

Miniversity

Spring 2010 COURSE SCHEDULE

New! NOW INCLUDING MANAGEMENT AND SUPERVISION COURSES!



Miniversity

RESOURCES FOR HUMAN DEVELOPMENT

4700 Wissahickon Avenue, Suite 126

Philadelphia, PA 19144-4248

215-951-0300

877-386-3756 fax



Welcome

Dear Friend:

Welcome to RHD's *Miniversity*! We look forward to the start of our Spring 2010 semester and another opportunity to strengthen our professional skills through learning from one another. As in past semesters, you will find a mixture of familiar names and courses, as well as some class and format changes based on your requests.

We wanted to take an opportunity to remind you that *Miniversity* is designed to be responsive to the needs of our participants. The following is a list of ongoing changes to our curriculum based on your feedback.

■ **We are partnering with LaSalle University to offer a CEU class on Supervision and Ethics.**

Check out the "Advanced Courses" section for the date and time.

■ **We are offering more training specifically designed for administrative professionals.**

In addition to the a course on customer service, we've added a new course on organization skills and time management.

■ **We've expanded our computer class offerings.**

Every computer class will be offered twice this semester. We still expect classes to fill up quickly, so sign up soon!

■ **RHD's New Hire Orientation is included in this catalog.**

Now you can sign up for orientation at the same time as your *Miniversity* classes.

There are so many ways to share knowledge and insight. Whether you are a part of the RHD staff, a member of another organization or an interested individual, we invite you to bring your experience and perspective to the *Miniversity* table. We would like to thank all participants, faculty, and friends for their ongoing support. We look forward to learning and growing with you.

Sincerely,



Mary Russell, MS
Training/Education Coordinator



Traci Madison
Registrar

Mission

The purpose of *Miniversity* is to create a learning community. *Miniversity* strives to empower through education – a lifelong process that supports personal and professional growth to all people touched by RHD.

The goals of *Miniversity* are to:

■ **Enhance Professional Development of RHD Staff**

Miniversity trainings are designed to help individuals gain the knowledge and experience they need to improve their performance in the workplace. *Miniversity* constantly attempts to address all levels of the educational spectrum – from literacy classes, introductory-level mental health courses, and GED preparation to CPR/First Aid and continuing education credits.

■ **Support RHD's Organizational Values**

Training encourages personal and professional enrichment by providing *individuals* with skills and confidence they need to deliver quality service to our consumers. Training also promotes creativity and multi-level thinking, which allows RHD to improve its performance as an *organization*.

■ **Establish RHD as a training resource within the Greater Philadelphia area**

Nonprofit agencies typically operate on a very limited budget and may not have the facilities or resources to provide their employees with the training and educational opportunities they need. *Miniversity* strives to offer affordable, convenient, quality training opportunities to RHD employees as well as to other human service agencies within the Greater Philadelphia area.

Can't attend a training you signed up for?
Call and cancel so your unit isn't charged a no-show fee.

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Frequently Asked Questions

- 1 How do I register for courses?**
 Complete the registration form located in the back of this brochure. Send your completed registration form to:

By mail/in person: Traci Madison, Registrar
 RHD/Miniversity
 4700 Wissahickon Avenue, Suite 126
 Philadelphia PA 19144-4248

By fax: RHD/Miniversity 877-386-3756

We are unable to accept registrations by telephone. **Within one week of submitting your application, you will receive a confirmation notice by e-mail or fax.**
- 2 Where are courses held?**
 All courses are held (unless otherwise noted) at the RHD Central Office. The address and telephone number are listed below:

RHD, Inc.
 4700 Wissahickon Avenue, Suite 126, Building A
 Philadelphia PA 19144
 215-951-0300
- 3 When are payments due?**
 All payments are due at time of registration. Checks and money orders should be made payable to “RHD Miniversity”. Credit Card payments are not accepted.
- 4 What happens if I am late for a class?**
 In order to ensure that participants have enough time in the classroom to maximize the benefit of the course, Miniversity Instructors have the option of closing their course to late entry. If you are late for a course and there is a sign on the door indicating that the class is closed, please see the Training Manager or the Miniversity Registrar to determine the date and time of the next offering.
- 5 What if I need to cancel my registration?**
 For a full refund, you may cancel your registration five (5) days prior to the course. If you do not cancel by that time, you will receive partial credit toward a future course. The credit will be valid for one year.

RHD Staff Only: Please note that your unit will be charged a \$15 “No Show” fee if you do not attend the course and do not cancel your registration. Your unit reserves the right to charge you for the “No Show” fee and any course fees that have been paid on your behalf, if you do not attend the registered courses.
- 6 What if RHD cancels the course I signed up for?**
 Courses will be cancelled when fewer than six (6) people are registered, unless instructed otherwise. We will make every effort to contact you as soon as possible in the event of a course cancellation. Courses cancelled due to bad weather will be rescheduled during the semester or your payment will be refunded.

To confirm that a course has been cancelled, please call **215-951-0327 extension 3092**. You will hear a pre-recorded message indicating that the course has been cancelled and when it will be rescheduled.
- 7 How are waiting lists handled?**
 Instructors reserve the right to limit the class size. If you are placed on a waiting list, you do not have a seat in the class. You will only be called if a seat becomes available. Waiting lists are handled on a “first come, first-served” basis and do not carry over from one semester to another.
- 8 What if I cannot attend all of the sessions a course requires?**
 Some courses may require more than one session (i.e., Resources For Crisis Intervention, Counseling Skills, etc.). You must attend all of the sessions listed in order to receive a Miniversity certificate and LSW/PCB credits, if applicable. Please take this into consideration when registering for classes.

