PHILADELPHIA CORPORATION FOR AGING

2019 – 2020

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.

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 staff to perform specific job tasks and select the leadership behaviors most appropriate to successfully coach that individual to perform those tasks.

Situational Coaching® focuses on the critical skill of coaching through the lens of the Situational Leadership model. It is a follow-up to Situational Leadership®, which is a prerequisite for participating in this program.

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**.

Staff who need or wish to maintain certifications in CPR or First Aid have ample opportunity to do so by attending **CPR with AED** 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. **Conflict Resolution and Confrontation Management**, **Working Effectively with Participants: Understanding Behaviors** and **Giving & Receiving Feedback & Constructive Criticism** will all contribute toward the 20 hour requirement and provide valuable job and life skills.

Staff members who 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.

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.

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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 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 that you monitor.*

Contact Information:

Tom Shea – Manager of Training & Staff Development
Philadelphia Corporation for Aging
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Philadelphia, PA 19130
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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.

PLEASE NOTE: We have a new registration site and new instructions for the registration process.

1. Access the online registration site at: **https://pca-training-catalog-2019-2020.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 make your **password** easy to remember, and write it down somewhere. You will need it 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.

Course Benefits:

- Get your point across in less time by actively listening to and responding to feedback from others
- Eliminate potential conflict by “listening between the lines” for emotion underneath the content of what others are saying
- Help others get along better by using your listening skills to be able to paraphrase and clarify on others behalf
- Uncover the deepest issues by combining good listening skills with effective questioning

Course Objectives:

- Identify the fundamentals of listening
- Examine active listening and factors that affect listening.
- Understanding actions needed to encourage effective listening
- Recognize barriers to active listening
- Associate nonverbal communication with active listening

DATES & TIMES:

Thursday, October 17, 2019 **9:00 AM – 4:00 PM** **2nd floor Classroom**	**Thursday, March 19, 2020** **9:00 AM – 4:00 PM** **2nd floor Classroom**

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

https://pca-training-catalog-2019-2020.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 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:

Thursday, October 17, 2019 **Auditorium West** **1:30 – 4:30 PM**	**Thursday, March 12, 2020** **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://pca-training-catalog-2019-2020.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.

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: 2019 - 2020

Sessions will meet from 9:15AM - 12:15PM
All but one session will be on the **5th floor - in Auditorium EAST**.
10/8/19 will be in Auditorium WEST – also on the 5th floor, as noted below.

Unit 1: Psychological Changes

9/24/19 Session 1: Psychological Concerns in Late Life
10/1/19 Session 2: Physical Changes and Illness in Later Life
10/8/19 Session 3: Social Issues in Later Life – Auditorium WEST

Unit 2: Mental Illness in Later Life

10/15/19 Session 1: Chronic Mental Illness
10/22/19 Session 2: Recognizing Depression
10/29/19 Session 3: Schizophrenia

Unit 3: Dementia

11/12/19 Session 1: Overview of Dementia
11/19/19 Session 2: Specific Dementia and Excess Disability
11/26/19 Session 3: Caregiver Concerns and Delirium

Unit 4: Case Analysis

12/2/19 Session 1: Case Applications: Drawing on Material from Unit 1-3
12/9/19 Session 2: Case Applications Cont'd, w/ Special Attention on Working w/ Families

Unit 5: Working Within Systems

12/16/19 Session 1: Understanding the Aging and the Mental Health Systems: Networking and Cross-System Issues

1/6/20 Session 2: Advocating on Behalf of Older Consumers - Ethical Issues

1/7/20 Special Module: Alcoholism in Late Life
1/13/20 Session 3: Medicare/Medicaid and Community HealthChoices

1/14/20 Special Topic Session: Behavioral Health under Managed Care
1/21/20 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://pca-training-catalog-2019-2020.coursestorm.com/

BUILDING BETTER TEAM COMMUNICATION

Team communication is key to getting great results – learn how to improve yours.

This fast-paced and fun one-day seminar has the information you need to boost the communication skills of your entire team, making your organization more efficient immediately.

What you'll learn:

- Proven strategies to improve team communication – immediately!
- How to communicate effectively either in person, over the phone, or in writing.
- The two-way street of successful team communication and how to promote it.

