FOR AGING

2016 - 2017 Training Catalog

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

642 North Broad St.
Philadelphia, PA 19130

INTRODUCTION

The Training & Development opportunities listed in this catalog are offered to enhance the professional development of all PCA and Aging Network staff. While many programs are suitable for everyone, some of the sessions are targeted for particular staff groups and some have specific requirements – so please read the descriptions carefully before registering for a session or series.

Survival Skills for Supervisors is intended for newly hired or promoted supervisors or staff members who wish to explore supervision as a potential career path. **Interaction Management®** is intended for current supervisors, program managers, center or agency directors and assistant directors who wish to enhance their leadership skills. **The Supervisor's Role as Trainer and Coach** and **Assertiveness Skills for Managers and Supervisors** focuses specifically on these critical skills for leaders at all levels.

Support staff, who wish to increase their Microsoft Office skills, should look at **Microsoft EXCEL** – offered at three experience levels, as well as **Microsoft WORD – Time-Saving Power Tools** and **Business Writing & Grammar Skills.**

Any staff member new to the Aging field would gain significant grounding by attending **Foundations in Gerontology** and **Our Assumptions about Older People**. Also, **Aging System Resource Training** will provide valuable information on available resources.

For those seasoned staff looking for a more in-depth understanding of behavioral health issues that can be associated with aging, the **Behavioral Health &Aging Certificate Program** is a significant commitment in time that yields a significant understanding of the subject.

Nurses and staff who need or wish to maintain certifications in CPR or First Aid have ample opportunity to do so by attending **CPR with AED**, **CPR with AED for Healthcare Providers** and/or **First Aid Training**. These sessions are offered first to those who need to maintain certification as a requirement of their jobs, and seats are very limited.

Service Coordinators have a state requirement to participate in 20 hours of training annually. Several programs that are appropriate for all staff also fit the topic areas the state has identified. **How to Handle Personality Clashes in the Workplace**, **Working Effectively with Consumers in Difficult Situations** and **Seven Keys to Exceptional Personal Productivity** will all contribute toward the 20 hour requirement and provide valuable job and life skills.

Staff members that interact with consumers and their families, face-to-face or over the phone, may benefit from attending sessions that focus on specific groups of aging cohorts - **How to Better Serve African and Caribbean Senior Consumers, How to Better Serve Asian Senior Consumers, How to Better Serve Latino Senior Consumers**, **Improving the Quality of Services and Supports to LGBT Older Adults and The Graying of AIDS and Working With Older Adults,** all offer insights that will help staff understand the similarities and differences of these groups as they navigate the various issues of aging.

Senior Center Stakeholders from across the region seeking to reinvent their centers and attract new participants to their programs should participate in **Tools for the Trade –** a highly interactive workshop presented by Rennie Cohen and K. Jean Williams.

Please encourage your staff to take advantage of these learning opportunities that can enhance current skill sets and offer additional ways to interact effectively with co-workers, consumers, participants, community members and families.

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Should you be unable to attend a session for which you have been confirmed, please return to the registration site, log in with your password, and cancel that particular session <u>by un-checking it. Please save your changes at the bottom of the page.</u>

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

Contact Information:

Tom Shea – Manager of Training & Staff Development
Philadelphia Corporation for Aging
642 N. Broad Street
Philadelphia, PA 19130
215-765-9000 ext. 5065
tshea@pcaphl.org

Online Registration Instructions

To register for any of the programs or series in this catalog, **first discuss your developmental needs and preferences with your immediate supervisor and get their approval to attend**. Once you have been approved, proceed with online registration.

- Access the online registration site at: https://www.regonline.com/pcatrainingcatalog2016-2017
- Complete all of the required fields on the Personal Information Page. **Be sure to enter your supervisor's e-mail address in the space provided.** They will also receive a copy of your registration confirmation.
- Scroll through the program listings and select the sessions you have been approved to attend. Some titles have multiple sessions scheduled, so please be sure to select the correct date of the session.
- When you have finished with your selections, click on "Continue" at the bottom of the listing – it will take you to the Checkout Page. Click "Finish" on the Checkout Page (since there is no fee).
- On the Confirmation Page, all of the sessions you registered to attend are listed. You may add each session directly to your calendar by clicking on the Add to My Calendar option at the bottom of each session listing.

  Remember, if you are registering for a series, only the first session will be added to your calendar. You will need to go in and **manually add the rest**.
- To print your registration, click on the **Print Your Registration** icon – it's the third one down under the **ACTIONS** heading to the right of Personal Information.
- You will also receive an e-mail confirmation from events@regonline.com, as will your supervisor.

If you receive a message that the session is full, and there are additional dates available, try selecting another date. If there are no alternatives, you will be automatically wait-listed, and notified if a slot opens up for you.

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:

- Update on APPRISE Health Insurance Counseling Program.
- Update on PCA's Minority and Interfaith Outreach Programs.
- Overview of PCA Services
- Discuss the Helpline and its components, including:
  - Telephone Information and Referral
  - PCA resource coordination and the department's resource directory.

    Resource material will be shared.
  - PCA's Emergency Fund --- who it is for and how to use it; other FUEL resources.
  - Provide practice opportunities for using resource information.