"Recovery is a Journey We Take Together" Training Series:

Mental Health Recovery Through the Eyes of Consumers

What happens when the system that is designed to help people becomes the very thing that holds them back? Individuals living with Mental Illness, at times combined with another diagnosis, face this question each day. Often, it is everyone but the consumer who decides what it means to be "in recovery."

But what if we turn the system upside down? What if the consumers, families and professionals come together as a team to make decisions about treatment, resources, and living in the community? Could it result in services that have longer-term benefits for consumers and families?

That is the idea behind the Recovery "Way of Thinking." In this framework, the consumer assumes responsibility for his/her life and determines how self-care can support life directions. Family members and professionals are enlisted as supporters of this effort.

In order to explore this idea further, *Miniversity* is offering an introductory course on Recovery and three additional classes designed to delve into the specifics of providing support within a Recovery philosophy. The first class covers the importance of recognizing the role that past trauma can play in a person's recovery and the second explores the use of "Stages of Change" theory in Recovery. The third class examines the importance of understanding the role trauma plays in Recovery.

All of these courses are developed with "real world" challenges in mind. We encourage participants to challenge what is discussed and experienced, both in the classroom and in life outside. By sharing our struggles and triumphs, we move closer to a society that invites all people to engage in their own recovery – to be the experts on their own lives.

In keeping with the Recovery Way of Thinking, we encourage consumers, family members and professionals to attend these courses together.

Introduction to the Recovery Way of Thinking

Instructors: Bill Maroon, MSW, Berta Britz, MSW, CPS and Tyron Williams, Program Coordinator, Hub G
Cost: FREE for RHD staff, \$50 for Non-RHD staff
Dates: Wednesday, March 17, 2010
Time: 10:00AM – 3:00PM
Location: King Room at RHD Central Office

Participants in this course will receive 5 PCB credits, Provider Status #85.

Trauma Informed Treatment: Everyone is in Recovery

Instructor: Nicole Mumma, MA, LPC
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Thursday, May 13, 2010
Time: 9:30AM – 4:00PM
Location: King Mott Room at RHD Central Office

Participants in this course will receive 6 PCB credits, Provider Status #85.

Using "Stages of Change" as a Tool in Recovery

Instructor: Stacey Bunch-Harrison
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Tuesday, June 8, 2010
Time: 9:30AM – 1:00PM
Location: King Room at RHD Central Office

Participants in this course will receive 3.5 PCB credits, Provider Status #85.

Foundation Courses

Resources for Crisis Prevention and Intervention

Instructor: Sheldon Kilby
Cost: FREE for RHD staff, \$50 per day for Non-RHD staff
Dates: Tuesday, March 23, 2010
Tuesday, March 30, 2010
This is a two session course.
Time: 9:30AM – 4:30PM
Location: King Room at RHD Central Office

This course is a series of modules designed to provide the direct service worker with resources for the prevention of crises and tools to use when intervention is necessary. Modules include the role of trauma in providing care to consumers, understanding anger, the causes of aggression and identifying the warning signs of a crisis. The participant will also practice appropriate communication techniques, de-escalation strategies and the use of teamwork during a crisis. Basic safety techniques (physical) will be taught, as well as the concept of recovery, recuperation and debriefing after a crisis – with a model to use with both consumer and staff. This is a competency-based course and participants will be evaluated on all the material and techniques. 12 PCB credit hours, Provider Status # 85. *Lunch will be provided.*

Introduction to Mental Health

Instructors: Ginnie Davidov, LCSW and Alicia Smith, MSW, LSW
Cost: FREE for RHD staff, \$50 for Non-RHD staff
Date: Thursday, March 25, 2010
Time: 9:30AM – 4:00PM
Location: King Room at RHD Central Office

Learn the causative factors, diagnosis, and accompanying symptoms of mental illness. Basic techniques and treatment interventions will be discussed. 6 PCB credit hours, Provider Status #85. *Lunch will be provided.*

Professionalism, Ethics, and Boundaries

Instructor: Nicole Mumma, MA, LPC
Cost: FREE for RHD staff, \$50 for Non-RHD staff
Date: Tuesday, April 13, 2010
Time: 9:30AM – 4:00PM
Location: King Room at RHD Central Office

Explore personal and corporate values. Through discussion and role play, participants will identify ethical dilemmas and practice methods for resolution. Participants will review standard codes, including the Certified Addiction Counselor's Code of Ethics. 6 PCB credit hours, Provider Status #85. *Lunch will be provided*

Counseling Skills in the Workplace

Instructor: Alicia Smith, MSW, LSW
Cost: FREE for RHD staff, \$60 for Non-RHD staff
Dates: Tuesday, April 20, 2010
Tuesday, April 27, 2010

This is a two-session course, you must attend the first session to attend the second session.

Time: 9:30AM – 4:30PM (April 20)
9:30AM – 12:30PM (April 27)

Location: King Room at RHD Central Office
Participants will learn how to develop rapport with consumers, give and receive feedback, use active listening skills and how to recognize and understand your body language. Interactive exercises and "real world" applications are the focus of this course. 9 PCB credit hours, Provider Status #85. *Course size is limited to 20 participants.*

Introduction to Problematic Sexual Behaviors

Instructors: Deborah Stevens, Ph.D. and Tracie Rickards, MS, NCC
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Wednesday, April 28, 2010
Time: 9:30AM – 12:30PM
Location: Mott Room at RHD Central Office

Learn about how your own attitudes regarding sex and sexuality can affect your work with individuals with problematic sexual behaviors, what the myths are about appropriate and inappropriate sexual behaviors, the cycle of sexual abuse, and the laws regarding sex offenses. 3 PCB credit hours, Provider Status #85.

