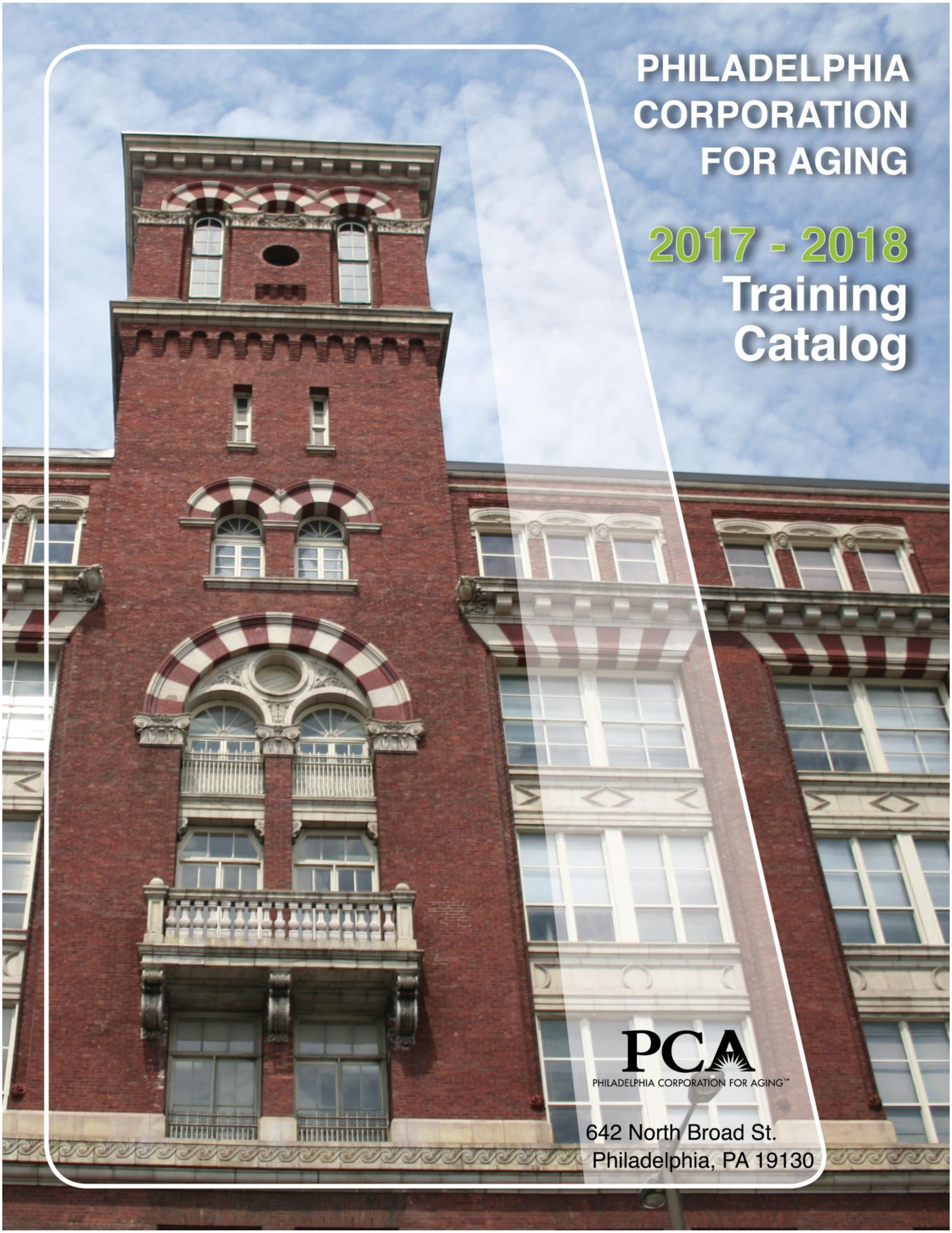

PHILADELPHIA CORPORATION FOR AGING

2017 - 2018 Training Catalog

PCA
PHILADELPHIA CORPORATION FOR AGING™

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.

