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PHILADELPHIA
CORPORATION FOR AGING

2024 - 2025

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.

Managers and supervisors will benefit greatly from attending **Coaching and Mentoring, Crucial Performance Coaching – Hard Conversations; Building a Highly Motivated, High Performance Team; Team Building for Leaders; Improving Mindfulness 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 **EXCEL – Tips & Tricks; EXCEL – Level Up and EXCEL – Power Up. Microsoft WORD; PowerPoint and Next Level PowerPoint** are also being offered. **Be the Boss of Your Time for Outlook/Teams** will also help you use these tools to the fullest.

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.

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.

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 the trainer's 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.**

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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.

1. Access the online registration site at:

<https://pca-training-catalog-2024-2025.coursestorm.com/>

2. Once you enter the site, click on “*Browse all classes*”. You will not enter any personal information until after you have selected all your sessions.
3. Select the first session you wish to attend by clicking on the session title – you will then be presented with the dates for all scheduled sessions for that topic. Click on the *Register* button for the date you wish to attend.
4. You will be asked “*Who will be attending?*” Click on the head icon labeled “*You*”, then “*continue*”.
5. That brings up a choice of “*continue browsing*” OR “*check out*”. Unless you are only selecting one class, choose *continue browsing* and then “*Browse Classes*” in the menu bar at the top. This will take you back to the class listings. Choose your next selection and continue to repeat steps 4 and 5 until you have finished choosing sessions – you will be selecting ***ADD to CART*** for each selection after your initial one. After you have selected the last class you wish to register to attend, select “***Check out***” to enter your personal information.
6. Enter your e-mail address and click the ***continue*** button.
7. Fill in the rest of your personal information to finish your registration. Please choose a **password** that is 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 PA MEDI health insurance counseling program.
- Update on PCA's multiethnic 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 14, 2025
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-2024-2025.coursestorm.com/>

Behavioral Health & Aging Certificate Program

Overview

The program requires participants to complete **48 hours** of classroom training (**16 half-day sessions**). 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: 2025

Sessions will meet from 9:00AM - Noon
All sessions will be held virtually, via Zoom

Unit 1: Psychological Changes

- 1/7/25 Session 1: Psychological Concerns in Late Life
1/14/25 Session 2: Physical Changes and Illness in Later Life
1/21/25 Session 3: Social Issues in Later Life

Unit 2: Mental Illness in Later Life

- 1/28/25 Session 1: Chronic Mental Illness
2/4/25 Session 2: Recognizing Depression
2/11/25 Session 3: Schizophrenia

Unit 3: Dementia

- 2/18/25 Session 1: Overview of Dementia
2/25/25 Session 2: Specific Dementia and Excess Disability
3/4/25 Session 3: Caregiver Concerns and Delirium

Unit 4: Case Analysis

- 3/11/25 Session 1: Case Applications: Drawing on Material from Unit 1-3
3/18/25 Session 2: Case Applications Cont'd, w/ Special Attention on Working w/ Families

Unit 5: Working Within Systems

- 3/25/25 Session 1: Understanding the Aging and the Mental Health Systems - Networking and Cross-System Issues
4/1/25 Session 2: Advocating on Behalf of Older Consumers - Ethical Issues
4/8/25 Session 3: Medicare/Medicaid and Community HealthChoices
4/15/25 Special Module: Alcoholism in Late Life
4/22/25 Special Topic Session: Behavioral Health under Managed Care

<https://pca-training-catalog-2024-2025.coursestorm.com/>

BE THE BOSS OF YOUR TIME (OUTLOOK/TEAMS)

Are you a “Ghoster”, because you just can’t respond to all e-mails in a timely fashion? Are you struggling to keep your head above water with scheduling, e-mails, and messages in Outlook and now Teams? Well don’t walk, run to this session, fast!

The bottom line is you need a systematic approach to your workday. Let’s connect the dots with your current skills to create the BE the Boss of Your Time (BBOT) system that many Fortune 500 companies are now successfully utilizing to become over 42% more productive.

This course aims to enhance your Microsoft Teams and Outlook knowledge and skills. We will create a systematic approach to time and communication management.