Understanding Intellectual and Developmental Disabilities

Instructor: Kerry Arnold, LSW
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Tuesday, May 4, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Learn the causes and various types of developmental disabilities such as cerebral palsy, epilepsy, and autism. The course will focus on the physical and behavioral characteristics only. 3 PCB credit hours, Provide Status #85.

Introduction to Chemical Dependency

Instructors: Randee Gallo, MSS and Kate Daley, MS
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Thursday, May 6, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

This course will provide information on the nature of Chemical Dependency. It is designed as an introductory course for those who want to learn about the process and diagnosis of Chemical Dependency along with the effects of the primary classes of drugs that are abused. The stigma associated with addiction will also be discussed and participants will be invited to share their perceptions about this disorder. 3 PCB credit hours, Provider Status #85.

March –
June
2010



March –
May
2010



Foundation Courses

Introduction to Cultural Proficiency

Instructor: Julius B. Jackson, III, JD
Cost: FREE for RHD staff,
 \$20.00 for Non-RHD staff
Date: Wednesday, May 12, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Cultural Proficiency is based on creating an environment in which all cultures can be respected and understood as a natural and necessary part of working together. The course will focus on the role of formal and informal cultures in human services, and how we can use these as the basis for stronger teamwork and services. 3 PCB credit hours, Provider Status #85.

Supervision Factors in Working with People with Problematic Sexual Behaviors

Instructors: Leanne Roberts, MSW, and Reese Lessig
Cost: FREE for RHD staff,
 \$20 for Non-RHD staff
Date: Wednesday, May 12, 2010
Time: 1:00PM – 4:00PM
Location: King Room at RHD Central Office

How do you balance consumers' rights with community safety? What constitutes appropriate and inappropriate sexual behavior? Explore the answers to these questions, and also learn about working with individuals with problematic sexual behaviors who are also chronically mentally ill or have intellectual and developmental disabilities. 3 PCB credit hours, Provider Status #85.

Documentation Skills for Programs Serving Individuals with Intellectual and Developmental Disabilities

Instructor: Riki Levin-Gyer, MSW and Kristin Hedberg, MA
Cost: FREE for RHD staff,
 \$20 for Non-RHD staff
Date: Tuesday, May 18, 2010
Time: 1:00PM – 4:00PM
Location: King Room at RHD Central Office

In this course, participants will develop report writing skills, including the use of DAP and SOAP note formats in documentation. Emphasis is placed on useful methods for recording visual observations and consumer activities, as well as how to write informative incident reports. Come learn the value of accurate record-keeping and practice techniques for concise and effective report writing. 3 PCB credit hours, Provider Status #85.

Effective Communication and Conflict Management Skills

Instructor: Alicia Smith, MSW, LSW
Cost: FREE for RHD staff,
 \$50 for Non-RHD staff
Date: Tuesday, May 25, 2010
Time: 9:30AM – 4:00PM
Location: King Room at RHD Central Office

Communication takes place in many ways. Words, body language, facial expressions, even experiences and past relationships can all impact on the messages that we send to others. This course will cover basic communication skills, challenges to listening and being understood, and practical methods to strengthen your communication and conflict management skills. 6 PCB credit hours, Provider Status #85. *Lunch will be provided.*

Documentation Skills for CBH Funded Programs

Instructors: Loretta Mooney, MSW and Yvonne Milionis, MHA
Cost: FREE for RHD staff,
 \$20 for Non-RHD staff
Date: Wednesday, June 2, 2010
Time: 1:00PM – 4:00PM
Location: King Room at RHD Central Office

This course will focus on helping units funded by Philadelphia's Community Behavioral Health (CBH). Emphasis is placed on understanding CBH's regulations for compliance, clinical documentation and staffing requirements. Come learn how to provide quality care while complying with our funders!

Advanced Courses

Training for Trainers

Instructors: Greg Smiles, MA and Sarah Mello, MA
Cost: FREE for RHD staff, \$70 for Non-RHD staff
Dates: Tuesday, March 9, 2010
 Wednesday, March 10, 2010
This is a two-session course.
Time: 9:30AM – 4:00PM
Location: King Room at RHD Central Office

This course is specifically designed for participants who are responsible for training staff in their program or unit. Sharing information with groups involves meeting the needs of different types of learners, addressing what it means to learn, and methods for encouraging participation and exchanging information in a larger group. This workshop will focus on the fundamentals of adult learning, skills for reaching different types of learners, developing course outlines and objectives, and finding your own presentation style. There are no PCB credits available for this course. *Lunch will be provided both days.*

Advanced Work with Individuals with Problematic Sexual Behaviors

Instructors: Deborah Stevens, Ph.D. and Tracie Rickards, MS, NCC
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Wednesday, May 26, 2010
Time: 1:00PM – 4:00PM
Location: King Room at RHD Central Office

This course looks at theories of sexual offending including the seminal four pre-conditions model and the more recent Self Regulation Model. Standard cognitive-behavioral/relapse prevention treatment techniques as well as the abuse cycle will be reviewed and critiqued. Sex offender treatment and management will be considered in light of etiological theories of sexual offending. 3 PCB credit hours, Provider Status #85.

Adult Psychopharmacology

Instructor: Craig Strickland, PhD
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Wednesday, June 9, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

This course is designed to provide an up-to-date overview of commonly prescribed psychotropic medications used to treat psychiatric disorders. The primary classes of medications will be discussed including neuroleptics, anti-depressants, anti-anxiety medications and mood stabilizers. Benefits and side effects will be listed for each medication class and subclass. 3 PCB credit hours, Provider Status #85. *Recommended Prerequisites: Medication Monitoring for Mental Health Providers and Introduction to Mental Health.*

Partnering with Families to Enhance Consumers' Lives

Instructors: Ginnie Davidov, LCSW
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Thursday, June 17, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Those of us in human services are dedicated to working with consumers to improve their lives. Frequently, however, we are unprepared to work with families of consumers or to understand their dilemmas and concerns. This class will assist participants with understanding familial dynamics and possible intervention strategies to enhance program-family partnerships.