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

DATES & TIMES:

Tuesday, October 18, 2016 **Auditorium West** **1:30 – 4:30 PM**	**Wednesday, March 15, 2017** **Auditorium West** **1:30 – 4:30 PM**

This is a half-day workshop. Registration is limited to 50 participants per session, so enroll now!

https://www.regonline.com/pcatrainingcatalog2016-2017

ASSERTIVENESS SKILLS FOR MANAGERS AND SUPERVISORS

Attend this seminar to become a more assertive team player and influencer. Learn to exert authority without going overboard, use persuasion to gain cooperation, and master the people skills it takes to handle difficult situations that could cause costly mistakes.

Anyone who is in an influential or leadership role within their job description will benefit from attending this full-day workshop.

After this seminar, you'll be able to:

- Speak up assertively without seeming pushy.
- Handle problem staff members quickly and effectively.
- Avoid communication misunderstandings that can damage working relationships.
- Encourage staff to bring you solutions, not just problems.

Successful completion of this course will increase participant knowledge and ability to:

- Understand the differences among passive, assertive and aggressive communication – and why assertiveness is the preferred style.
- Identify your natural leadership style and how best to communicate with those of other styles.
- Use assertiveness techniques to empower team members.
- Discuss how and when to use coaching, counseling and mentoring.

DATES & TIME:

Thursday, October 13, 2016 **2nd floor Classroom**	**Tuesday, April 11, 2017** **Aud. West – 5th floor**

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2016-2017

Behavioral Health & Aging Certificate Program

Overview

The Program requires participants to complete **45 hours** of classroom training **(15 half-day sessions)** and **five** written work projects. The curriculum tries to balance theoretical and applied considerations, emphasizing "state of the art" understandings of the current geriatric behavioral health literature as well as of "best clinical practice." Major topical areas include:

- **an overview of the aging process**, with particular focus on the behavioral health implications of aging;
- **a survey of behavioral illness in late life**, including schizophrenia, anxiety disorders and depression;
- **consideration of alcohol abuse and dementia in older adults**.

The curriculum also includes:

- **case analysis**;
- material on **negotiating systems, ethics and the role of advocacy;**
- a new section on **behavioral health under managed care** which examines the changing context of current behavioral health;
- a short unit on **complementary or alternative approaches to health and behavioral health.**

To date, 500+ participants from a variety of agencies have completed the program. The full 45 hour program will be offered once this year. Participants have up to 2 years or 2 Program cycles to complete coursework. As graduates, they are then entitled to participate in monthly programming also available through the joint sponsorship of BH & ID and PCA. This programming is participant-driven and emphasizes continued professional development.

Who Should Attend: Staff of the behavioral health system and the aging system are the primary audiences the program was created to engage. All staff serving older persons with behavioral health needs beyond these systems will be considered in accordance with available openings.

Program faculty:

Maureen Gibney, **PsyD**, who has served as a neuropsychologist, teacher, and trainer, covers the opening half of the curriculum

Nancy Morrow, MSW, draws on more than 30 years of experience in a variety of roles in community-based long term care and geriatric behavioral health. She provides training and consultation services in aging, and teaches in the MSW program at the University of Pennsylvania School of Social Policy and Practice. Nancy facilitates the applied aspects of the Program's later sections. She is also Assistant Director of Field Education for Bryn Mawr College Graduate School of Social Work and Social Research.

Marian Mullahy, MSS, University of Pennsylvania's Center for Mental Health Policy and Services Research cover the alcoholism and managed behavioral health units.

Where and When: All sessions will be presented at PCA, 642 N. Broad Street. Attendees are encouraged, where possible, to use public transportation, given very limited street parking.

Behavioral Health & Aging Certificate Program Schedule: 2016 - 2017

Sessions will meet from 9:15AM - 12:15PM
All sessions will be on the 5th floor - in Auditorium EAST

Unit 1: Psychological Changes

9/20/16	Session 1: Psychological Concerns in Late Life
10/4/16	Session 2: Physical Changes and Illness in Later Life
10/11/16	Session 3: Social Issues in Later Life

Unit 2: Mental Illness in Later Life

10/18/16	Session 1: Chronic Mental Illness
10/25/16	Session 2: Recognizing Depression
11/1/16	Session 3: Schizophrenia

Unit 3: Dementia

11/15/16	Session 1: Overview of Dementia
11/22/16	Session 2: Specific Dementia and Excess Disability
11/29/16	Session 3: Caregiver Concerns and Delirium

Unit 4: Case Analysis

12/5/16	Session 1: Case Applications: Drawing on Material from Unit 1-3
12/12/16	Session 2: Case Applications Cont'd, w/ Special Attention on Working w/ Families

Unit 5: Working Within Systems

12/19/16	Session 1: Understanding the Aging and the Mental Health Systems: Networking and Cross-System Issues
1/3/17	Session 2: Advocating on Behalf of Older Consumers and Ethical Issues
1/6/17	Special Module: Alcoholism in Late Life
1/20/17	Special Topic Session: Behavioral Health under Managed Care
1/27/17	Make-up day

Five required written assignments are due over the course of the term.

Dates for submission of these projects will be announced by faculty as the term proceeds.

https://www.regonline.com/pcatrainingcatalog2016-2017

BUSINESS WRITING AND GRAMMAR SKILLS

80% of U.S. businesses surveyed cited written communication as their employees' biggest skill problem. **80%!**

This **full-day workshop** is designed to provide you with skills to take the aggravation and frustration out of writing and help you become a more powerful, compelling communicator – and eliminate embarrassing errors.

