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PHILADELPHIA
CORPORATION FOR AGING

2021 – 2022

Agency Training Catalog



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.

Situational Leadership® provides formal and informal leaders with tools to recognize the readiness level of staff to perform specific job tasks and select the leadership style most appropriate to successfully coach that individual to perform those tasks.

Managers and supervisors, adapting to new remote and hybrid work situations, will benefit greatly from attending **Best Practices for a Productive Hybrid Work Environment** and **Leading Virtual Teams**.

New or seasoned leaders will find valuable tools and techniques in both **Leading a Cross-Generational Workforce** and **Conflict Resolution**.

Staff who wish to increase their Microsoft Office skills should look at **Microsoft EXCEL** – offered at three experience levels – **Beginning, Intermediate and Advanced**.

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: Understanding Behavior and Techniques for Intervention**. **These sessions also offer CEUs.**

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. **This program also offers CEUs.**

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. **Conflict Resolution, Working Effectively with Participants: Understanding Behaviors** and **Giving and Receiving Feedback & Constructive Criticism** will all contribute toward the 20 hour requirement and provide valuable job and life skills.

The workplace is one of the leading locations where people experience stress and anxiety. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it. **Managing Workplace Anxiety** will supply the tools you need.

Supervisors, please discuss developmental opportunities with you staff and encourage them 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.

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
thomas.shea@pccares.org

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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.

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 that you monitor daily.

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.

1. Access the online registration site at: <https://pca-training-catalog-2021-2022.coursestorm.com/>
2. Once you enter the site, click on “*Browse all classes*”. You will not enter any personal information until after you have selected all your sessions.
3. Select the first session you wish to attend by clicking on the session title – you will then be presented with the dates for all scheduled sessions for that topic. Click on the *Register* button for the date you wish to attend.
4. You will be asked “*Who will be attending?*” Click on the head icon labeled “*You*”, then “*continue*”.
5. That brings up a choice of “*continue browsing*” OR “*check out*”. Unless you are only selecting one class, choose *continue browsing* and then “*Browse Classes*” in the menu bar at the top. This will take you back to the class listings. Choose your next selection, and continue to repeat steps 4 and 5 until you have finished choosing sessions – you will be selecting *ADD to CART* for each selection after your initial one. After you have selected the last class you wish to register to attend, select “*Check out*” to enter your personal information.
6. Enter your e-mail address and click the *continue* button.
7. Fill in the rest of your personal information to finish your registration. Please choose a **password** that is to remember, and write it down somewhere. You will need the password to return to your account to make any additions or deletions.
8. You will receive a confirmation e-mail shortly after you complete the process. Please be sure to **PLACE ALL DATES FOR ALL PROGRAMS INTO YOUR CALENDAR**

ACTIVE LISTENING SKILLS

Listening is one of the most important skills you can have in the business world today, regardless of your position. True, effective communication is about more than two or more people talking together. Listening and understanding the underlying meaning (not just the spoken words) requires specific skills and attention. In some cases, what is not said may be more important than what is said, so tuning in to the meaning of nonverbal communication is critical to building productive working relationships.

After participating in this workshop, participants will be able to:

- Explain why listening skills are important
- Understand the key differences between listening and hearing
- Identify key reasons why we can fail to listen effectively
- Adopt simple techniques to listen effectively
- Discover the 7 critical ways to Listen better
- Learn how to send meaningful non-verbal signals while communicating
- Learn the art of asking great questions based on heightened listening

DATE & TIME:

Tuesday, March 8, 2022
9:00 AM – 1:00 PM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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 PA MEDI (formerly 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: Roger Moore, Community Relations Manager, PCA.

DATE & TIME:

Wednesday, March 23, 2022
10:00 AM – Noon
Virtual - Via Zoom

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

<https://pca-training-catalog-2021-2022.coursestorm.com/>

Behavioral Health & Aging Certificate Program

Overview

The Program requires participants to complete **48 hours** of classroom training (**16 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 best clinical practices. 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.

Three CEUs will be awarded for each session attended.

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 also benefit from this comprehensive focus on the behavioral health issues of aging adults.

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 virtually.