Interaction Management® is intended for current supervisors, program managers, center or agency directors and assistant directors who wish to enhance their leadership skills. **Situational Leadership®** provides formal and informal leaders with tools to recognize the readiness level of followers to perform specific tasks and select the leadership behaviors most appropriate to successfully coach that individual to perform the tasks.

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**, **Our Assumptions about Older People** or **Working Effectively with Participants in Difficult Situations**. These sessions are also valuable for staff that needs to acquire 20 hours of annual training.

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 an equally 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 (for Nurses, OTs and PTs)** 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 Participants 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 participants/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**, **How to Better Serve Russian 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 **Senior Center 2.0 – A Better Vision** and **Senior Center 2.1 – The Next Level**. Both are highly interactive workshops 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 by un-checking it. Please save your changes at the bottom of the page.

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.

In the event of a cancellation due to trainer illness or any other reason, an e-mail message will be sent to *the address you listed on your registration. Please be sure this is an active address.*

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/pcatrainingcatalog2017-2018

- 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: Wanda Mitchell, Director of Community Relations, PCA.

DATES & TIMES:

Tuesday, October 17, 2017 **Auditorium West** **1:30 – 4:30 PM**	**Wednesday, March 14, 2018** **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/pcatrainingcatalog2017-2018

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: 2017 - 2018

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

Unit 1: Psychological Changes

9/26/17 Session 1: Psychological Concerns in Late Life
10/3/17 Session 2: Physical Changes and Illness in Later Life
10/10/17 Session 3: Social Issues in Later Life

Unit 2: Mental Illness in Later Life

10/17/17 Session 1: Chronic Mental Illness
10/24/17 Session 2: Recognizing Depression
10/31/17 Session 3: Schizophrenia

Unit 3: Dementia

11/14/17 Session 1: Overview of Dementia
11/21/17 Session 2: Specific Dementia and Excess Disability
11/28/17 Session 3: Caregiver Concerns and Delirium

Unit 4: Case Analysis

12/4/17 Session 1: Case Applications: Drawing on Material from Unit 1-3
12/11/17 Session 2: Case Applications Cont'd, w/ Special Attention on Working w/ Families

Unit 5: Working Within Systems

12/18/17 Session 1: Understanding the Aging and the Mental Health Systems: Networking and Cross-System Issues

1/5/18 Session 2: Advocating on Behalf of Older Consumers and Ethical Issues

1/12/18 Special Module: Alcoholism in Late Life
1/19/18 Special Topic Session: Behavioral Health under Managed Care
1/26/18 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/pcatrainingcatalog2017-2018

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

DATE & TIME:

Tuesday, March 20, 2018
9:00 AM – 4:00 PM
2nd floor Classroom

https://www.regonline.com/pcatrainingcatalog2017-2018

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 20, 2017 - Conf. Rm. G	**Wednesday, March 14, 2018 - Conf. Rm. G**
Wednesday, October 25, 2017 - Conf. Rm. G	**Wednesday, April 25, 2018 - Conf. Rm. G**
Wednesday, November 15, 2017 - Conf. Rm. G	**Wednesday, May 16, 2018 - Conf. Rm. G**
Wednesday, December 20, 2017 - Conf. Rm. G	**Wednesday, June 13, 2018 - 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/pcatrainingcatalog2017-2018

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 17, 2017 - Conf. Rm. H
Tuesday, December 12, 2017 - Conf. Rm. G
Tuesday, May 1, 2018 - 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/pcatrainingcatalog2017-2018

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 13, 2017 - Conf. Rm. G	Wednesday, March 7, 2018 - Conf. Rm. G
Wednesday, October 11, 2017 - Conf. Rm. H	Wednesday, April 18, 2018 - Conf. Rm. G
Wednesday, November 8, 2017 - Conf. Rm. G	Wednesday, May 9, 2018 - Conf. Rm. G
Wednesday, December 6, 2017 - Conf. Rm. G	Wednesday, June 6, 2018 - 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/pcatrainingcatalog2017-2018

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

This series will provide participants with the latest information regarding the aging process. 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 adults responsively and effectively. This series is recommended for anyone who works directly or indirectly with older adults. This program is particularly helpful for people new to the field of aging or the aging services network, or for seasoned professionals looking for a refresher on the latest findings and best practices.