What you'll learn:

- The Basics of Solid Business Writing
- How to Avoid the Most Commonly Made Errors
- Practical Solutions for Real-World Writing Challenges
- Gender, Age and Cultural Sensitivity: Using Care in Business Writing
- Correct Grammar for Powerful Writing
- Easy Punctuation Guidelines
- How to Proofread Like a Pro to Keep Errors from Slipping Through

DATES & TIMES:

Tuesday, September 13, 2016
9:00 AM – 4:00 PM
Aud. West – 5th Floor

Thursday, December 15, 2016
9:00 AM – 4:00 PM
2nd floor Classroom

Tuesday, April 25, 2017
9:00 AM – 4:00 PM
2nd floor Classroom

https://www.regonline.com/pcatrainingcatalog2016-2017

CPR WITH AED

This is a half-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 persons who may need to respond to a cardiac emergency. Preference will be given to those who need to maintain certification as part of their job requirements.

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

CPR Mask and participant booklet provided to each student – purchased from Channing Bete Co.

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:

Wednesday, September 14, 2016 - Conf. Rm. G	**Wednesday, March 15, 2017 - Conf. Rm. G**
Wednesday, October 26, 2016 - Conf. Rm. G	**Wednesday, April 19, 2017 - Conf. Rm. G**
Wednesday, November 16, 2016 - Conf. Rm. G	**Wednesday, May 17, 2017 - Conf. Rm. G**
Wednesday, December 21, 2016 - Conf. Rm. G	**Wednesday, June 14, 2017 - Conf. Rm. G**

All sessions will run from 9:35 AM – 12:45 PM.

Class size is limited to 8 participants for this half-day workshop.

Sessions will be filled on a first come, first served basis. If your first selection is filled, try to register for another session later in the year.

https://www.regonline.com/pcatrainingcatalog2016-2017

CPR WITH AED FOR HEALTH CARE 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 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. If you are not a nurse, occupational therapist or physical therapist – this session is not for you.

CPR Mask and participant booklet provided to each student – purchased from Channing Bete Co

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, October 11, 2016 - Conf. Rm. G
Tuesday, December 13, 2016 - Conf. Rm. G
Tuesday, April 25, 2017 - Conf. Rm. G

All sessions will run from 9:35 AM – 2:00 PM, with a 15 min. break

Class size is limited to 8 participants for this half-day workshop.

Sessions will be filled on a first come, first served basis. If your first selection is filled, try to register for another session later in the year.

https://www.regonline.com/pcatrainingcatalog2016-2017

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. Preference will be given to those who need to maintain certification as part of their job requirements.

The course is certified by **Coyne First Aid, Inc**. – and is 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, September 7, 2016 - Conf. Rm. G	Wednesday, March 8, 2017 - Conf. Rm. G
Wednesday, October 5, 2016 - Conf. Rm. H	Wednesday, April 12, 2017 - Conf. Rm. G
Wednesday, November 2, 2016 - Conf. Rm. G	Wednesday, May 10, 2017 - Conf. Rm. G
Wednesday, December 7, 2016 - Conf. Rm. G	Wednesday, June 7, 2017 - Conf. Rm. G

All sessions will run from 9:35 AM – 12:45 PM.

Class size is limited to 8 participants for this half-day workshop.

Sessions will be filled on a first come, first served basis. If your first selection is filled, try to register for another session later in the year

https://www.regonline.com/pcatrainingcatalog2016-2017

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

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
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 Policy and Practice
- Asst. Director of Field Education-Bryn Mawr College Graduate School of Social Work and Social Research.

Unit 3: **Physical Changes with Aging** – Sessions 5 & 6
Mary Anne Sheehan, RN, Trainer/Consultant

DATES & TIMES:

#1 - Thursday, October 6, 2016 - Aud. West – 5th floor	#4 - Monday, October 24, 2016 - Aud. West – 5th floor
#2 - Thursday, October 13, 2016 - Aud. West – 5th floor	#5 – Thurs., November 10, 2016 – Conf. Rm. R - Lobby
#3 - Monday, October 17, 2016 - Aud. West – 5th floor	#6 – Thurs., November 17, 2016 - Aud. West – 5th floor

Sessions will meet from 9:15AM - 12:15PM

https://www.regonline.com/pcatrainingcatalog2016-2017

GIVING AND RECEIVING FEEDBACK AND CONSTRUCTIVE CRITICISM

Every time two or more people get together to discuss anything in the workplace, an opportunity exists to either build relationships or damage them. So when it comes to discussions that require absolute clarity (feedback) and/or potentially sensitive subjects (criticism), it's important that you are skilled enough to handle whatever comes your way … regardless of which side of the table you happen to be occupying.

Giving and Receiving Feedback and Constructive Criticism was developed to help you handle yourself professionally and effectively in every situation you face. Regardless of your title, there are basically four distinct roles you play when it comes to feedback and criticism, and each requires a different effort and strategy from you. Here's a glimpse of what you'll learn in this training that will make you both a better GIVER and RECEIVER of feedback and criticism …

After this seminar, you'll be able to:

- Frame your feedback so it's clear and concise.
- Protect others' egos and build bridges of cooperation.
- Receive well-intended feedback from others who sometimes forget the "constructive" part.
- Give effective feedback to anyone … staff, peers, even your boss!

