

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.

Managers and supervisors, adapting to new remote and hybrid work situations, will benefit greatly from attending **Coaching and Mentoring, Crucial Performance Coaching – Hard Conversations, Emotional Intelligence for Leaders, Team Building for Managers, Leading Hybrid/Remote Teams** and/or **Women in Leadership**.

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.

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. **De-Escalation and Conflict Mastery, Working Effectively with Participants: Understanding Behaviors, Improving Mindfulness, Organizational Skills** and **Stress: Managing Chaos** will all contribute toward the 20-hour requirement and provide valuable job and life skills.

The workplace, either in-person or hybrid, is one of the leading locations where people experience stress and anxiety. Everyone should be aware of the signs of stress and the tools needed to cope and deal with it. **Stress: Managing Chaos** 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:

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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

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-2024.coursetorm.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 easy 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**

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: Lissette Sarfraz, MSS, LSW - Community Relations Manager PCA.

DATES & TIMES:

Wednesday, May 15, 2024
10:00 AM – Noon
In-Person at PCA

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

<https://pca-training-catalog-2024.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. The full 48 hour program will be offered once this year. Participants have up to 2 years or 2 program cycles to complete coursework for the full Certificate Program. **Three CEUs will be awarded for each of the sixteen sessions.**

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. Faculty – Drexel University, Department of Psychological and Brain Sciences

Nancy Morrow, MSW, draws on more than 35 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.

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

Behavioral Health & Aging Certificate Program Schedule: 2024

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

All sessions will be held virtually, via Zoom.

Unit 1: Psychological Changes

- 1/23/24 Session 1: Psychological Concerns in Late Life
- 1/30/24 Session 2: Physical Changes and Illness in Later Life
- 2/6/24 Session 3: Social Issues in Later Life

Unit 2: Mental Illness in Later Life

- 2/13/24 Session 1: Chronic Mental Illness
- 2/20/24 Session 2: Recognizing Depression
- 2/27/24 Session 3: Schizophrenia

Unit 3: Dementia

- 3/5/24 Session 1: Overview of Dementia
- 3/12/24 Session 2: Specific Dementia and Excess Disability
- 3/19/24 Session 3: Caregiver Concerns and Delirium

Unit 4: Case Analysis

- 3/26/24 Session 1: Case Applications: Drawing on Material from Unit 1-3
- 4/2/24 Session 2: Case Applications Cont'd, w/ Special Attention on Working w/ Families

Unit 5: Working Within Systems

- 4/9/24 Session 1: Understanding the Aging and the Mental Health Systems - Networking and Cross-System Issues
- 4/16/24 Session 2: Advocating on Behalf of Older Consumers - Ethical Issues
- 4/23/24 Session 3: Medicare/Medicaid and Community HealthChoices
- 4/30/24 Special Module: Alcoholism in Late Life
- 5/7/24 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-2024.coursestorm.com/>

COACHING AND MENTORING

Managers and Supervisors are responsible for getting work done through others. Each team and department's productivity leads to the overall success of the Agency. Two of the most critical skills in a leader's toolbox are Coaching and Mentoring.

Coaching & Mentoring focuses on how to better guide your staff to higher performance. Coaching is a process of relationship building and setting goals. How well you coach is related directly to how well you are able to foster a great working relationship with you staff through understanding their current skill levels and strategically setting goals that help them continue to develop and fine-tune those skills.

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

- Explain why coaching and mentoring skills are important
- Understand how to measure each staff member's current performance
- Identify key methods for establishing an effective working relationship with each person on your team
- Adopt effective goal-setting techniques to guide performance

DATE & TIME:

Thursday, January 10, 2024

9:00 AM – 1:00 PM

In-Person at PCA

Thursday, April 10, 2024

9:00 AM – 1:00 PM

In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

CRUCIAL PERFORMANCE COACHING – HARD CONVERSATIONS

Hard Conversations, also known as Crucial Performance Coaching, are a vital component of performance management that focuses on enhancing your organization's efficiency and effectiveness. Contrary to micro-management, it aims to foster professional growth in employees and ensure that business goals are met satisfactorily. Exceptional feedback and accountability conveyance play a crucial role in this process.

In this workshop, participants will learn how to define performance management and understand its inner workings, equipping them with the necessary tools for success. Additionally, participants will delve into Kolb's Learning Cycle, understand the importance of motivation, and develop skills in maintaining a performance journal and creating a performance plan. These elements are essential for fostering a culture of continuous improvement and achieving organizational objectives.