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

Unit 1*:* **Psychological Changes with Aging** – Sessions 1 & 2

- "Normal" psychological changes
- Dementia
- Depression

Maureen Gibney, PsyD, Neuropsychologist & Trainer;
Faculty – Drexel University, Department of Psychology

Unit 2: **Social Changes with Aging** – Sessions 3 & 4

- Ageism
- Changing demographics of aging
- The older adult and the family

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

- Changes in the body's systems as we age
- Common illnesses that impact older adults
- Treatments and medications

Mary Anne Sheehan, RN, Trainer/Consultant

DATES & TIMES:

#1 - Thursday, October 5, 2017 - Aud. West – 5th floor	#4 - Monday, October 30, 2017 - Aud. West – 5th floor
#2 - Thursday, October 12, 2017 - Aud. West – 5th floor	#5 – Thurs., November 9, 2017 – Conf. Rm. R - Lobby
#3 - Monday, October 23, 2017 - Aud. West – 5th floor	#6 – Thurs., November 16, 2017 - Aud. West – 5th floor

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

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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, December 21, 2017 **Aud. West – 5th floor**	**Tuesday, April 10, 2018** **Aud. West – 5th floor**

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2017-2018

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, October 31, 2017
Part II - Tuesday, November 14, 2017

Both Sessions will be held in Conference Room R – Lobby Level

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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 21, 2018

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

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

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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 18, 2018

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

https://www.regonline.com/pcatrainingcatalog2017-2018

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 7, 2018

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

https://www.regonline.com/pcatrainingcatalog2017-2018

HOW TO BETTER SERVE RUSSIAN CONSUMERS

This training is designed to provide direct service workers and program supervisors with knowledge and insights on how to better serve Philadelphia's very significant Russian and Ukrainian speaking populations.

Topics covered include–

- Overview of Russian and Ukrainian history
- Immigration status
- Geography, history and life in the former Soviet Union
- Religious groups in Philadelphia from Ukraine
- Case Studies.

Date and Time:

Wednesday, April 4, 2018

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

Participation limited to 35

Trainers: BRB Consulting

https://www.regonline.com/pcatrainingcatalog2017-2018

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 17, 2017 **5th floor – Auditorium West**	**Thursday, March 9, 2018** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2017-2018

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*

Trainer: Ed Miller

Date & Time

Thursday, April 19th, 2018

10:00 AM – 4:00 PM

Auditorium West - 5th Floor

https://www.regonline.com/pcatrainingcatalog2017-2018

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.
- Lead 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 four decades, **D**evelopment **D**imensions **I**nternational has worked with some of the world's most successful organizations to build engaged, high performing workforces. Forty + 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 five (5) half-day modules.
NOTE: Attendance to all five (5) 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.

- **Communicating for Leadership Success – November 29, 2017 (Wednesday)**
- **Setting Goals & Reviewing Results – December 20, 2017 (Wednesday)**
- **Coaching for Peak Performance – January 24, 2018 (Wednesday)**
- **Resolving Workplace Conflicts – February 28, 2018 (Wednesday)**
- **Driving Change – March 28, 2018 (Wednesday)**

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

https://www.regonline.com/pcatrainingcatalog2017-2018

INDIVIDUAL MODULE DESCRIPTIONS

Communicating for Leadership Success

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 acquire the tools necessary for a successful leadership journey. The course teaches leaders the Interaction Essentials they need to handle the variety of challenges and opportunities they encounter every day in the workplace and beyond.

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:

- Discover how to achieve results through others by building strong interpersonal relationships.
- 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 Goals and Reviewing Results

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 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 goals.
- Ensure that staff takes a more active role in managing their performance.
- Manage performance on an ongoing basis while working within the organization's time parameters for goal setting and performance reviews.
- Provide the ongoing coaching and feedback staff need to achieve their goals.
- Increase your staff's confidence and commitment to their own success.