Successful completion of this course will increase participant knowledge and ability to:

- Adapt the communication approach to deliver criticism and feedback to a variety of personality styles.
- Listen and respond with empathy and respect.
- Help others change their thinking from victim to controller
- Use succinct, specific language to deliver messages with sensitivity.

DATES & TIME:

Thursday, November 10, 2016 Aud. West – 5th floor	Friday, April 7, 2017 Aud. West – 5th floor

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2016-2017

GRANTSMANSHIP: Developing Effective Grant Writing Skills

There are few skills more vital in nonprofit life than grantsmanship. This two-part series will offer training to a variety of audiences interested in greater grantsmanship effectiveness and success --- beginning grant writers, those 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. This two-part series will feature a basic introduction to grantsmanship and the two primary elements necessary to a successful proposal --- sound planning and strong writing.

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. This series is recommended for those with limited or no experience in grant proposals. It is also appropriate for staff that work along with grant writers and direct the programs for which funding is sought or for those who want a basic refresher.

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 more than six years, where she and her co-workers enjoyed notable success developing and writing grants. She has provided training to PCA and Aging Network staff for more than ten years. She is currently the Director of the Nonprofit Executive Leadership Institute (NELI) at Bryn Mawr College School of Social Work and Social Research.

DATES & TIMES:

Part I - Tuesday, November 1, 2016
Part II - Tuesday, November 15, 2016

Both Sessions will be held in Auditorium West – 5th floor

https://www.regonline.com/pcatrainingcatalog2015-2016

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 African and Caribbean Cultures, to include–

- 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 African and Caribbean peoples in the US?
- What are Common Myths?
- What are some differences between Africans and African Americans?
- How can providers meet the needs of the Caribbean and African communities?
- Case Studies.

Date and Time:

Wednesday, March 22, 2017
1:30 PM - 4:30 PM
PCA – Auditorium West - 5th Floor

Participation limited to 35 **Trainers: BRB Consulting**

https://www.regonline.com/pcatrainingcatalog2016-2017

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 12, 2017
1:30 PM - 4:30 PM
PCA – Auditorium West - 5th Floor

https://www.regonline.com/pcatrainingcatalog2016-2017

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 8, 2017
1:30 PM - 4:30 PM
PCA – Auditorium West - 5th Floor

https://www.regonline.com/pcatrainingcatalog2016-2017

HOW TO HANDLE PERSONALITY CLASHES IN THE WORKPLACE

Nothing destroys morale faster in a workplace than personality clashes. When two (or more) people can't get along for whatever reason, it drags down the entire department – and could impact the overall agency performance as well. But what can you do? You can't force people who dislike one another to become friends.

That's where How to Handle Personality Clashes in the Workplace comes in. This one-day training event has the strategies you need to overcome hostility and dislike and create a better, more professional work environment right away. Jam-packed with the strategies and techniques you need, this course will help you take your workplace from a battle ground to a professional environment in no time.

After this seminar, you'll be able to:

- Spot the root causes of personality clashes.
- Handle attitude problems before they spiral out of control.
- Deliver constructive feedback without hurting feelings.
- Separate personal feelings from professional responsibilities.
- Avoid overreacting and losing control of your emotions

Successful completion of this course will increase your knowledge and ability to:

- Define the role that emotions play in the workplace, and learn how to control them.
- Identify and eliminate the causes of personality conflicts.
- Defuse tense situations and resolve conflicts.
- Handle difficult people, office politics and high-stress situations.

DATES & TIME:

Tuesday, October 4, 2016 **2nd floor Classroom**	**Thursday, March 2, 2017** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2016-2017

IMPROVING THE QUALITY OF SERVICES & SUPPORTS OFFERED TO LGBT OLDER ADULTS

There are unique challenges with delivering services and supports to **lesbian, gay, bisexual and transgender** (LGBT) older adults. In order to provide quality services and supports 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 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

Offered through the *National Resource Center on LGBT Aging*

Trainers: Ed Miller & Terri Clark

Date & Time

Thursday, April 20th, 2017
10:00 AM – 4:00 PM
Auditorium West - 5th Floor

https://www.regonline.com/pcatrainingcatalog2016-2017

Interaction Management®
DDI Leadership Development Modules

Interaction Management® 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.

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®:
DDI Leadership Development Modules

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 – September 7, 2016 (Wednesday)**
- **Setting Performance Expectations – October 12, 2016 (Wednesday)**
- **Reviewing Performance Progress – November 15, 2016 (Tuesday)**
- **Coaching for Improvement – December 14, 2016 (Wednesday)**
- **Coaching for Success – January 11, 2017 (Wednesday)**
- **Resolving Conflicts – February 8, 2017 (Wednesday)**
- **Leading Change – March 8, 2017 (Wednesday)**
- **Motivating Others – April 12, 2017 (Wednesday)**

All sessions will be from 9:15 AM – 12:30 PM,
In Conference Rm. R – Lobby Level

https://www.regonline.com/pcatrainingcatalog2016-2017

INDIVIDUAL MODULE DESCRIPTIONS

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*® 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 half-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.

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-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.

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- 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.

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-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.

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-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.

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-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.

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 half-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

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 half-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.