Agenda:

- The foundations of successful communication in the workplace
- Oral and written communication
- Listening – the crucial, often overlooked communication skill
- Encouraging questions and feedback
- Troubleshooting

DATES & TIME:

Thursday, November 21, 2019
9:00 AM – 4:00 PM
2nd floor Meeting Room

Thursday, May 21, 2020
9:00 AM – 4:00 PM
2nd floor Classroom

https://pca-training-catalog-2019-2020.coursestorm.com/

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

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DATES & TIME:

Thursday, October 10, 2019
9:00 AM – 4:00 PM
2nd floor Classroom

Thursday, April 9, 2020
9:00 AM – 4:00 PM
5th floor – Auditorium East

https://pca-training-catalog-2019-2020.coursestorm.com/

Conflict Resolution and Confrontation Management

Unmanaged or poorly managed conflict in the workplace leads to reduced teamwork, cooperation, productivity and quality, as well as diminished employee commitment and morale. However, good conflict management skills can prevent these results.

Successfully managed conflict can have a healthy, positive effect on your team and your organization. Well-managed conflict is an effective way to bring important issues to light and to open and strengthen the lines of communication and creativity with your team, boss, vendors and even customers.

To be successful in your career, it's important to develop skills necessary to handle conflict and confrontation in an intelligent and effective manner. This course will give you insight on how to become proficient at handling conflict.

After this seminar, you'll be able to:

- Identify the main causes of workplace conflict
- Explain how team conflict escalates
- Discuss strategies for defusing an escalating conflict
- Describe healthy and unhealthy conflicts and how to manage each
- Articulate the best way to communicate in conflict situations

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DATES & TIME:

Thursday, December 5, 2019 **2nd floor Classroom**	**Thursday, March 12, 2020** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

https://pca-training-catalog-2019-2020.coursestorm.com/

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 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 11, 2019 - Conf. Rm. G	**Wednesday, March 4, 2020 - Conf. Rm. G**
Wednesday, October 16, 2019 - Conf. Rm. G	**Wednesday, April 22, 2020 - Conf. Rm. G**
Wednesday, November 13, 2019 - Conf. Rm. G	**Wednesday, May 13, 2020 - Conf. Rm. G**
Wednesday, December 11, 2019 - Conf. Rm. G	**Wednesday, June 10, 2020 - Conf. Rm. G**

All sessions will run from 1:00 PM – 4:30 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://pca-training-catalog-2019-2020.coursestorm.com/

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 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 8, 2019	**- Conf. Rm. G**
Tuesday, May 12, 2020	**- Conf. Rm. G**

All sessions will run from Noon – 4:30 PM, with a 15 min. break

Class size is limited to 8 participants for this extended 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://pca-training-catalog-2019-2020.coursestorm.com/

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 18, 2019 - Conf. Rm. G	Wednesday, March 11, 2020 - Conf. Rm. G
Wednesday, October 9, 2019 - Conf. Rm. G	Wednesday, April 15, 2020 - Conf. Rm. G
Wednesday, November 20, 2019 - Conf. Rm. A	Wednesday, May 20, 2020 - Conf. Rm. G
Wednesday, December 18, 2019 - Conf. Rm. G	Wednesday, June 17, 2020 - Conf. Rm. G

All sessions will run from 1:00 PM – 4:30 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://pca-training-catalog-2019-2020.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:

#1 - Thursday, October 10, 2019 - Aud. West – 5th floor	#4 - Monday, November 4, 2019 - Aud. West – 5th floor
#2 - Thursday, October 17, 2019 - Aud. West – 5th floor	#5 – Friday, November 15, 2019 – Conf. Rm. R - Lobby
#3 - Monday, October 21, 2019 - Aud. West – 5th floor	#6 – Friday, November 22, 2019 – Conf. Rm. R - Lobby

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

https://pca-training-catalog-2019-2020.coursestorm.com/

Fundamentals of Finance and Accounting
For Non-financial Managers

In today's business world, your success and effectiveness may well depend on how well you can handle "the numbers".

Having basic skills in finance and accounting will positively affect all parts of your job including managing, setting short and long-term objectives and controlling costs.