Safety and Risk Management Trainings

Bloodborne Pathogens Instructor Training

Instructors: Robert Marsh, OSHA Certified Trainer, Gallagher Bassett Services, Inc.
 Ruth Burnett, BSN, CRRN, CCM & CDMS
 Horizon Healthcare Consultants
Cost: FREE, Open to RHD staff only
Date: Tuesday, March 23, 2010
Time: 9:30AM – 11:30PM
Location: Mott Room at RHD Central Office

RHD programs are encouraged to send a representative from their staff to this course who will be able to conduct training on this topic upon their return. This train-the-trainer module is designed to provide a basic understanding of blood borne pathogens, common modes of their transmission, methods of prevention, and other pertinent information. This training meets the requirements of the Occupational Safety and Health Administration's (OSHA's) Blood Borne Pathogen Standard, 29 CFR 1910.1030.

May –
 June
 2010



March –
 June
 2010



Working with Children and Families Training Series

Counseling Skills for Working with Family Systems

Instructor: Lori Lancaster, MHS
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Dates: This course will be offered two times:
 Tuesday, March 2, 2010
 9:30AM – 12:30PM
OR
 Tuesday, June 1, 2010
 9:30AM – 12:30PM
 Please register for only one of these dates.
Location: King Room at RHD Central Office

In this workshop, participants will learn how to use active listening skills, evaluate verbal and non-verbal cues, and include information about a child's developmental stage in ongoing assessment and treatment. 3 PCB credit hours, Provider Status #85.

Understanding Childhood Diagnoses

Instructor: Jessica Feldman, MSS, LSW
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Dates: This course will be offered two times:
 Tuesday, April 6, 2010
 1:00PM – 4:00PM
OR
 Tuesday, June 22, 2010
 9:30AM – 12:30PM
 Please register for only one of these dates.
Location: King Room at RHD Central Office

This course is designed to provide participants with basic information about childhood diagnoses, including ODD, CD, ADHD, PDD and Autism spectrum disorders. Discussion will focus on definitions of each disorder, associated signs and symptoms, and Diagnostic and Statistical Manual of Mental Disorders (DSM-IV) parameters for diagnosis. 3 PCB credit hours, Provider Status #85.

Fundamentals of Child Development

Instructor: Melissa Dessereau, MA
Cost: FREE for RHD staff, \$50 for Non-RHD staff
Dates: This course will be offered two times:
 Wednesday, May 19, 2010
OR
 Thursday, June 24, 2010
 Please register for only one of these dates.
Time: 9:00AM – 3:00PM
Location: King Room at RHD Central Office

This course will address the physical, mental and emotional changes that children experience as they grow into adults. Participants will discuss basic child development theories, including those of Piaget and Erickson, as well as current approaches to assessment and treatment. 5 1/2 PCB credit hours, Provider Status #85. Lunch will be provided.

Child and Adolescent Psychopharmacology

Instructor: Craig Strickland, Ph.D.
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Dates: Tuesday, June 22, 2010
 1:00PM – 4:00PM
Location: King Room at RHD Central Office

This workshop is designed to provide an up-to-date overview of the classes of medication prescribed to address behavioral health issues in children and adolescents. Discussion will focus on the benefits, side effects and drug interactions that can occur with these medications. The medications will be discussed within the context of the disorders for which they are prescribed. Due to the nature of the medications used to treat children, both FDA approved and off-label medications will be discussed. 3 PCB credit hours, Provider Status #85.

Childhood Sexual Behavior: What is Normal?

Instructor: Ron Ricci, Ph.D.
Cost: FREE for RHD staff, \$20 for Non-RHD staff
Date: Wednesday, June 23, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Sexual development in humans begins well before puberty and is expected that 40 – 85% of children will engage in a least some form of sexual behaviors before age 13. Caregivers often struggle with knowing what behaviors are a natural and healthy part of the development process, and what behaviors may be problematic and warrant an assessment by a qualified professional. This course will look at a continuum of sexual behaviors in children across this range, with a focus on how to recognize problematic sexual behaviors. Trauma will be discussed in terms of the trust and attachment cycle in children. 3 PCB credit hours, Provider Status #85.

"Just for Me" Seminars

Yoga for Beginners

Instructor: Rebecca Patek
Cost: FREE for RHD staff,
 \$85 for Non-RHD staff
Dates: Wednesdays, April 7 – May 26
Time: 5:15PM – 6:15PM
Location: James Mott Room at RHD Central Office

This class is a workout for the mind, body and spirit that brings inner and outer balance through stretching, breath work, and meditation. Yoga promotes relaxation, reduces stress, and calms anxiety. Please wear loose, comfortable clothing and bring a towel or mat. There are no PCB credits available for this course.

Managing Drama in the Workplace

Instructor: Aaik Van Munster, LSW
Cost: FREE for RHD staff,
 \$50 for Non-RHD staff
Date: Thursday, May 20, 2010
Time: 10:00AM – 3:00PM
Location: King Room at RHD Central Office

"Managing Drama" offers insights about drama and gives practical tools to manage it – initiating a specific 3-month intervention plan. "Mindful Communication" is a natural next step and discusses subtleties about how to effectively create optimal rapport with virtually everyone. Each course may be taken separately but participants are encouraged to sign up for both. Lunch will be provided.