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:

Friday, December 9, 2016 **9:00 AM – 4:00 PM** **2nd floor Classroom**	**Friday, March 24, 2017** **9:00 AM – 4:00 PM** **2nd floor Classroom**

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

https://www.regonline.com/pcatrainingcatalog2016-2017

MICROSOFT EXCEL - BEGINNING

As the title implies, this **full-day workshop** is for anyone who wants or needs to know the basics about this powerful tool in the Microsoft Office Suite. This will truly acquaint you with the nuts and bolts of the program, and give you a firm foundation to build upon as you become more familiar with Excel and how it can make many of your tasks easier.

What you'll learn:

- How to use Excel worksheets to enter and select data
- How to save data in worksheets
- How to modify a worksheet
- How to perform various mathematical calculations
- How to format a worksheet
- How to develop workbooks
- How to print the contents of a workbook
- How to customize the application window's layout and much, much more…

DATE & TIME:

Tuesday, October 11, 2016
9:00 AM – 4:00 PM
2nd floor Classroom

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

https://www.regonline.com/pcatrainingcatalog2016-2017

MICROSOFT EXCEL - INTERMEDIATE

This **full-day workshop** is for intermediate users who know the basics but want to learn how to make the most of Excel's features and functions and push their skills to the next level and users who are eager to learn additional shortcuts and tips that will boost their speed and productivity in Excel.

What you'll learn:

- To use the VLOOKUP and HLOOKUP functions
- Why an automatic update of linked worksheets makes your job easier
- How to create a linking formula with step-by-step guidelines
- Create interactive macros and pause your macro to allow for user input
- The most common Excel printing goofs…and how to avoid them
- How to perform a what-if analysis using the Scenario Manager
- Two powerful reasons why you'll leave this workshop a macro user
- How to record a macro in your customized toolbox

DATE & TIME:

Thursday, May 4, 2017
9:00 AM – 4:00 PM
2nd floor Classroom

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

https://www.regonline.com/pcatrainingcatalog2016-2017

MICROSOFT EXCEL - ADVANCED

As the title implies, this **full-day workshop** is for solid intermediate users who want to learn how to make the most of Excel's features and functions and push their skills to the next level and advanced users who are eager to learn additional shortcuts and tips that will boost their speed and productivity in Excel.

What you'll learn:

- How to multiply the amount of information your worksheets can hold with hyperlinks
- The fastest-growing way to share your spreadsheets with others
- Control functions most people don't know they have or can use
- Times when AutoFilter is a terrific tool – and times when it's not
- Simple shortcuts for creating Custom AutoFilters
- Using macros to automate your worksheets
- The 7 parts of the VB workspace and how to maximize your abilities with each
- Everything you've ever wanted to know about Pivot Tables

DATE & TIME:

Tuesday, May 23, 2017
9:00 AM – 4:00 PM
2nd floor Classroom

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

https://www.regonline.com/pcatrainingcatalog2016-2017

MICROSOFT WORD – TIME-SAVING POWER TOOLS

Take your reports from **Blah** to ***Ahhh*!** in this **half-day workshop**.

Microsoft Word is the word processing program in Microsoft Office that is used in everyday business communications. This powerful program does almost everything from creating documents/ letters effortlessly to using mail merge for custom envelopes and labels.

Word has a host of productivity tools that we will explore in this hands-off, interactive workshop that can help you truly maximize the power of Microsoft Word.

What you'll learn:

Say Goodbye to Challenges with:

- Mail Merge
- Creating Envelopes and Labels
- Creating and Formatting Tables
- Stylizing Reports In Professionally Looking Designs
- Tips on Printing i.e.: How to Eliminate "Page 1" From Showing on The First Page, but on The Subsequent Page.
- Shortcuts and Timesavers

Plus a host of other tips and tricks. If you've been using Word for 1 day or 10 years, you are guaranteed to learn something new!

DATE & TIMES:

Monday, May 22, 2017
9:00 AM – Noon OR 1:00 PM – 4:00 PM
2nd floor Classroom

This is a half-day workshop. Sign up for either one of the two time slots.

https://www.regonline.com/pcatrainingcatalog2016-2017

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 **full-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 ways: 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 Jedrziewski** 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. Jedrziewski 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 Jedrziewski

DATES & TIMES:

Thursday, November 17, 2016 **9:00 AM – 4:00 PM** **Conference Rm. R – Lobby Level**	**Thursday, April 13, 2017** **9:00 AM – 4:00 PM** **Conference Rm. R – Lobby Level**

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

https://www.regonline.com/pcatrainingcatalog2016-2017

P.A.C.E. TRAINING

PHARMACEUTICAL 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: Staff from the Pennsylvania Pharmaceutical Assistance Contract for the Elderly **(PACE Program)** will present the program.

DATE & TIME

Wednesday, May 17, 2017
9:30 AM – 12:30 PM
PCA – Auditorium West – 5th floor

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

https://www.regonline.com/pcatrainingcatalog2015-2016

SENIOR HOMEOWNER AND RENT BENEFIT PROGRAM

Eligible Philadelphia seniors may be able to take advantage of special real estate tax programs, including:

- Tax freezes
- PA lottery funded home owner/renter rebates
- Exemptions and other programs

Many are designed to take into special account their long-time occupancies, fixed income constraints and the effects of neighborhood gentrification.