Without a doubt, the ability to understand and speak this "universal language of business" is a skill no manager can afford to be without.

You will learn:

- To gain confidence and increase your comfort level in working with financial facts & figures
- The difference between accrual vs. cash accounting
- To understand financial statements and how they tie to one another
- To interpret the most common financial reports
- To analyze statements using ratios
- How the budgeting process works
- The items necessary to monitor performance

DATES & TIMES:

Thursday, November 14, 2019 **5th floor – Auditorium West**	**Thursday, May 14, 2020** **2nd floor – Classroom**

https://pca-training-catalog-2019-2020.coursestorm.com/

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 12, 2019 **2nd floor Classroom**	**Thursday, April 23, 2020** **2nd floor Classroom**

9:00 AM – 4:00 PM

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

https://pca-training-catalog-2019-2020.coursestorm.com/

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 18, 2020

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

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

https://pca-training-catalog-2019-2020.coursestorm.com/

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 lives
- 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 15, 2020

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

https://pca-training-catalog-2019-2020.coursestorm.com/

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 are we?
- 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 4, 2020

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

https://pca-training-catalog-2019-2020.coursestorm.com/

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 1, 2020

1:30 PM - 4:30 PM

PCA – Auditorium West - 5th Floor

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

https://pca-training-catalog-2019-2020.coursestorm.com/

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 16th, 2020

10:00 AM – 4:00 PM

Auditorium West - 5th Floor

https://pca-training-catalog-2019-2020.coursestorm.com/

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 – October 24, 2019 (Thursday)**
- **Setting Goals & Reviewing Results – November 21, 2019 (Thursday)**
- **Coaching for Peak Performance – December 19, 2019 (Thursday)**
- **Resolving Workplace Conflicts – January 23, 2020 (Thursday)**
- **Driving Change – February 27, 2020 (Thursday)**

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

https://pca-training-catalog-2019-2020.coursestorm.com/

INDIVIDUAL MODULE DESCRIPTIONS

<u>Communicating for Leadership Success</u>

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.

<u>This module helps leaders:</u>

- 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.

<u>During this half-day interactive workshop, participants will:</u>

- 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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Leading Without Authority:
How to Persuade, Motivate & Influence

When you build strong influence and persuasion skills, you'll be able to get others' support and cooperation. It's just that simple … but it's not that easy! That's why you need this training.

You know how hard it can be to get things done when you have to depend on others. People sometimes have competing interests and different priorities, and don't always give you the cooperation you need. Twisting arms or whining rarely lead to long-term solutions. Instead, you need to find a way to build relationships. But how do you do that?

You need to communicate with tact and finesse. You have to find a way to locate common ground and create reciprocity – without committing some of the cardinal sins of persuasion and influence.

You will learn:

- The Basics of influence & authority
- Building working relationships
- Your personal influence style
- Communicating with tact and finesse – how to get results
- Getting tough: what to do when people aren't cooperating

DATES & TIMES:

Thursday, October 31, 2019 **5th floor – Auditorium West**	**Thursday, April 2, 2020** **5th floor – Auditorium West**

https://pca-training-catalog-2019-2020.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 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:

- Identify characteristics and values attributed to each generation
- Recognize the nuances of managing a generationally diverse team
- Establish open communication among various generations in the workplace
- See the impact of language on intergenerational communication
- Identify potential conflict arising from generational differences
- Use the information, strategies and tools to effectively lead all generations

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DATES & TIMES:

Thursday, October 31, 2019 **2nd floor Classroom**	**Tuesday, May 7, 2020** **2nd floor Classroom**

https://pca-training-catalog-2019-2020.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:

Thursday, October 17, 2019
9:00 AM – 4:00 PM
5th floor – Auditorium East

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

https://pca-training-catalog-2019-2020.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:

Thursday, December 19, 2019
9:00 AM – 4:00 PM
5th floor – Auditorium East

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

https://pca-training-catalog-2019-2020.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:

Thursday, March 26, 2020
9:00 AM – 4:00 PM
2nd floor Classroom

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

https://pca-training-catalog-2019-2020.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 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 14, 2019 **9:00 AM – 4:00 PM** **Conference Rm. R – Lobby Level**	**Thursday, April 16, 2020** **9:00 AM – 4:00 PM** **Conference Rm. R – Lobby Level**