After participating in this workshop, participants will learn:

- How to eliminate the (unprofessional) “ghosting” in Outlook and Teams.
- How to organize their day using secret tools in Outlook so that you know what is urgent and what can wait.
- How to manage their communication streams more efficiently.
- How to never double book or miss an appointment again.

Trainer: Teresa Bell

This is a three-hour program. You may register for either the AM or PM session

DATE & TIMES

Thursday, September 12, 2024

9:00 AM – Noon

OR

1:00 PM – 4:00 PM

In-Person at PCA

<https://pca-training-catalog-2024-2025.coursestorm.com/>

BUILDING A HIGHLY MOTIVATED, HIGH-PERFORMANCE TEAM

Teamwork is a part of everyday business life. Whether it's virtual, in the office, or on the road, we are often expected to be a functional part of a team. Having a strong team benefits every organization and will lead to more successes than not.

Your organization's people are its greatest asset, and when they work together as a team they accomplish even more. Teamwork doesn't just happen. Teams have to be created, developed, and continuously nurtured. A solid team building strategy can create an environment of greater collaboration and collegiality, which is good not only for the bottom line but for your people and those they serve.

There are many ways to build a team, and to continue fostering a sense of teamwork. Developing a diverse team building tool kit helps your people grow at every stage. It is not enough to have a group of people just work on a project. They need to connect and utilize each other's strength through team chemistry.

Participants will gain the ability to:

- Discover why teams fall apart.
- Examine successful teams.
- Determine strategies your organization can take to build teams.
- Discover influencing factors of team chemistry.
- Develop trust and respect in a team environment
- Set and reach goals as a team

Trainer: Fausta Britton

DATES & TIME:

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

Wednesday, January 22, 2025
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.coursestorm.com/>

BUILDING MORE EFFECTIVE WORK RELATIONSHIPS

Strong, positive relationships are the foundation of a successful and thriving workplace. This course is designed to empower participants with the insights, tools, and strategies needed to cultivate and maintain effective work relationships. Explore the dynamics of workplace interactions, learn how to build trust, communicate with empathy, and collaborate more effectively.

This course delves into the importance of emotional intelligence, mutual respect, and open communication in fostering relationships that enhance both individual and organizational performance. Participants will be equipped with the skills to navigate complex interpersonal dynamics, resolve conflicts, and create a more connected and supportive work environment.

Participants will gain the ability to:

- Build trust with colleagues through consistent, transparent, and respectful communication.
- Enhance active listening skills to foster mutual understanding and reduce miscommunications.
- Approach conversations by considering the perspectives and emotions of others, fostering empathy and understanding.
- Identify the 3 C's credibility to build and strengthen professional relationships.
- Resolve conflicts constructively by focusing on common goals and fostering a collaborative mindset.

Trainer: Dianne Young

DATES & TIME:

| | | |
|--|---|--|
| Wed., Oct. 2, 2024 9:00 AM – 1:00 PM In-Person at PCA | Wed., April 9, 2025 9:00 AM – 1:00 PM In-Person at PCA | Wed., May 14, 2025 9:00 AM – 1:00 PM In-Person at PCA |
|--|---|--|

<https://pca-training-catalog-2024-2025.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
- **Trainer:** Dianne Young

DATES & TIME:

Wednesday, December 4, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, January 8, 2025
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.coursestorm.com/>

COMMUNICATION AND COLLABORATION IN THE WORKPLACE

Effective communication skills are the cornerstone to success in the business world today. Every job, no matter what it is, requires excellent communication capabilities. If you want to progress in your role, you need to be able to both express yourself clearly and be able to listen and understand the needs, wants and intentions of others when they communicate. Therefore, these training course materials are suitable for everyone in any role.

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

- Communicate clearly and get their message across
- Encourage others to open up and speak freely with them
- Communicate confidently with people at all levels
- Cope with difficult communication situations
- Inspire people around them, bringing out the best in each individual.
- Overcome communication barriers and improve working relationships.
- Create a positive work environment through proactive discussions.
- Improve their self-awareness when communicating and reduce office friction.