Behavioral Health & Aging Certificate Program Schedule: **2022**

Sessions will meet from 9:15AM - 12:15PM
All sessions will be held virtually, via Zoom

Unit 1: Psychological Changes

- 2/1/22 Session 1: Psychological Concerns in Late Life
- 2/8/22 Session 2: Physical Changes and Illness in Later Life
- 2/15/22 Session 3: Social Issues in Later Life

Unit 2: Mental Illness in Later Life

- 2/22/22 Session 1: Chronic Mental Illness
- 3/1/22 Session 2: Recognizing Depression
- 3/8/22 Session 3: Schizophrenia

Unit 3: Dementia

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

Unit 4: Case Analysis

- 4/5/22 Session 1: Case Applications: Drawing on Material from Unit 1-3
- 4/12/22 Session 2: Case Applications Cont'd, w/ Special Attention on Working w/ Families

Unit 5: Working Within Systems

- 4/19/22 Session 1: Understanding the Aging and the Mental Health Systems: Networking and Cross-System Issues
- 4/26/22 Session 2: Advocating on Behalf of Older Consumers - Ethical Issues
- 5/3/22 Session 3: Medicare/Medicaid and Community HealthChoices
- 5/10/22 Special Module: Alcoholism in Late Life
- 5/17/22 Special Topic Session: Behavioral Health under Managed Care

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://pca-training-catalog-2021-2022.coursestorm.com/>

BEST PRACTICES for a PRODUCTIVE HYBRID WORK ENVIRONMENT

The last 18 months has seen a dramatic shift in the way that business gets done. American businesses have had to “pivot” from a largely in person, in building model – first to totally remote, and now trending toward some sort of hybrid model. The problem was, and is, there is no instruction manual to make that happen easily and effectively.

This is a four-hour comprehensive program that shares best practices developed from adjusting to the “New Normal”. Now we see the need for a hybrid work model that provides a safe, comfortable and productive environment – wherever need work happens. A hybrid work environment has its advantages and its unique challenges. This course helps team members cut through the distractions and boost productivity in a hybrid environment

After this workshop, you’ll be able to:

- Adopt a flexible mindset to boost productivity
- Discover how to effectively switch between in-person and remote work stations
- Revamp your productivity style to stay on task amidst the changes
- Rethink your physical spaces
- Deal successfully with new disruptions at home and in the office
- Plan your time wisely
- Learn which tasks and meeting types are best suited for hybrid work vs in-person work
- Communicate effectively and select the best method for the task
- Stay connected with team members

DATES & TIME:

Tuesday, December 21, 2021 9:00 AM – 1:00 PM Virtual - Via Zoom	Tuesday, April 26, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom
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<https://pca-training-catalog-2021-2022.coursestorm.com/>

COLLABORATIVE BUSINESS WRITING

Writing and communications skills have degraded with more and more people communicating through e-mail and instant messaging. Developing writing skills is still important in the business world. Creating proper documents (such as proposals, reports and agendas) gives you that extra edge in the workplace. This four-hour course will give participants the knowledge and skills to collaborate with others and create that important document. Participants will touch on the types of collaboration, and ways to improve them through certain tools and processes. These basic skills will provide participants that extra ability in the business world that a lot of people are losing.

What you'll learn:

- Avoid the Top Ten Grammar Mistakes
- Clearly state the precise purpose for any writing
- Eliminate redundant words and overused phrases
- Clarify actions desired from the reader in specific, professional terms
- Learn proven recipes to plan and organize thoughts and ideas
- Competently use diplomacy—even when delivering bad news
- Trim wordy sentences
- Write reports clearly to specific audiences
- Discover the optimal level of detail to include in key reports and documents

DATE & TIME:

Tuesday, February 22, 2022
9:00 AM – 1:00 PM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

Conflict Resolution

Whenever two or more people come together, there is bound to be conflict. This four-hour program will give participants a seven-step conflict resolution process that they can use and modify to resolve conflict disputes of any size. Participants will also be provided a set of skills in solution building and finding common ground.

In the Conflict Resolution course, participants will learn crucial conflict management skills, including dealing with anger and using the Agreement Frame. Dealing with conflict is important for every agency no matter what the size. If it is left unchecked or unresolved it can lead to lost production, absences, attrition or even lawsuits.

After participating in this workshop, participants will:

- Understand what conflict and conflict resolution mean
- Understand all six phases of the conflict resolution process
- Understand the five main styles of conflict resolution
- Be able to adapt the process for all types of conflicts
- Be able to break out parts of the process and use those tools to prevent conflict
- Be able to use basic communication tools, such as the agreement frame and open questions
- Be able to use basic anger and stress management techniques

DATES & TIME:

Tuesday, February 8, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom	Tuesday, May 10, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom
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<https://pca-training-catalog-2021-2022.coursestorm.com/>

EMOTIONAL INTELLIGENCE AT WORK

Emotional Intelligence is the ability to be in touch with one's emotions to the point where feelings can be identified, understood, and then used in social interactions. It provides the ability to pick up nonverbal communication, which is a benefit to everyone.