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

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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 13, 2020
9:30 AM – 12:30 PM
PCA – Auditorium West – 5th floor

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

https://pca-training-catalog-2019-2020.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

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DATE & TIME:

Tuesday, December 3, 2019
10:00 AM – 11:30 AM
2nd floor Auditorium

Tuesday, May 12, 2020
10:00 AM – 11:30 AM
2nd floor Auditorium

https://pca-training-catalog-2019-2020.coursestorm.com/

SEXcessful Aging – Talking About Sexual Expression among Older Adults

What does older adult sexuality look like? Most people, human services providers included, are uncomfortable when confronted with issues relating to older adult sexuality. Sex and sexuality are human needs that evolve and change over our lifecycle. The need for intimacy is ageless. There is an abundance of research showing the benefits of sexual activity in later years, but the topic of intimacy and aging is one that is often overlooked when working with seniors. If we talk about successful aging, we need to include the role of intimacy and expressing our sexuality throughout our later years. Needless to say, there is a lot of misinformation and stereotypes about older adult sexuality. This discussion will create a space for aging services providers to learn about senior sexuality, along with identifying several myths about sexuality and aging.

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. Terri has been doing work in health education, training, and facilitation for nearly 30 years, and is currently the Coordinator of Prevention Services at Action Wellness in Philadelphia, PA. Terri is a certified trainer with SAGE (Services and Advocacy for GLBT Elders) and serves on the American Society on Aging's Leadership Council of their LGBT Aging Issues Network (LAIN) constituent group. She is also an advisory board member of Philadelphia Corporation for Aging's Health and Wellness 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 Master's in Public Health, Community Health Education.

DATE & TIME

Thursday, December 5, 2019
9:30AM – Noon
5th floor - Auditorium West

https://pca-training-catalog-2019-2020.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, April 24, 2020

9:00 AM – 4:00 PM

Conference Room R – Lobby Level

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

https://pca-training-catalog-2019-2020.coursestorm.com/

Situational Coaching®

The Situational Coaching program provides an in-depth introduction to the fundamentals of coaching through the lens of **Situational Leadership®**. Participants learn how to apply the Situational Leadership® model in coaching situations to build the performance capacity of those they coach.

Participants are immersed in a progressive case study where they explore and apply the coaching principles and skills in realistic and challenging situations. Participants also apply these skills to a current coaching challenge to encourage an immediate and successful transfer of new skills back to the work environment.

Participants in this full day workshop will be able to:

- Identify a specific task on which to focus based on direct observations and indirect behavioral indicators
- Assess coachee's current Performance Readiness® for a specific task
- Demonstrate Situational Coaching® behaviors that are aligned to the needs of the coachee – based on their task-specific Performance Readiness®
- Use the OFTEN Discussion framework to conduct effective in-the-moment and planned coaching conversations on a continuous basis
- Implement a Situational Leadership® application plan to manage ongoing coachee performance needs

Participation in Situational Leadership® - Building Leaders is a prerequisite for this workshop.

DATE & TIME:

Friday, June 19, 2020

9:00 AM – 4:00 PM

Conference Room R – Lobby Level

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

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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 30 years, and is currently the Coordinator of Prevention Services at Action Wellness in Philadelphia, PA. Terri is a certified trainer with SAGE (Services and Advocacy for GLBT Elders) and serves on the American Society on Aging's Leadership Council of their LGBT Aging Issues Network (LAIN) constituent group. She is also an advisory board member of Philadelphia Corporation for Aging's Health and Wellness 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 Master's in Public Health, Community Health Education.

DATE & TIME:

Wednesday, September 11, 2019
9:30 am – Noon
5th Floor – Auditorium West

https://pca-training-catalog-2019-2020.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 much 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. 27th, Feb. 3rd & Feb. 10th - 2020 9:15 AM – 12:15 PM

Series # 2 – Thursday, May 21st, 28th & June 4th - 2020 9:15 AM – 12:15 PM

All Sessions will be held in Auditorium West – 5th Floor

https://pca-training-catalog-2019-2020.coursestorm.com/