The Art of Mindful Communication

Instructor: Aaik Van Munster, LSW
Cost: FREE for RHD staff,
 \$50 for Non-RHD staff
Date: Thursday, May 27, 2010
Time: 10:00AM – 3:00PM
Location: King Room at RHD Central Office

Participants will discuss the dynamics of how to create respectful, genuine and supportive relationships. We will explore how we communicate with others and ourselves, and how we can create rapport with virtually anyone. Participants will also ascertain mindful communication skills, while examining effective communication techniques and active listening skills. Participants will be able to recognize and keep personal baggage out of the equation and practice the learned information in a "real" peer life-coaching situation. 4 1/2 PCB credit hours, Provider Status # 85. Lunch will be provided.

March –
June
2010



March –
April
2010



Save 25% on Miniversity Courses with Equal Dollars Community Currency!

Interested in taking a Miniversity course or training but can't fit it your budget?
 Join Equal Dollars Community Currency & save 25% on any Miniversity course or training series.



What is Equal Dollars (= \$s)?

Equal dollars is a community currency that saves YOU money on things like food, prescription co-payments and other goods and services, like Miniversity courses.

How Does it Work?

It's really simple. All you have to do is shop with businesses that accept the Equal Dollars Community Currency. You will be able to partially pay for things like food, prescription co-payments and other goods and services with your Equal Dollars.

How Can I Get Equal Dollars?

That's easy too! Just join the Equal Dollars Community! Sign up to become a member and get 50=\$s. The membership is \$10 US.

After I spend my 50 Equal Dollars, How Do I Get More?

There are several ways to replenish your = \$s account...

Community Service! If you do community service for your church, library or some other community organization. Let us know and we'll ask that organization to thank you in = \$s.

Clean your house or garage! You know what they say, "Your trash is another person's treasure." Sell your "trash" on-line at the Equal Dollars Treasure Chest for both = \$s and US dollars. (http://www.equaldollars.org/treasure_chest.shtml) We are working every day to expand the Equal Dollars network with businesses and community service opportunities. The more members we have, the greater our economic power in getting businesses to accept Equal Dollars.

Join Today!

Visit <http://www.equaldollars.org> or call Deneene Brockington at 215-951-0300 ext. 3027 or info@equaldollars.org

Computer Classes

Introduction to Computers and the Internet

Instructor: Sarah Mello, MA
Cost: FREE for RHD staff, \$15 for non-RHD staff
Dates: This course will be offered two times:
 Friday, April 16, 2010
OR
 Wednesday April 28, 2010
 Please register for only one of these dates.
Time: 10:00AM – 12:00PM
Location: Computer Lab at RHD Central Office

This class is for those of you who have managed to avoid using a computer completely. We'll cover how to turn it on and off, open and close files, organize folders and documents, and how to use the Internet safely. Let this be the year you conquer your fears!

Introduction to Microsoft Word

Instructor: Sarah Mello, MA
Cost: FREE for RHD staff, \$15 for non-RHD staff
Dates: This course will be offered two times:
 Friday, April 16, 2010
OR
 Wednesday, April 28, 2010
 Please register for only one of these dates.
Time: 1:00PM – 3:00PM
Location: Computer Lab at RHD Central Office

Participants will learn basic skills and functions of Microsoft Word, including navigating Word, basic word processing, printing, and creating and saving files

Introduction to Microsoft Excel

Instructor: Sarah Mello, MA
Cost: FREE for RHD staff, \$15 for non-RHD staff
Dates: This course will be offered two times:
 Friday, May 14, 2010
OR
 Friday, May 21, 2010
 Please register for only one of these dates.
Time: 10:00AM – 12:00PM
Location: Computer Lab at RHD Central Office

Participants will learn basic skills and functions of Microsoft Excel, including navigating Excel, creating worksheets and workbooks, and creating and editing basic and complex formulas. Must have basic level of comfort with a computer, navigating windows and using a mouse.

Introduction to PowerPoint

Instructor: Sarah Mello, MA
Cost: FREE for RHD staff, \$15 for non-RHD staff
Dates: This course will be offered two times:
 Friday, May 14, 2010
OR
 Friday, May 21, 2010
 Please register for only one of these dates.
Time: 1:00PM – 3:00PM

Learn to create slideshows and presentations using Power Point. We'll cover inserting images, animating slides and using templates.

PowerPoint Clinic for Trainers and Presenters

Instructor: Sarah Mello, MA
Cost: FREE for RHD staff, \$15 for non-RHD staff
Date: Wednesday, May 26, 2010
Time: 1:00PM – 4:00PM

This course is for people who plan to use a Power Point presentation for a future training or presentation. Class will focus on slide transitions, effective slide layout and presentation skills. Students must have experience creating presentations in Power Point and/or have taken Introduction to Power Point. Get help with an existing presentation or create yours in class. Bring any information relevant to your presentation with you to the session.

Additional Computer Training Opportunities

In addition to the above classes, free online tutorials are available in several Microsoft computer programs through GCFLearnFree.org.

GCFLearnFree.org is owned by Goodwill Community Foundation, Inc. GCF launched its website in 1999 and quickly began to share its free curriculum with learners all over the world.

Each tutorial is broken down into easy to follow lessons. An optional skills test can help you review just the information you need for a particular application. Simply log on to www.gcflearnfree.org, create a user ID and Password and select from their menu of computer tutorials. Computer tutorials include Access, Excel, Word, Office, PowerPoint as well as basic computer and internet use.

Sign Language

To find out about Sign Language class opportunities, please contact the Deaf/Hearing Communication Center at 610-604-0450 or on the web at www.dhcc.org

CPR/FA Courses

CPR and FIRST AID Certification Training

Instructor: Lori Lancaster,
 American Red Cross Certified CPR/FA
 Instructor, American Heart Association
 Certified CPR Instructor
Costs: \$65.00 Infant, Child and Adult CPR & FA
 \$60.00 Adult CPR & FA
 \$37.00 FA Only
 \$37.00 Adult CPR only
 \$42.00 Infant, Child & Adult CPR only

Please note: Costs for RHD staff are covered by journal entries from units, Non-RHD staff are required to pay for course by check.