In this four-hour course participants will be introduced to ideas and techniques for understanding and increasing their emotional intelligence. People who develop and use these skills are better communicators, are better at developing relationships and have useful conflict resolution skills.

After this seminar, you'll be able to:

- Define and practice self-management, self-awareness, self-regulation, self-motivation, and empathy.
- Understand, use and manage your emotions.
- Verbally communicate with others.
- Successfully communicate with others in a non-verbal manner.
- Identify the benefits of emotional intelligence.
- Relate emotional intelligence to the workplace.
- Balance optimism and pessimism.
- Effectively impact others.
- Work together better as teams

DATE & TIME:

Tuesday, March 1, 2022
9:00 AM – 1:00 PM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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, Psy.D, 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:

All dates in RED are tentative until trainer availability is confirmed. Confirmed dates will appear on the Registration Site

#1 - Thursday, March 24, 2022 - VIRTUAL	#4 - Monday, April 18, 2022 - VIRTUAL
#2 - Thursday, March 31, 2022 - VIRTUAL	#5 - Monday, April 25, 2022 - VIRTUAL
#3 - Monday, April 11, 2022 - VIRTUAL	#6 - Monday, May 2, 2022 - VIRTUAL

GIVING AND RECEIVING FEEDBACK AND CONSTRUCTIVE CRITICISM

Delivering constructive criticism is one of the most challenging things for anyone. Through this four-hour workshop participants will gain valuable knowledge and skills that will assist them with this challenging task. When an employee commits an action or performs a task that requires feedback or criticism it needs to be handled in a very specific way.

Constructive criticism, if done correctly, will provide great benefits to your agency. It provides the ability for management to nullify problematic behaviors and develop well-rounded and productive employees. Constructive feedback shows an employee that management cares about them and will invest time and effort into their careers.

After this workshop, you'll be able to:

- Understand when feedback should take place
- Learn how to prepare and plan to deliver constructive criticism
- Determine the appropriate atmosphere in which it should take place
- Identify the proper steps to be taken during the session
- Know how emotions and certain actions can negatively impact the effects of the session
- Recognize the importance of setting goals and the method used to set them
- Uncover the best techniques for following up with the employee after the session

DATE & TIME:

Tuesday, March 29, 2022
9:00 AM – 1:00 PM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

Leading a Cross-Generational Workforce

Today's workplace is more diverse than ever before. Not only are more people from different backgrounds and cultures working together, but for the first time in history there could be up to five generations of employees working together. So how do you get the different generations to pull together as a team?

This four hour course will help you understand generational trends, which, in turn, help you develop a greater empathy for the reasons people may respond differently to the same situation. We will also guide you through the skill sets and tools you need to get the most from your highly skilled, but very diverse, team.

You will learn to:

- Discover the History behind generation gaps
- Learn the Critical Motivators for each generational group
- Analyze the Key Differences between each type of generation
- Unify Teams by Finding common ground among the generations
- Establish Conflict management "Rules of Productive Engagement"
- Leverage the benefits of generation gaps at work

DATE & TIME:

Tuesday, March 22, 2022
9:00 AM – 1:00 PM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

LEADING REMOTE/VIRTUAL TEAMS

Leading team members through a virtual environment can be a challenging task. If managed effectively, virtual teams can increase productivity and reach individual, department and agency goals. Learn how to increase awareness of your personality style and its impact on virtual leadership.

This four-hour workshop identifies the challenges – like providing a leadership presence, and creating trust and engagement in a virtual environment. Leaders will learn the framework needed to develop the competencies of a virtual leader.

After participating in this workshop participants will:

- Discover the TOP 10 challenges of leading virtual teams
- Learn the formula to create ideal virtual teams
- Discover how to effectively manage the top conflicts in a virtual team
- Understand how to manage virtual offices effectively
- Explore how to successfully incentivize productive virtual teams
- Discover how to beat the five killers of virtual working
- Learn how leaders build trust with remote teams
- Learn how to keep your virtual teams engaged and unified to your agency's mission

DATES & TIME:

<p>Tuesday, January 4, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom</p>	<p>Tuesday, April 19, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom</p>
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This full-day workshop includes an hour break for lunch.

<https://pca-training-catalog-2021-2022.coursestorm.com/>

MANAGING WORKPLACE ANXIETY

The workplace is one of the leading locations where people experience stress and anxiety. Every employee will encounter it sometime during their career. Everyone should be aware of the signs of anxiety and the tools needed to cope and deal with it.