SeniorLAW Center representatives will share with you crucial Philadelphia (and Pennsylvania) property tax programs available to seniors in order to help them pay their real estate taxes and maintain ownership of their homes. Advice on these programs and how to achieve eligibility in certain circumstances will be discussed.

DATE & TIME

Wednesday, April 19, 2017
9:30AM – 12:30 PM
PCA – Auditorium West - 5th Floor

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

https://www.regonline.com/pcatrainingcatalog2015-2016

SEVEN KEYS TO EXCEPTIONAL PERSONAL PRODUCTIVITY

You wouldn't be reading this right now if you weren't a person who understood the importance of personal productivity. Still, as productive as you already are, do you find you never quite get as much done as you'd like? It's frustrating … darn frustrating, in fact.

There is a way to radically increase your productivity … to achieve more with less effort … to take control of your days, your energy, and your resources to experience more success in your life. That's exactly what you'll learn to do when you attend Seven Keys to Exceptional Personal Productivity.

After this seminar, you'll be able to:

- Discover why clarity of goals and clear purpose are so important.
- Find out what to do about the energy drain that keeps you from being your best.
- Uncover five ways to enlist the support you need.
- Learn why everything you think is important right now … ISN'T.
- Avoid the top mistakes people make when establishing priorities.
- Tackle the time-wasters that zap your productivity.

Successful completion of this course will increase your knowledge and ability to:

- Recognize your own unique motivation to increase productivity levels.
- Determine what is most important in terms of responsibility and accountability – and effectively prioritize and plan activities and focus.
- Create and execute plans with specific time frames and other deliverable characteristics.
- Manage time and manage projects with energy, follow-through, and use a variety of time-management techniques

DATES & TIME:

Thursday, December 8, 2016 **2nd floor Meeting Room**	**Tuesday, April 4, 2017** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2016-2017

SEXcessful Aging – A Philadelphia Model

Sexual health was identified as a priority area in 2014 by the Philadelphia Corporation for Aging (PCA). ActionAIDS was awarded a community outreach grant from PCA to develop and evaluate a series of intimacy and sexual health workshops for seniors and staff at select senior centers. The goals of the project were to: (1) validate older adults' need for information and resources on sexuality and aging, including sexual health & HIV prevention; and (2) to increase the comfort and knowledge of senior center staff when addressing issues of intimacy, aging and sexual health with seniors. This interactive workshop will debunk the myths about sexuality and aging and empower participants to see sexuality as an important contributing factor to successful aging. Facilitators will share successes and challenges of implementing such programming, along with identifying best practices that can be used to replicate the educational model.

Learning Objectives

By the end of the workshop, participants will be able to:

- Identify and debunk at least three myths about sexuality & aging
- Feel a greater comfort level when needing to address issues of intimacy, aging and sexual health with seniors.
- Identify best practices for implementing programming that can be used to replicate the model

Terri Clark, MPH, CHES, Terri Clark has been doing work in health education, training, and facilitation for nearly 25 years, and is currently the Coordinator of Prevention Services at Action Wellness (formerly ActionAIDS) in Philadelphia, PA. Her expertise is in health education and sexuality, including HIV prevention and LGBT issues. Terri has implemented sexual health and aging workshops throughout Philadelphia and has written several articles and blogs about the topic. She co-chairs the HIV and Aging Taskforce in Philadelphia and is a former member of the Office of HIV Planning for the City. Terri is a member of Widener University's Consortium on Sexuality and Aging, and an adjunct instructor at Arcadia University. She is a certified trainer with SAGE (Services and Advocacy for GLBT Elders) and serves on the American Society on Aging's Leadership Council of their LGBT Aging Issues Network (LAIN) constituent group. Terri also serves on the advisory board for PCA's PrimeTime Health Committee.

Ilene Warner-Maron, PhD, RN-BC, CWCN, FCPP, CALA, NHA, is an Assistant Professor at St. Joseph's University. Dr. Warner-Maron has been practicing nursing for over 30 years, specializing in the care of geriatric patients. Her clinical practice is directed to the care and treatment of patients with pressure ulcers in a variety of clinical settings. In 2007, Dr. Warner-Maron completed her PhD in Health Policy that included a dissertation on HIV in the elderly, a study of how physicians, nurse practitioners and older adults share information about HIV risk. She provides educational programs for nurses and nursing home administrators.

DATE & TIME

Thursday, December 15, 2016
9:00AM – Noon
PCA – Auditorium West - 5th Floor

SOCIAL INTELLIGENCE FOR LEADERS

Social Intelligence (SI) is one of the most powerful tools at your disposal for strengthening your leadership and your team. The seven key skills are more than just theory … more than just boosting your "people skills" – they're about learning and understanding how people behave both individually and as a group.

SI opens your eyes to haw you come across to others and how your team's behaviors can clue you in to what they want and need from you. Most importantly, SI helps you bridge the two for a successful, collaborative team that gets phenomenal results. This workshop breaks down the science behind SI so you can quickly learn and applies the skills on the job.

After this seminar, you'll be able to:

- Manage your emotions in tough situations.
- Understand and influence others.
- Motivate your team
- Encourage collaboration across organizational boundaries

Successful completion of this course will increase your knowledge and ability to:

- Understand the smarts and talent you bring to the leadership table.
- Recognize the different kinds of intelligences that are necessary to effectively lead a team of people.
- Examine how emotional and social intelligences can impact change and enhance your work environment.
- Take action on a plan for change that will develop and strengthen your social intelligence capabilities.