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

- Define performance management.
- Convey a spirit of Job Ownership.
- Understand how performance management works and the 6 keys to improving team member performance.
- Learn the 3 phases of performance management and how to assess it.
- Discuss effective goal setting in everyday terms.
- Learn how to use critical nuances to the "Feedback Sandwich".
- Identify the vital components of the Adult Learning Cycle.
- Recognize & Deliver inspiration and motivation.
- Develop a performance journal and performance plan.

Wed., Feb. 28, 2024 9:00 AM – 1:00 PM In-Person at PCA	Wed., March 27, 2024 9:00 AM – 1:00 PM In-Person at PCA	Wednesday, May 1, 2024 9:00 AM – 1:00 PM In-Person at PCA
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CPR WITH AED

This two-hour **in-person course** is presented by the CPR/AED Public Awareness & Training Network (C-P-A-T Network). Joseph Russell, Executive Director and AHA Instructor, or one of his staff, will present the sessions.

Content will follow the American Heart Association **Heartsaver AED Course**.

After this workshop you will know:

- PA Good Samaritan Laws
- Adult/Child/Infant CPR
- Adult/Child/Infant AED (Automated External Defibrillator)
- Adult/Child/Infant Choking

Class size is limited to 8 participants. If you are confirmed for a session and cannot attend, please contact Tom Shea via cell phone (215-7157020) so someone on the wait list can replace you.

DATES & TIME:

Thurs. Jan. 18, 2024 1:00 PM – 3:00 PM In-Person - PCA	Thurs., March 21, 2024 1:00 PM – 3:00 PM In-Person - PCA	Thurs., May 16, 2024 1:00 PM – 3:00 PM In-Person - PCA
Thurs., July 18, 2024 1:00 PM – 3:00 PM In-Person - PCA	Thurs., Sept. 19, 2024 1:00 PM – 3:00 PM In-Person - PCA	Thurs., Nov. 21, 2024 1:00 PM – 3:00 PM In-Person - PCA

<https://pca-training-catalog-2024.coursestorm.com/>

DE-ESCALATION & CONFLICT MASTERY

Conflict is something present in all our lives. Conflicts may occur big and small, in our personal or professional lives, and for multiple reasons. Whatever the reasons, one thing is true and constant: ***Knowing how to resolve conflicts before they escalate is crucial.***

Everyday challenges and distractions can build incrementally forcing a serious escalation. This course will help you recognize key pre-escalation red flags and give you healthy strategies to minimize escalations.

Not only is this a conflict resolution course, in many ways it is also a **social skills course** in general, which means you will be able to transplant many of the techniques from this context to other areas of life (relationships, family, friends, and others).

After this workshop, you'll be able to:

- Effectively address and de-escalate conflicts, using appropriate techniques to deal with the person's emotions or complaints
- Properly analyze people's rules and how to avoid breaking them, avoiding future conflicts
- Mediate intense situations between third parties, evaluating both positions impartially
- Avoid the common escalation traps in conflicts

DATES & TIME:

Wednesday, February 7, 2024

9:00 AM – 1:00 PM

In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

EMOTIONAL INTELLIGENCE FOR LEADERS

Why does emotional intelligence (EI) matter? Leaders set the tone of their organization. If they lack emotional intelligence, it could have consequences, resulting in lower employee engagement and higher turnover. At the core of every outstanding leader are the abilities to connect, achieve, inspire, and act with resilience. Having the ability to perceive, understand, manage, and use emotional intelligence effectively is crucial for strong leadership skills.

Now you can learn to apply the best practices of an emotionally intelligent leader and give yourself a winning edge. EI helps you create and sustain unique opportunities and more impactful relationships.

Learning Objectives

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

- Boost morale and encourage positive workplace relationships.
- Recognizing when emotions are influencing your thinking.
- Cultivating self-awareness that positively affects others.
- Manage and adapt emotional behaviors that increase your credibility and influence.
- Utilize social awareness to develop empathy and build strong relationships.
- Apply collaborative, inclusive, and creative communication practices.
- Learn emotional restraint by understanding first before responding and reacting.