During this half-day interactive workshop, participants will:

- Learn the purpose and process of setting goals 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 *goal setting* discussions that incorporate the Interaction Guidelines and Key Principles.
- Use the STAR & STAR/AR models to structure consistent, understandable and actionable feedback.
- Develop a plan to incorporate these new skills into their leadership practices.

Coaching for Peak Performance

Effective coaching is one of the most important drivers of team member performance. Whether leaders are guiding people toward success in new or challenging situations or helping people improve or enhance their work performance, their ability to coach and provide feedback makes the difference between mediocrity and high performance.

By helping learners understand the importance of three coaching techniques and how to effectively handle proactive and reactive coaching discussions, this course helps leaders have more effective and efficient interactions.

This module helps leaders:

- Encourage others to take ownership of, and be accountable for, their work performance.
- Create a work environment where people are comfortable taking on the risks associated with new responsibilities.
- Boost morale, improve productivity, and increase profitability by coaching for peak performance in each person.
- Manage work performance issues in a fair, consistent manner.

During this half-day interactive workshop, participants will:

- Understand the purposes and techniques involved with proactive and reactive coaching.
- Review the coaching process relative to a performance improvement (reactive) situation.
- Review the coaching process when guiding individuals to success with proactive coaching.
- 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.
- Learn the importance of balancing "seeking" and "telling" in the coaching process – and how to incorporate the Interaction Process model.
- 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.

Resolving Workplace Conflict

Today's business environment challenges organizations to increase productivity, improve quality, shorten cycle time, and reduce costs. An unfortunate but natural byproduct of these challenges is conflict. While conflict can lead to discoveries such as new ideas and innovative breakthroughs, it can, if allowed to escalate, result in damage to critical working relationships.

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 are introduced to two mediation tactics – coach and mediate – and practice using the Interaction Essentials as they coach then mediate to resolve a conflict.

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.
- Promote a culture of trust and mutual respect within their work group.

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.

Driving Change

In today's complex and competitive environment, it's no surprise that 70% of workplace change initiatives fail. For initiatives to be successful, organizations need leaders who are able to turn resistance into commitment and inspire team members to take ownership of change.

This course provides the skills and resources leaders need to accelerate the process of implementing change with their team members and to create an agile work environment where people are more open to change.

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 potential 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:

- 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

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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:

Tuesday, December 19, 2017 **9:00 AM – 4:00 PM** **2nd floor Classroom**	**Friday, April 20, 2018** **9:00 AM – 4:00 PM** **2nd floor Classroom**

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

https://www.regonline.com/pcatrainingcatalog2017-2018

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:

Friday, October 13, 2017
9:00 AM – 4:00 PM
2nd floor Classroom

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

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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:

Friday, December 15, 2017
9:00 AM – 4:00 PM
2nd floor Classroom

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

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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:

Friday, May 4, 2018
9:00 AM – 4:00 PM
2nd floor Classroom

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

https://www.regonline.com/pcatrainingcatalog2017-2018

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:

Thursday, May 3, 2018
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/pcatrainingcatalog2017-2018

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 16, 2017 **9:00 AM – 4:00 PM** **Conference Rm. R – Lobby Level**	**Thursday, April 12, 2018** **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/pcatrainingcatalog2017-2018

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 16, 2018
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/pcatrainingcatalog2017-2018

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 18, 2018
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/pcatrainingcatalog2017-2018

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:

Tuesday, December 12, 2017 **5th floor – Auditorium West**	**Thursday, April 19, 2018** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

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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.

DATE & TIME

Thursday, December 14, 2017
9:00AM – Noon
PCA – Auditorium West - 5th Floor

Situational Leadership® - Building Leaders

For years, and years, and years the debate has gone 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 readiness level of the individual performing a specific 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:

- Identify their own preferred style of leadership, as well as back-up styles
- Learn to assess the readiness level of staff to successfully complete specific tasks
- Understand how effective leaders match their leadership style to the readiness level of others

After completing 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.

DATES & TIME:

Thursday, April 26, 2018 2nd floor Classroom	Thursday, June 21, 2018 2nd floor Classroom

9:00 AM – 4:00 PM

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

https://www.regonline.com/pcatrainingcatalog2017-2018

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.