DATES & TIME:

Thursday, November 17, 2016 **2nd floor Classroom**	**Thursday, April 27, 2017** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2016-2017

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 invited to enroll as well. **The series is sequential, and you must plan to attend all sessions.**

All sessions are presented in half-day segments, from 9:15 AM – 12:15 PM, in Aud. West– 5th floor.

o **Organizational Survival: How Do I Fit?**	**Tuesday, January 10, 2017**
o **Personality Styles and Professional Performance**	**Tuesday, January 24, 2017**
o **Learning Styles and Professional Performance**	**Tuesday, February 7, 2017**
o **Growing a Resourceful Team**	**Tuesday, February 28, 2017**
o **Coaching for Success**	**Tuesday, March 21, 2017**
o **Working With Difficult Behaviors**	**Tuesday, April 4, 2017**
o **Meeting Management**	**Tuesday, May 9, 2017**
o **Setting Priorities for Effective Time Management**	**Tuesday, May 23, 2017**

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 (NELI) at Bryn Mawr College School of Social Work and Social Research.

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.

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.

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.

Coaching for Success

Supervisors rarely receive formal training in the essential skills of coaching. In this seminar, participants will learn effective coaching behaviors and models to apply in daily supervision activities. Using case studies drawn from their work, we will begin to evaluate the differences between development or disciplinary concerns in an employee’s performance.

Drawing on the knowledge gained in our session on leadership styles, participants will increase their understanding of how to vary their supervision style based on the skill, motivation, and competence of staff members. We will use role plays to focus on encouraging employees’ strengths, as well as how to best support their growth in areas where they may face challenges.

Working with Difficult Behaviors

Managing conflict is one of the most difficult tasks faced by supervisors and managers. The ways in which we respond to conflict is often embedded in our culture, starting in our families, our neighborhoods, and the communities in which we were raised.

In the first half of this seminar, we will discuss your beliefs regarding ways to manage conflict and the impact of those beliefs in your relationships with staff. We will explore the differences in responding to developmental learning challenges and disciplinary issues. We will respond to case examples drawn from work lives and use role plays to develop effective strategies for dealing with difficult behaviors. We will identify how "attitude" is visible in behavior, and how to work with those behaviors to change performance.

In the second half, we will continue to discuss how to work with "classic" difficult behaviors presented by staff. We will also examine personal "hot buttons" to better understand how someone else's difficult behavior may hit one of our vulnerable points as a supervisor, and explore ways to master our reactions. We will review tools that can be used with employees to document difficult behaviors and work with direct reports to create stronger performance accountability.

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.

Setting Priorities for Effective Time Management

Time is the new luxury! We never have enough of it. Supervisors face the ongoing challenge of making sufficient time available to their direct reports for supervision and coaching, while meeting the demands of their own administrative responsibilities. During this workshop, we will discuss the "Eisenhower model" of decision making, where we will examine the differences between urgency and importance in the tasks at hand and how those factors can impact how we set our priorities.

We will also brainstorm ways to better organize our work, deal with distracting environments, and prepare for or recover from unexpected demands or crises. We will draw on the wisdom of the community of peers to learn a range of best practices in time management.

THE GRAYING OF AIDS AND WORKING WITH OLDER ADULTS

National HIV/AIDS and Aging Awareness Day (NHAAD) is observed on September 18 and focuses on the challenging issues facing the aging population and those who work with older adults, about HIV prevention, testing, care, and treatment.

It is estimated that by 2015, 50% of those living with HIV will be at least 50 years of age, a proportion that will rise to 70% by 2020. It is a notable shift from just 30 years ago when being diagnosed with HIV was a "death sentence". The "graying" isn't just because people are living longer. Some over 50 continue to engage in high risk behaviors that result in new infections. Chances are that aging service providers are working with HIV+ clients and/or those who are at risk for HIV. This interactive training will cover a review of basic information about HIV, including transmission, prevention, and treatment, along with an overview of HIV and older adults. Sexual health education/resources for older adults will also be shared.

As a result of this training, participants will be able to:

- Dispel myths about HIV and aging
- Recognize that older adults are sexual beings
- Understand the basics of HIV transmission, prevention, and treatment
- Increase comfort in talking about HIV, especially as it relates to working with older adults
- Recognize the importance of making referrals for HIV prevention and care

TRAINER - Terri Clark has been doing work in health education, training, and facilitation for nearly 25 years, and is currently the Coordinator of Prevention Services at Action Wellness (formerly ActionAIDS) in Philadelphia, PA. Her expertise is in health education and sexuality, including HIV prevention and LGBT issues. Terri has implemented sexual health and aging workshops throughout Philadelphia and has written several articles and blogs about the topic. She co-chairs the HIV and Aging Taskforce in Philadelphia and is a former member of the Office of HIV Planning for the City.

Terri is a member of Widener University's Consortium on Sexuality and Aging, and an adjunct instructor at Arcadia University. She is a certified trainer with SAGE (Services and Advocacy for GLBT Elders) and serves on the American Society on Aging's Leadership Council of their LGBT Aging Issues Network (LAIN) constituent group. She is also an advisory board member of Philadelphia Corporation for Aging's PrimeTime Health Committee.