This four-hour program will provide participants the important skills and resources to recognize and manage workplace anxiety. By identifying these symptoms and coping skills employees and managers will be better suited to dealing with these common situations.

Participants in this workshop will:

- Discover the most prevalent types of workplace anxiety
- Recognize symptoms in others
- Learn the key coping strategies to best decrease workplace anxiety
- Discover crucial ways to deal with the anxiety-triggered situations
- Learn the differences between anxiety and normal nervousness
- Have an action plan to ward off anxiety's physical symptoms
- Recognize the positive aspects of anxiety
- Learn the most common anxiety triggers (and pinpoint yours)
- When to seek extra help?

DATES & TIME:

<p>Tuesday, January 18, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom</p>	<p>Tuesday, April 12, 2022 9:00 AM – 1:00 PM Virtual - Via Zoom</p>
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<https://pca-training-catalog-2021-2022.coursestorm.com/>

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, February 8, 2022
9:00 AM – 4:00 PM
Virtual - Via Zoom

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

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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:

Tuesday, March 1, 2022
9:00 AM – 4:00 PM
Virtual - Via Zoom

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

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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, April 5, 2022
9:00 AM – 4:00 PM
Virtual - Via Zoom

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

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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 Jedrziwski** 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. Jedrziwski 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 Jedrziwski

DATES & TIMES:

Thursday, February 4, 2022 9:00 AM – 4:00 PM Virtual Via Zoom	Thursday, May 19, 2022 9:00 AM – 4:00 PM Virtual Via Zoom
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This full-day workshop includes an hour break for lunch.

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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 18, 2022

10:00 AM – Noon

Virtual - Via Zoom

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



<https://pca-training-catalog-2021-2022.coursestorm.com/>

Providing Exceptional Customer Experiences

Recent research has confirmed that successful agencies and companies are differentiating themselves in a crowded marketplace, not by price or product/service features, but by providing their customers with consistent exceptional experiences.

In this 1.5 hour workshop we will reemphasize some ideas that may not be new to you, but have become critical in this era of heightened competition. We will also present some new ideas that you may wish to incorporate into your customer-focus skill set to help your agency grow and thrive in the current business environment.

What you'll learn:

- How to move your team, department or agency from good to great
 - How to consistently improve key differentiators to provide exceptional experiences for customers
 - The six attitudes every successful customer experience provider possesses
 - The importance of creating an emotional connection with customers – from those who do it well
 - How to demonstrate to your customers that you are “easy to work with”
 - How to maintain positivity in any negative situation
 - Key skills needed to provide consistent exceptional experiences
 - How being accountable deepens the relationship we have with our customers
-

DATE & TIME:

Tuesday, January 25, 2022
10:00 AM – 11:30 AM
Virtual - Via Zoom

Tuesday, May 24, 2022
10:00 AM – 11:30 AM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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 behaviors to maximize that individual's chance to be successful. Situational Leadership® is not a theory; it's a Model 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.

DATE & TIME:

Friday, June 3, 2022
9:00 AM – 5:00 PM
Virtual - Via Zoom

<https://pca-training-catalog-2021-2022.coursestorm.com/>

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.

PLEASE NOTE: This is a three-part series of half-day sessions. To receive the 9 CEUs available, you must attend all three sessions in the series.

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.

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 – Monday, Jan. 31st, Feb. 7th & Feb. 14th - 2022 9:15 AM – 12:15 PM

Series # 2 – Thursday, May 19th, 26th & June 2nd – 2022 9:15 AM – 12:15 PM

All Sessions will be held Virtually – via Zoom

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WORK-LIFE BALANCE

Having a balance between work and home life can be a challenge. Working from home this past year has blurred the lines even more. By balancing a career with home life, it will provide benefits in each environment. You will become healthier, mentally and physically, and you will be able to produce more career-wise.

This four-hour course will help you manage your time better. Better time management will benefit all aspects of your life. This course will show you how to focus on the important things, set accurate and achievable goals, and communicate better with your peers at work and your family at home.

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

- Explain the benefits of Work-Life balance
- Recognize the signs of an unbalanced life
- Adopt a Productive Mindset to Move Transactions Forward
- Identify employer resources for a balanced lifestyle
- Improve time management and goal setting
- Use the most effective work methods for you.
- Create balance at work and at home.
- Identify and Manage Stress Triggers
- Increase Individual and Team Resilience with Productive Best Practices

DATE & TIME:

Tuesday, May 17, 2022

9:00 AM – 1:00 PM

Virtual - Via Zoom

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