Date: CPR and First Aid courses are held regularly on the second Friday of each month
Time: 9:00AM – 4:00PM CPR/FA Certification
 9:00AM – 1:00PM CPR Only
 1:00PM – 4:00PM FA Only
Location: Mott Room at RHD Central Office

Upcoming Open CPR/FA Courses

- Friday, February 12, 2010
- Friday, March 12, 2010
- Friday, April 9, 2010
- Friday, May 14, 2010
- Friday, June 11, 2010
- Friday, July 9, 2010
- Friday, August 13, 2010

Classes may also be held at your site, as requested by the unit. Please contact Mary Russell at 215-951-0300, extension 3058 for additional information.

Managing Suicidal Behavior Training

Managing Suicidal Behavior Trainings

Instructors: Access Team
Cost: FREE for RHD staff,
 \$20 for Non-RHD staff
Time: Managing Suicidal Behavior trainings are held regularly on the third Friday of each month
Time: 9:30AM – 12:30PM
Location: Mott at RHD Central Office

This training will provide an overview to help you: define and identify the signs and symptoms of suicidal ideation, learn how to conduct a basic risk assessment, create a safety plan, and review the RHD Protocol regarding critical incidents.

Classes may also be held at your site, as requested by the unit. Please contact Mary Russell at 215-951-0300, extension 3058 for additional information.

Upcoming Open Suicide Prevention/Intervention Trainings:

- Friday, March 19, 2010
- Friday, April 16, 2010
- Friday, May 21, 2010
- Friday, June 18, 2010
- Friday, July 16, 2010
- Friday, August 20, 2010

New Hire Orientation

New Hire Orientation

Instructor: Nafisah Daniels,
 Citizen Advocate Coordinator
Cost: FREE to RHD staff, for RHD staff only
Time: 10:00AM – 12:00PM
Location: Mott Room at RHD Central Office

- Tuesday, August 3, 2010
- Tuesday, October 26, 2010
- Tuesday, December 7, 2010

New Hire Orientation is an introduction and overview of Resources for Human Development. Meet and greet representatives from various programs and departments within RHD. It doesn't matter if you've been employed at RHD for two days or two months, all new employees are welcome to attend!

Upcoming New Hire Orientations:

- Tuesday, February 16, 2010
- Tuesday, April 27, 2010
- Tuesday, June 22, 2010

Management and Supervision Training Series

The RHD Management and Supervision Course Series is specifically designed to support the continuing professional development of RHD staff in areas related to leading, managing, and supervising people in our workplaces. The emphasis of these offerings is on concepts and skills that support the creation and maintenance of work environments that are aligned with the RHD Values:

- Respect for the dignity and worth of each individual
- Multi-level thinking
- Empowerment of groups
- Decentralization of authority
- Safe and open environment
- Creativity
- Honesty and trust
- Diversity
- Organizational integrity
- Ongoing growth and development
- Personal and professional enrichment

These workshops are open to all RHD employees, yet may be of particular interest and relevance to those who are currently in or aspiring to move into roles as supervisors, managers and directors.

Please join us for these workshops, and let us know about other classes you would like to see offered in the future!

New!!! Mini 'Super' Supervisory Series

This four part series will cover key topics for current supervisors focusing on self-assessment and practical application. Participants are required to pre-register by March 8, 2010 and have approval of their Unit Director. Because this will be a live video-conference training, slots are limited.

Participants are encouraged to register for all four programs and take them in the order they are offered. If you cannot take all four but would like to take some of the offerings, you must contact Greg Smiles at 215-951-0300.

This season, we are excited to offer courses that address the following topic areas:

Managing Self

Transitioning from Peer to Supervisor

Supervising Individuals

Orientation to Supervision in RHD
 Performance Management: From Coaching Through Progressive Discipline
 Preventing Harassment, Discrimination, and Retaliation in the Workplace
 The Manager as Coach

Leading Groups

Bridging Troubled Waters: Conflict Management & Mediation Skills for Leaders
 Team Leadership Concepts and Skills
 Training for Trainers
 Investigation Skills for Managers
 Learning About Continuous Quality Improvement Plans (CQI)

Management and Supervision Training Series

Part II April 12, 2010 10:00AM – 11:30AM

Supervisory Boundaries and Professionalism

- The importance of professional boundaries between supervisors and staff is significant. A good supervisory relationship is not cold and sterile, but issues of ethics and effectiveness demand that proper boundaries be maintained.
- From this seminar, participants will learn appropriate supervisory relationships, how to model appropriate professional relationships and how to avoid ethical dilemmas as a supervisor.

Part III April 19, 2010 10:00AM – 11:30AM

Resolving Conflicts Positively

- Conflict Management can actually be exciting and rewarding. It can be a chance to get to the heart of a problem, rather than only focusing on the surface or obvious issues. Most conflicts have core causes and once those are addressed, conflict management becomes an option to choose rather than run away from.
- This seminar provides techniques to assess, analyze and resolve conflict in a manner that produces a positive solution for all involved. Participants will learn negotiation and mediation techniques. Participants are required to complete a self-assessment inventory prior to the seminar.

Part IV May 3, 2010 10:00AM – 11:30AM

The Art of Delegation

- For many managers, delegation can be a difficult task. Many remark that it is simply quicker to do the task themselves; while others say that they do not have the time to train someone. Yet the art of delegation is fundamental to a manager's role. Delegation can develop individuals, save time, motivate and improve team productivity.
- In this seminar participants will learn the benefits of delegation, nine steps of delegation and a structure to delegate with confidence. Case application and personal practice will be covered.