Nearly half of those living with HIV are at least 50 years of age, and that number will continue to rise. 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
- 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

Terri Clark, MPH. Terri 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 in Philadelphia, PA. 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 the SAGE's National Resource Center on LGBT Aging 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. Throughout her career in public health, she has been an advocate for gender equality and sexual health across the lifecycle. Terri is a graduate of Hunter College with a Masters in Public Health, Community Health Education. She received her B.A. in Sociology and Communication from the University of Buffalo.

DATE & TIME:

Wednesday, September 20, 2017

9:30 am – 12 noon

5th Floor – Auditorium West

https://www.regonline.com/pcatrainingcatalog2017-2018

Senior Center 2.0 – A Better Vision

These two interactive workshops are designed for staff and key volunteers in your center. Learn to develop a team approach to create a more inviting and stimulating atmosphere. You will have opportunities to discuss victories and challenges and build group planning skills that you can implement at your center.

During these interactive workshops, you will be able to:

- **Look at generational differences**
- **Explore recruitment and retention of skilled volunteers**
- **Uncover customer service "Have To's"**
- **Discover who is in our backyard and how we can connect to them**
- **Learn how to bring the community into your center and bring your center into the community**

Who should attend?
Senior Center staff, Board/Advisory Councils, volunteers, **PCA** staff, and others involved in planning the future of your center.

Trainers:
Rennie Cohen – Aging Positively, LLC; trainer and consultant; Past Executive Director of Center in the Park, former VP of NCOA's National Institute of Senior Centers; founding President of the PA Assoc. of Senior Centers and former President of the Philadelphia Assoc. of Senior Center Administrators. P4A consultant.

K. Jean Williams – Expanding 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
Thursday
October 19, 2017
9:00 a.m.-3:30 p.m.
Senior Centers 2.0 Session #1

Thursday
November 16, 2017
9:00 a.m.-3:30 p.m.
Senior Centers 2.0 Session #2

https://www.regonline.com/pcatrainingcatalog2017-2018

Senior Center 2.1 – The Next Level

This new, one-day, interactive workshop is for anyone who has previously attended any of the *Tools for the Trade workshops*.

Have you tried to implement strategies from previous workshops and been stymied? Often times there are roadblocks that prevent the progress you envisioned from becoming reality. And then motivation for these changes disappears. Work together in this one-day workshop to begin to solve our challenges.

Morning: Discussions will include -

- **Changes you are trying to make at your center**
- **Identify why you need to make changes**
- **What is your role in creating change~~?~~**
- **Resolving the obstacles met along the way**

Afternoon: Explore models that address inclusion in our multi-cultural Philadelphia

Who should attend?

Senior center staff, board/advisory councils, volunteers, PCA staff, and others who have previously attended Tools for The Trade workshops. This interactive workshop is designed to help move your strategies for change forward.

Trainers:

Rennie Cohen – Aging Positively, LLC; trainer and consultant; Past Executive Director of Center in the Park, former VP of NCOA's National Institute of Senior Centers; founding President of the PA Assoc. of Senior Centers and former President of the Philadelphia Assoc. of Senior Center Administrators. P4A consultant.

K. Jean Williams – Expanding 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
Monday
September 18, 2017
9:00-3:30

https://www.regonline.com/pcatrainingcatalog2017-2018

WORKING EFFECTIVELY WITH PARTICIPANTS:
Understanding Behavior and Techniques for Intervention

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 challenging behaviors.

This course will help participants understand that behavior has meaning and as service providers we must understand the importance of identifying what is underlying the behavior in order to effectively work with the individual. The interactive training is based on a behavioral approach and reinforces learning with case review from participants' practice as well as training case examples/videos.

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

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.

DATES & TIMES

Series # 1 – Friday, Nov. 3rd, 17th & Dec.1st – 2017 **9:15 AM – 12:15 PM**

Series # 2 – Monday, February 5th, 12th & 26th – 2018 **9:15 AM – 12:15 PM**

Series # 3 – Thursday, May 3rd, 10th & 17th - 2018 **9:15 AM – 12:15 PM**