DATE & TIME:

Wednesday, September 14, 2016
9:00 AM – Noon
Auditorium West – 5th floor

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THE SUPERVISOR'S ROLE AS TRAINER AND COACH

Superior knowledge and experience don't always translate into the ability to teach others. Although the role of trainer is one of the most important duties you fill as a supervisor, there's a good chance you've never had any training in it. It's perfectly normal – despite being a crucial part of your job, a manager's role as teacher is often overlooked.

That's exactly why The Supervisor's Role as Trainer and Coach was developed. This fun and informative one-day seminar is packed with proven strategies and expert techniques to help you train your staff more effectively, improving their efficiency and making you a better overall leader.

Course Benefits

- Prepare yourself to be a great trainer – even if you've never trained before.
- Understand how different people learn and find the best teaching method for each one.
- Decide when you should train your staff and when it's OK to delegate that responsibility.
- Foster a culture of learning to keep key people growing and improving.
- Identify and address areas that need improvement.

Successful completion of this course will increase participant knowledge and ability to:

- Clarify the distinctions between the roles of trainer and coach.
- Identify the types of training a staff member needs.
- Deliver training and coaching more effectively.
- Provide constructive feedback effectively.
- Develop techniques for engaging and motivating different types of staff members.
- Explain what participant-centered learning is and why it is effective.
- Identify and eliminate common barriers to learning.

DATES & TIMES:

Friday, October 21, 2016 **9:00 AM – 4:00 PM** **2nd floor Classroom**	**Tuesday, May 2, 2017** **9:00 AM – 4:00 PM** **2nd floor Classroom**

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

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TOOLS FOR THE TRADE:
Nuts & Bolts for Growing Senior Center Participation

This series of **three, full-day workshops** is designed to help senior center professionals and key volunteers prepare to engage Baby Boomers as participants and volunteers - helping to build the capacity of their centers. Theories and ideas are introduced and discussed, and tools to actualize these concepts are given to participants to use in their centers to grow capacity.

During these sessions:

- Participants from individual centers will develop strategies for their future growth in serving multiple generations.
- Participants will develop tools that they will be able to immediately put to use upon returning to their centers
- Participants will discover how a re-imagined, well-promoted center, rich with opportunities, can become a major community asset.

Who Should Attend?

AAA staff, senior center staff, volunteers, Board/Advisory Councils and others involved in planning the future of your center. These interactive workshops are designed to speak to the needs and interests of all senior center stakeholders.

Presenters:

Rennie Cohen – Aging Positively, LLC; trainer and consultant; past Executive Director of Center in the Park; former VP of NCOA's National Institute of Seniors; founding President of the PA Assoc. of Senior Centers and former President of the Philadelphia Assoc. of Senior Center Administrators .

K. Jean Williams – Expand your Horizons; trainer and consultant; former Director of Field Services for Girl Scouts of Chesapeake Bay; past Executive Director of the Newark Senior Center; Temple University's Intergenerational Center consultant & trainer; P4A consultant; presenter at numerous ASA Conferences.

DATES & TIMES

- **March 2, 2017 - 9:00 AM – 3:30 PM – Cutting Edge Strategies for Senior Centers**
- **April 6, 2017 - 9:00 AM – 3:30 PM – Opportunity Knocks**
- **May 4, 2017 - 9:00 AM – 3:30 PM – Tools That Make a Difference: Governance, Marketing & Planning**

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Session Agenda for Each Day

SESSION 1 - CUTTING EDGE STRATEGIES FOR SENIOR CENTERS

AM

- Generational differences among the three oldest generations
- Implication of Boomer characteristics
- Paradigm shift in engaging volunteers

PM

- Building organization capacity
- Tools and skills for engaging Boomers
- Job descriptions for the Boomer generation

SESSION 2 - OPPORTUNITY KNOCKS

AM

- Skills Boomers can bring to an organization
- Recruiting Boomers
- Matching Boomers with the right volunteer experience.

PM

- Reimaging the image of the center
- Creating community partners
- Becoming a place to serve

SESSION 3 - TOOLS THAT MAKE A DIFFERENCE: GOVERNANCE, MARKETING & PPLANNING

AM

- Developing tools for a well-functioning governing or advisory board
- Looking at major trends & how centers can incorporate them into their services
- Creating win-win partnerships

PM

- Building a self sufficient center
- Diversifying income streams
- Communication skills

These workshops are designed and presented by two senior center professionals with a combined experience of forty years. They are well known on the national level through their work with the National Institute of Senior Centers.

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 this series of three sessions, you 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 behavioral health diagnoses and conditions;

c) Understand the implications of your 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 draws on more than 30 years of experience in a variety of roles in community-based long term care and geriatric behavioral health. She provides training and consultation services in aging, and teaches in the MSW program at the University of Pennsylvania School of Social Policy and Practice. She is also Assistant Director of Field Education for Bryn Mawr College Graduate School of Social Work and Social Research.

NOTE: THIS IS A THREE-PART SERIES. PLEASE DO NOT REGISTER UNLESS YOU PLAN TO ATTEND *ALL THREE SESSIONS*.

DATES & TIMES

Series # 1 – Monday, February 6th, 13th & 27th – 2017	**9:15 AM – 12:15 PM**
Series # 2 – Thursday, May 4th, 11th & 18th - 2017	**9:15 AM – 12:15 PM**

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