DATE & TIME:

Wednesday, March 20, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, May 22, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

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...
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DATE & TIME:

Thursday, January 18, 2024
9:00 AM – 4:00 PM
In-Person ay PCA

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

<https://pca-training-catalog-2024.coursestorm.com/>

EXCEL - INTERMEDIATE

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

What you'll learn:

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

DATE & TIME:

Thursday, February 15, 2024
9:00 AM – 4:00 PM
In-Person at PCA

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

<https://pca-training-catalog-2024.coursestorm.com/>

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:

Thursday, March 14, 2024
9:00 AM – 4:00 PM
In-Person at PCA

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

<https://pca-training-catalog-2024.coursestorm.com/>

FIRST AID

This two-hour **In Person course** is presented by the CPR/AED Public Awareness & Training Network (C-P-A-T Network). Joseph Russell, Executive Director and AHA Instructor, or a member of his staff, will present the sessions via Zoom.

After this workshop you will know:

- General First Aid Principles - universal precautions, scene safety
- Medical Emergencies – allergic reactions (epi pen), opioid overdose (narcac), asthma, heart attack, stroke, seizures
- Injury Emergencies – traumatic injuries such as bleeding, falls, burns, chemical, electrical, etc.

Class size is limited to 8 participants. If you are confirmed for a session and cannot attend, please contact Tom Shea via cell phone (215-7157020) so someone on the wait list can replace you.

DATES & TIME:

Thurs., Feb. 15, 2024 1:00 PM – 3:00 PM In-Person at PCA	Thurs., April 18, 2024 1:00 PM – 3:00 PM In-Person at PCA	Thurs., June 20, 2024 1:00 PM – 3:00 PM In-Person at PCA
Thurs. August 15, 2024 1:00 PM – 3:00 PM In-Person at PCA	NO OCTOBER SESSION	Thurs., Dec. 19, 2024 1:00 PM – 3:00 PM In-Person at PCA

<https://pca-training-catalog-2024.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 Psychological and Brain Sciences

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

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:

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

#1 - Thursday, April 4, 2024– Virtual Via Zoom	#4 - Friday, April 26, 2024 – Virtual Via Zoom
#2 - Thursday, April 11, 2024 – Virtual Via Zoom	#5 – Thursday, May 2, 2024 – Virtual Via Zoom
#3 - Friday, April 19, 2024 – Virtual Via Zoom	#6 – Thursday, May 9, 2023– Virtual Via Zoom

<https://pca-training-catalog-2024.coursetorm.com/>

IMPROVING MINDFULNESS

Improving mindfulness is about understanding yourself and being “in the moment”. You will become more mindful of your actions and learn how to express and interpret your present environment. You will learn to create positive connections and increase your self-regulation of attention and personal experiences.

Improving mindfulness will provide benefits throughout your professional and personal lives. Gratitude, filtering and active listening techniques will give you the advantage of seeing things in a new light.

What you’ll learn:

- How to effectively “live in the moment”
- To develop a clearer understanding of yourself
- To use the specific techniques of gratitude and filtering
- The many benefits of developing “Active Listening” skills

DATES & TIME:

Wednesday, March 13, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, May 15, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

LEADING HYBRID/REMOTE TEAMS

In today's business world, it is imperative to push the envelope on ways to increase productivity, without letting your product suffer. Assembling a high-performance team of well-trained remote employees is another way you can increase productivity while maintaining quality. A high-performance team can be used in many areas of a company. The tasks for the team could be as simple as sending out a high volume of mailers, or as extensive as creating new software to help with cancer research. What would you accomplish with a high-performance team?

Workshop Objectives

At the end of this workshop, participants should be able to:

- Define a successful hybrid workplace.
- Define and enhance your hybrid workforce.
- Understand the characteristics of a high-performance team.
- Understand how to create teamwork among different settings.
- Understand the importance of communication and how to minimize misunderstandings.
- Understand best result techniques to train your remote and hybrid teams.
- Discover how to motivate and manage high performance teams.
- Learn effective team meeting methods and strategies.

DATES & TIME:

Wednesday, January 31, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, April 24, 2024
9:00 AM – 1:00 PM
In-Person at PCA

ORGANIZATIONAL SKILLS FOR THE OVERWHELMED

Developing good organizational skills is an investment that will provide benefits for years. To be successful means to be organized. These skills will filter throughout all aspects of your professional and personal life.

Tools will be provided to help you develop increased productivity, better time and resource management and an overall increase in professional growth. Every day people waste a tremendous amount of time looking for files and other materials. Stop looking for those important items and start knowing where they are by getting organized.