Orientation to Supervision in RHD

Instructors: Dyann Roth, MS,
 RHD Deputy Director of Operations
Cost: FREE, Open to RHD staff only
Date: Wednesday, March 3, 2010
Time: 9:30AM – 2:30PM
Location: King Room at RHD Central Office

While job duties may vary from unit to unit, at the core of every supervisor's job is the responsibility to create and maintain effective, values-based supervisory relationships with staff members. In this orientation, we will explore concepts, skills and challenges related to being a supervisor within RHD. *Lunch will be provided.*

Ethics and Supervision

Instructor: Donna Fiedler, Ph.D., LCSW
Cost: FREE for RHD staff, \$20 for non-RHD staff
Date: Wednesday, March 31, 2010
Time: 9:00AM – 12:00 PM
Location: King Room at RHD Central Office

Learn about the relationship between ethics and supervision. What are ethics and how can supervisors be ethical in their supervisory activities? Since this workshop is cosponsored by La Salle University Social Work program it will be a preapproved 3 credit workshop that counts towards your Social work CEU's in ethics.

April
2010



RHD

March –
May
2010



RHD

Management and Supervision Training Series

Investigation Skills for Managers

Instructors: RHD Human Resources Staff
Cost: FREE, Open to RHD staff only
Date: Thursday, April 29, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Thorough, consistent, and fair investigations for employee-related complaints benefit both management and staff. In this workshop, learn fundamental investigative practices and techniques for coming to reasonable and defensible decisions on allegations of employee misconduct.

Preventing Harassment, Discrimination, and Retaliation in the Workplace

Instructors: RHD Human Resources Staff
Cost: FREE, Open to RHD staff only
Date: Tuesday, May 18, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Living up to RHD values means much more than abiding laws prohibiting harassment, discrimination, and retaliation. It requires that we invest time and energy to maintain a “safe and open environment” in which to work and develop personally and professionally. Sexual and other types of harassment, improper discrimination and employer retaliation are real obstacles to creating that environment. Participants in this workshop will explore ways we can work together to prevent and overcome these obstacles. We will look at federal and state laws, ethical considerations, and real life examples.

The Manager as Coach

Instructor: Greg Smiles, MA
Cost: FREE, Open to RHD staff only
Date: Thursday, June 10, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Adopting coaching as a management style requires managers to help other people unlock their potential and enhance their own performance. It’s about supporting people to learn instead of being a solution provider. This course will focus on how managers can create an environment that fosters learning and independent thinking through facilitation, paving the way for team members to achieve their results.

Performance Management: From Coaching Through Progressive Discipline

Instructors: RHD Human Resources Staff
Cost: FREE, Open to RHD staff only
Date: Tuesday, June 15, 2010
Time: 9:30AM – 3:00 PM
Location: King Room at RHD Central Office

One of the primary roles of a supervisor/manager is to assess, assist, and ensure the effective performance of all individuals who report to him or her and to promote growth and creativity among staff whenever possible. Participants in this course will obtain tools for giving performance feedback constructively and implementing progressive discipline effectively, and will practice these skills with “real life” scenarios. *Lunch will be provided.*

Bridging Troubled Waters: Conflict Management and Mediation Skills for Leaders

Instructors: Stacy Bunch-Harrison, OTR/L
 Nafisah Daniels,
 RHD Citizen Advocate Coordinator,
 Sandy Cox-Scales,
 Director of Pine Street Programs
Cost: FREE, Open to RHD staff only
Date: Wednesday, July 14, 2010
Time: 9:30AM – 4:00PM
Location: King Room at RHD Central Office

As a leader, it is inevitable that you will find yourself in conflict situations – sometimes as a party in the conflict, sometimes as a “mediator” between others in conflict. This one-day workshop will provide a values-based framework for understanding conflict situations and strategies for managing and mediating workplace conflicts constructively and respectfully. *Lunch will be provided.*

Transitioning From Peer to Supervisor

Instructors: Greg Smiles, MA and
 Nafisah Daniels,
 RHD Citizen Advocate Coordinator
Cost: FREE, Open to RHD staff only
Date: Wednesday, July 21, 2010
Time: 9:30AM – 12:30PM
Location: King Room at RHD Central Office

Join an exploration of the change in perspective and new skills required to make the critical shift from co-worker to supervisor. Participants will discuss the key role and relationship transitions needed, and will share strategies for handling these changes thoughtfully and respectfully.

April –
 July
 2010



Additional Offerings and Resources

FOR RHD STAFF ONLY

Human Resources

Human Resources can offer a variety of employment-related trainings at your site, such as:

Recruiting, Interviewing, and Hiring; Investigation Skills for Managers; Red Flags and Hot Topics... and more!

If you would like to schedule a training session at your site, please contact Roger Lenz, Human Resources Director, at 215-951-0300, extension 3156.

“ON DEMAND” Trainings Sometimes when you least expect it, a training need arises. These are unexpected opportunities for personal and professional development within units and Hubs. Units are encouraged to contact the Training and Education Department with requests for “on demand” trainings and/or assistance in creating individualized training plans. Please contact Mary Russell at 215-951-0300, extension 3058 for more information.

Helping Hands can provide various workshops for staff such as Stress Management or Dealing with Grief and Loss. Please contact Tracy Weant at 215-951-0300, extension 3303 for additional information.

RHD Scholarship funds are Available! Scholarship funds are now available for college courses, trainings and other continuing education classes. Please contact Patricia Moore at 215-951-0300 extension 3176.

SQA PHARMACY SERVICES

The mission of SQA Pharmacy Services is to provide quality, appropriate, affordable and reliable pharmaceutical healthcare to consumers. Whether dealing with physicians, staff, or consumers, we at SQA Pharmacy Services strive to maintain a constant level of outstanding professionalism and courtesy. It is our promise that when needed, our pharmacists are available to clients and speak directly to any concerns on an individual and personalized basis. Service is our staple; we are here to serve patient needs. In today’s climate of healthcare, SQA Pharmacy Services will serve as a unique, personalized asset to your facility and the comprehensive health of its residents.