Trainer: Fausta Britton

DATES & TIME:

Wednesday, September 18, 2024
9:00 AM – 1:00 PM
In-Person at PCA

Wednesday, February 5, 2025
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.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 the 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.
- Develop a performance journal and performance plan.

Trainer: Kelli Vrla

| | |
|---|---|
| Wed., Dec. 18, 2024 9:00 AM – 1:00 PM In-Person at PCA | Wed., Feb. 12, 2025 9:00 AM – 1:00 PM In-Person at PCA |
|---|---|

<https://pca-training-catalog-2024-2025.coursestorm.com/>

CPR with AED / First Aid Training

This three-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 the CPR portion of this workshop, you will know:

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

After the First Aid portion of the workshop, you will know:

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

If you are confirmed for a session and cannot attend, please contact Tom Shea via cell phone (215-715-7020) so someone on the wait list can replace you.

DATES & TIME:

All Training sessions will be IN-PERSON, at PCA, from 1:00 – 4:00 PM

| | | |
|------------------|--------------------|-------------------|
| January 16, 2025 | March 20, 2025 | May 22, 2025 |
| July 17, 2025 | September 18, 2025 | November 13, 2025 |

<https://pca-training-catalog-2024-2025.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

Trainer: Kelli Vrla

DATE & TIME:

Wednesday, March 19, 2025
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.coursestorm.com/>

EXCEL® – LEVEL UP

This **full-day workshop** is for intermediate users who know the basics but want to learn how to make the most of Excel® 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 as a macro user.
- How to record a macro in your customized toolbox.

Trainer: Teresa Bell

DATE & TIME:

Thursday, January 23, 2025
9:00 AM – 4:00 PM
In-Person at PCA

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

<https://pca-training-catalog-2024-2025.coursestorm.com/>

EXCEL® – POWER UP

As the title implies, this **full-day workshop** is for solid intermediate users who want to learn how to make the most of Excel®, 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:

- 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

Trainer: Teresa Bell

DATE & TIME:

Thursday, February 20, 2025
9:00 AM – 4:00 PM
In-Person at PCA

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

<https://pca-training-catalog-2024-2025.coursestorm.com/>

EXCEL® – TIPS AND TRICKS

Beginner, Intermediate or Advanced? Which level are you? Have you been using Excel® for a while but just learned features by “accident” or the assistance of others?

This hands-on Excel® training course teaches attendees Excel® skills to increase productivity in their everyday careers. Along with tons of “secret hacks”, attendees will learn the proper foundation of spreadsheets and the powerhouse of features that exists.

What you’ll learn:

- How to navigate the Excel User Interface
- Undercover Excel commands
- The 4 MUSTS of a Problem-free Spreadsheet
- Secret features when creating sheets
- Surprise formula hacks
- Relative vs absolute referencing
- Auditing formulas
- Using the secret formatting toolbar
- Tricks with conditional formatting ... and much more!

Trainer: Teresa Bell

DATE & TIME:

Wednesday, December 18, 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-2024-2025.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
- Depression
- Dementia

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 9:00 AM – Noon

| | |
|--|--|
| #1 - Tuesday, Nov. 12, 2024– Virtual Via Zoom | #4 - Tuesday, Dec. 3, 2024 – Virtual Via Zoom |
| #2 - Tuesday, Nov. 19, 2024 – Virtual Via Zoom | #5 – Tuesday, Dec.10, 2024 – Virtual Via Zoom |
| #3 - Tuesday, Nov. 26, 2024 – Virtual Via Zoom | #6 – Tuesday, Dec. 17, 2024 – Virtual Via Zoom |

<https://pca-training-catalog-2024-2025.coursestorm.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

Trainer: Kelli Vrla

DATES & TIME:

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

Wednesday, March 5, 2025
9:00 AM – 1:00 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.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, April 3, 2025
9:00 AM – 4:00 PM
In-Person at PCA

This full-day workshop includes a break for lunch.

<https://pca-training-catalog-2024-2025.coursestorm.com/>

PUT THE “POW” IN POWERPOINT®

Exceptional presentations do not come from an application; they emerge from the heart and soul of the designer. An exceptional presentation, therefore, should be an extension of the personality of the presenter.