After participating in this workshop, participants will:

- Understand how to organize their workspace for optimum productivity
- Develop a fool-proof method of organizing files so nothing gets lost
- How to prioritize tasks on a daily basis for maximum efficiency
- How to get others to respect your time and space

DATE & TIME:

Wednesday, February 14, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, April 17, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.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

DATE & TIME:

Thursday, March 7, 2024
9:00 AM – 4:00 PM
Virtual Via Zoom

This full-day workshop includes a break for lunch.

<https://pca-training-catalog-2024.coursetorm.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.

THIS PROGRAM IS BEING DELIVERED ON TWO CONSECUTIVE THURSDAYS

Date(s) and Times

Thursday, May 2, 2024 & Thursday, May 9, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

STRESS: MANAGING CHAOS

Positive and negative stress is a constant influence on all our lives. The trick is to maximize the positive stress and minimize the negative stress. You will learn how stress can be positive and negative and explore the Triple A approach that will form the basis of this workshop.

The Stress Management course will give participants a three-option method for addressing any stressful situation, as well as a toolbox of personal skills, including using routines, relaxation techniques, and a stress log system. They will also understand what lifestyle elements they can change to reduce stress.

After this seminar, you'll be able to:

- Identify the major stressors in your work and personal life
- Identify lifestyle elements that may be contributing to your stress
- How to use routines and relaxation techniques to deal with stress
- How and why to maintain a stress log system

DATE & TIME:

Wednesday, February 21, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, May 8, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

TEAM BUILDING FOR LEADERS

Teamwork is a part of everyday business life. Whether it's virtual, in the office or a hybrid combination – we are often expected to be a functional part of a team. Having strong teams benefits every organization and contributes to their overall success.

Through this Team Building for Managers course you will explore the different aspects of a team, as well as ways that they can encourage peak performance from their team. Activities that build camaraderie, develop problem solving skills, and stimulate interaction will help build skills.

Anyone who is in a leadership role, regardless of your title, will benefit from participation in this workshop.

After this workshop, you'll be able to:

- Articulate the benefits of building a cohesive, effective team
- List specific strategies for encouraging peak performance
- Determine the appropriate atmosphere for building camaraderie among team members
- Help the team develop its own set of problem-solving skills to foster cooperation and synergy
- Utilize the best techniques for following up with each team member

DATES & TIME:

Wednesday, March 6, 2024
9:00 AM – 1:00 PM
In Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

TELEWORK AND TELECOMMUTING EFFECTIVELY

Working in a home office requires a unique set of skills. Teleworkers or virtual employees have additional challenges created by not being in a centralized office. Communication issues alone make it a challenging job and recognizing and addressing these challenges will help you become a great teleworker.

You will learn:

- How to organize your “home office” space for maximum efficiency
- The self-discipline necessary to be successful
- To develop an organization strategy to keep you focused and able to meet performance goals
- How to get family and friends to respect your time and space
- How to effectively communicate with your supervisor and co-workers to ensure daily tasks and longer-term projects are completed successfully.

Dates and Time:

Wednesday, January 17, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.coursestorm.com/>

WOMEN IN LEADERSHIP

This workshop is designed to equip women who are already proven leaders with the knowledge and skills needed to have an even greater impact and broader influence in their departments and agencies. Navigating complex relationships, leveraging strategic networks and engaging authentically are all skills of strong leaders.

This workshop touches on understanding the leadership gap, vital leadership traits, and how to overcome various barriers. Through this course you will gain new perspectives on the workforce and what benefits can come from developing a specific set of skills.

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

- Identify and build key work relationships
- Recognize potential barriers to success and a roadmap to avoid them
- Adopt a strategy for leveraging strategic networks to build a positive support network
- Identify personal strengths and potential development areas continuously improve leadership skills

DATE & TIME:

Thursday, January 25, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, April 3, 2024
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024.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 35 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.

DATES & TIMES

Series # 1 – Tuesday, Feb. 6th, Feb. 13th & Feb. 20th - 2024 9:15 AM – 12:15 PM

Series # 2 – Tuesday, May 7th, May 14th & May 21st – 2024 9:15 AM – 12:15 PM

All Sessions will be held Virtually – via Zoom

<https://pca-training-catalog-2024.coursestorm.com/>