Our pharmacists are available to offer in-service training to the staff of our client organizations in the following topic areas: Hand Hygiene and Proper Hand Washing Techniques; Management of Urinary Incontinence; Diabetes: You and Your Medication; Dementia: Recognition and Treatment.

We also offer an SQA Pharmacy Orientation that explains our medication delivery system and the corresponding Medication Administration Records, how we can help reduce drug interactions, how we deal with prior authorization issues, and how we bill consumers.

Pharmacy services are also available to RHD employees. Contact us to find out more about how you can save money on your prescriptions.

Trainings are available by request at RHD’s Central Office. For more information about SQA Pharmacy Services or to schedule a training, please contact Jean O’Neal at 215-438-3308.



Available Upon Request

Several courses offered by the RHD Human Resources Department, including “Employment Law,” and “Recruiting, Interviewing and Hiring” are available on-location for RHD programs for groups of 8 or more supervisors and managers (from the same unit or from several units in the same geographic area) - please call Roger Lenz (215-951-0300, ext 3156) to schedule.

How to get to RHD

Please visit our website www.rhd.org for detailed public transportation and driving directions.

Registration Form

You must pre-register for all classes. Space is limited, so please register early!
You must include a fax number or email address so that we can send you information.

Registrations may be mailed to:
 Traci Madison, RHD/Miniversity
 4700 Wissahickon Avenue, Suite 126
 Philadelphia PA 19144-4248

Or faxed to:
 877-386-3756
 Attention: RHD/Miniversity

NAME		EMPLOYEE NUMBER (REQUIRED)	
ORGANIZATION/UNIT NAME		UNIT NUMBER (REQUIRED)	
ORGANIZATION'S ADDRESS			
CITY	STATE	ZIP	
PHONE (REQUIRED)		FAX (REQUIRED)	
E-MAIL ADDRESS (REQUIRED)			
SUPERVISOR'S SIGNATURE (REQUIRED)			

Is registrant attending course during paid work time? YES NO

Please select all of the courses you would like to attend.

“Recovery is a Journey We Take Together” Training Series

- Introduction to the Recovery Way of Thinking
- Trauma Informed Treatment: Everyone is in Recovery
- Using “Stages of Change” as a Tool in Recovery

Foundation Courses

- Resources for Crisis Prevention and Intervention
- Introduction to Mental Health
- Professionalism, Ethics and Boundaries
- Counseling Skills in the Workplace
- Introduction to Problematic Sexual Behaviors
- Understanding Intellectual and Developmental Disabilities
- Introduction to Chemical Dependency
- Introduction to Cultural Proficiency
- Supervision Factors in Working with People with Problematic Sexual Behaviors
- Effective Communication and Conflict Management Skills
- Documentation for Programs Serving Individuals with Intellectual and Developmental Disabilities

Advanced Courses

- Training for Trainers
- Advanced Work with Individuals with Problematic Sexual Behaviors
- Adult Psychopharmacology
- Partnering with Families to Enhance Consumers' Lives

Safety and Risk Management

- Bloodborne Pathogens Instructor Training

“Working with Children and Families” Training Series

- Counseling Skills for Working with Family Systems 3/2/10 6/1/10
- Understanding Childhood Diagnoses 4/6/10 6/22/10
- Fundamentals of Child Development 5/19/10 6/24/10
- Child and Adolescent Psychopharmacology 6/22/10
- Childhood Sexual Behavior: What is Normal? 6/23/10

“Just for Me” Seminars

- Yoga for Beginners
- Managing Drama in the Workplace
- The Art Of Mindful Communication

Computer Courses

- Introduction to Computers and the Internet 4/16/10 4/28/10
- Introduction to Microsoft Word 4/16/10 4/28/10
- Introduction to Microsoft Excel 5/14/10 5/21/10
- Introduction to PowerPoint 5/14/10 5/21/10
- Power Point Clinic for Trainers and Presenters 5/26/10

CPR Courses

- 2/12/10 3/12/10 4/9/10 5/14/10 6/11/10 7/9/10 8/13/10

First Aid Courses

- 2/12/10 3/12/10 4/9/10 5/14/10 6/11/10 7/9/10 8/13/10

Managing Suicidal Behavior Trainings

- 3/19/10 4/16/10 5/21/10 6/18/10 7/16/10 8/20/10

New Hire Orientation

- 2/16/10 4/27/10 6/22/10 8/3/10 10/26/10 12/7/10

Management and Supervision Training Series

Mini Super Supervisory Series

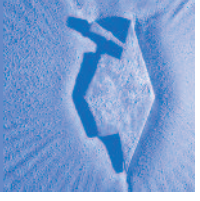
- Part I – Supervisory Styles
- Part II – Supervisory Boundaries and Professionalism
- Part III – Resolving Conflicts Positively
- Part IV – The Art of Delegation
- Orientation to Supervision in RHD
- Ethics and Supervision
- Investigation Skills for Managers
- Preventing Harassment, Discrimination, and Retaliation in the Workplace
- The Manager as Coach
- Performance Management: From Coaching Through Progressive Discipline
- Bridging Troubled Waters: Conflict Management and Mediation Skills for Leaders
- Transitioning From Peer to Supervisor

Total Amount Due: \$ _____

Payment Method Check/Money Order enclosed (made payable to RHD Miniversity)



RESOURCES FOR HUMAN DEVELOPMENT
4700 Wissahickon Avenue, Suite 126
Philadelphia, PA 19144-4248



Register Now!