That’s not to say Microsoft® PowerPoint® doesn’t play an important role in the design process. Just the opposite: without PowerPoint® your presentation would probably never see the light of day.

Participants in this full day workshop will:

- Learn the foundation of an exceptional presentation.
- Understand how to work with text, graphics and color
- Understand the value of master slides, and how to reuse slides effectively.
- Be able to insert spreadsheets, graphics, clip art and animation.
- Understand how to go beyond a simple presentation.

Trainer: Teresa Bell

DATE & TIME:

**Thursday, October 10, 2024
9:00 AM – 4:00 PM
In-Person at PCA**

This full-day workshop includes a break for lunch.

<https://pca-training-catalog-2024-2025.coursestorm.com/>

POWERPOINT® – NEXT LEVEL TECHNIQUES

Microsoft® PowerPoint® provides several new powerful tools to create and modify professional presentations from internal presentations to online conferences. In this session we'll go beyond the essentials to learn additional methods to customize and enhance your presentation.

Participants in this full day workshop will:

- Learn how to restructure an inherited presentation with slide designer and cinematic effects.
- Understand how to apply WORD styles in slides
- Learn how to keep Microsoft® Excel® current in PowerPoint®
- Be able to incorporate visually striking 3D images and animation.
- Understand how to utilize Morph with or without Zoom.

Trainer: Teresa Bell

DATE & TIME:

Thursday, December 19, 2024
9:00 AM – 4:00 PM
In-Person at PCA

This full-day workshop includes a break for lunch.

<https://pca-training-catalog-2024-2025.coursestorm.com/>

Situational Leadership® Essentials

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, they identify the readiness level of the individual performing a specific task and adapts their 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 job tasks
- Understand how effective leaders match their leadership style to the readiness level of others

After completing 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.

Trainer: Tom Shea

Date and Time

Thursday, May 8, 2025
8:30 AM – 4:30 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.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.

This 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

Trainer: Fausta Britton

DATES & TIME:

| | | |
|---|---|---|
| Wed., December 11, 2024 9:00 AM – 1:00 PM In-Person at PCA | Wed., February 19, 2025 9:00 AM – 1:00 PM In-Person at PCA | Wed., May 7, 2025 9:00 AM – 1:00 PM In-Person at PCA |
|---|---|---|

<https://pca-training-catalog-2024-2025.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
- 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

Trainer: Fausta Britton

DATE & TIME:

Wednesday, March 12, 2025
9:00 AM – 1:00 PM
In Person at PCA

<https://pca-training-catalog-2024-2025.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

Trainer: Kelli Vrla

DATE & TIME:

Wednesday, January 15, 2025

9:00 AM – 1:00 PM

In-Person at PCA

Wednesday, April 2, 2025

9:00 AM – 1:00 PM

In-Person at PCA

<https://pca-training-catalog-2024-2025.coursestorm.com/>

Wonderful Microsoft® Word

These days, most people take electronic word processing for granted. Microsoft® Word 2016/Office 365 is designed to help you move smoothly through the task of creating professional-looking documents. Its rich features and powerful tools can make your work easy, and even fun.

In this course, you'll learn how to use Word 2016/Office 365 to create and edit simple documents; format documents; add tables and lists; add design elements and layout options; and proof documents.

Participants in this full day workshop will:

- Learn how to manipulate images
- Understand how to integrate pictures and text
- Learn how to use custom graphic elements
- Be able to add word art and other text effects
- Learn to create complex illustrations with SmartArt
- Understand how to create and modify forms ... and much more.

Trainer: Teresa Bell

DATE & TIME

Thursday, September 26, 2024
9:00 AM – 4:00 PM
In-Person at PCA

<https://pca-training-catalog-2024-2025.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. 4th, Feb. 11th & Feb. 18th - 2025 9:15 AM – 12:15 PM

Series # 2 – Tuesday, May 6th, May 13th & May 20th – 2025 9:15 AM – 12:15 PM

All Sessions will be held Virtually – via Zoom

<https://pca-training-catalog-2024-2025.coursestorm.com/>