



MINIVERSITY

www.rhd.org/miniversity

Personal and Professional Enrichment

Values-based learning

Creativity

Fall & Winter 2012 Course Catalog

Ongoing Growth and Development

Multi-level Thinking

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VALUES-BASED LEARNING

In an effort to provide **quality service**, Miniuniversity offers training on documentation skills for CBH funded programs and programs that serve Individuals with Developmental Disabilities.

Miniuniversity offers management and supervision courses about boundaries and professionalism that enhance the **organizational integrity** of our RHD.

In keeping with the Recovery Model and embracing the value of **multi-level thinking**, consumers, family members and professionals are encouraged to attend the Recovery Training Series together.

To help ensure **respect for the dignity and worth of each individual** is a value upheld in our programs, Miniuniversity offers a values-based, restraint-free Crisis Prevention and Intervention curriculum.

To help our managers, supervisors, and line staff learn how to build **honesty and trust** in their programs, Miniuniversity offers courses in communication skills and conflict management.

A course in Cultural Proficiency is offered to help our staff build skills in working with peers and consumers with a **diversity** of backgrounds and life experiences.

MINIVERSITY MISSION

The mission of Miniuniversity is to support RHD as a learning community. Miniuniversity strives to empower through education — a lifelong process that supports personal and professional growth to all people touched by RHD.

The goals of Miniuniversity are to:

● Support RHD's Organizational Values

Training encourages personal and professional enrichment by providing individuals with the 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.

● Serve as a training resource to programs and units throughout RHD.

Miniuniversity strives to offer affordable, convenient, quality training opportunities to all local and regional RHD programs..

MINIVERSITY GOES REGIONAL

Is your RHD program located outside of the greater Philadelphia area? Are you in need of training for your staff?

We can help you out!

Miniversity and Access Team staff can provide training to RHD's regional programs in a variety of ways. We can:

- Travel to your program to provide training
- Train via videoconference
- Help you locate a local training resource to meet your needs

For more information, please contact either:

Mary Russell
Training Systems Coordinator
215-951-0300 ext. 3058
mrussell@rhd.org

Greg Smiles
Regional Training and Education Coordinator
215-951-0300 ext. 3090
gregs@rhd.org

LEHIGH VALLEY
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ALLENTOWN
ST. LOUIS
MEMPHIS
BOSTON
NEW ORLEANS
PROVIDENCE
DEFUNIAK SPRINGS
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TRAINING SERIES

Recovery is a Journey We Take Together: Mental Health Recovery Through the Eyes of Consumers

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

Tuesday, October 11, 2011, 10a- 3p **FD001-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

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". 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. This training will explore basic Recovery concepts and how they can be applied to our work with consumers. 4.5 PCB credits, Provider Status #85

Instructors: Bill Maroon, MSW, Eric Larson, CPS **Cost:** FREE for RHD staff, \$50 for Non-RHD staff, or 12 Equal Dollars and \$38
Location: King Room at RHD Central Office

Using "Stages of Change" as a Tool in Recovery

Wednesday, January 18, 2012, 9:30a-1p **FD002-12001**

Open to all
Free to RHD staff
Credit
Equal Dollars

Whether it is our residents, programs, systems or even ourselves, changing our behavior is hard. The "Stages of Change" Model has been useful in helping clinicians frame the behavioral change process and tailor interventions to match an individual's level of readiness to change behavior. This course will highlight the concepts and processes of the Stages of Change Model, provide practical tools to design individual and group interventions and assist participants in discovering how to creatively apply this model to the individuals they support. 3.5 PCB credits, Provider Status #85.

Instructor: Stacey Bunch-Harrison, MS, OTR/L, and Jaime Moshe, MSW **Cost:** FREE for RHD staff, \$20 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Trauma

Working With Trauma: Foundations & Resilience

Wednesday, November 30, 2011, 9:30a- 4p **FD011-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

Working with Trauma is designed to provide staff with an overview of the fundamentals of trauma, including; defining trauma, exploring the history and development of trauma and identifying acute trauma and chronic trauma and their impact on individuals. This course will review the biopsychosocial reactions to trauma and the role of trauma in better understanding consumers' behaviors and ways to build resilience. The course includes a variety of experiential exercises and group work to help participants apply concepts in real life situations. 3 PCB credits, Provider Status #85

Instructors: Alicia Smith MSW, LSW and Susan Hunt, Ph.D. **Cost:** FREE for RHD staff, \$40 for Non-RHD staff, or 10 Equal Dollars and \$30 **Location:** King Room at RHD Central Office

Working with Children and Families Training

Understanding Childhood Diagnoses

Friday, October 28, 2011, 9:30a-12:30p **FD021-11003** or Thursday, January 5, 2012 9:30a-12:30p **FD021-12001**

Open to all
Free to RHD staff
Credit
Equal Dollars

Please register for only one of these dates. 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.

Instructors: Craig Strickland, Ph.D., **Cost:** FREE for RHD staff, \$20 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

TRAINING SERIES, continued

Child and Adolescent Psychopharmacology

Friday, October 28, 2011, 1p-4p **FD023-11003** or Thursday, January 5, 2012, 1p-4p **FD023-12001**

Open to all
Free to RHD staff
Credit
Equal Dollars

Please register for only one of these dates. 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.

Instructor: Craig Strickland, Ph.D. **Cost:** FREE for RHD staff, \$20 for Non-RHD staff **Location:** King Room at RHD Central Office

Fundamentals of Child Development

Wednesday, October 5, 2011, 1p – 4p **FD024-11003** or Tuesday, December 27, 2011, 9:30a-12:30p **FD024-11004**

Open to all
Free to RHD staff
Credit
Equal Dollars

Please register for only one of these dates. 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. 3 PCB credit hours, Provider Status #85.

Instructors: Mary Russell, MS and Greg Smiles, MA **Cost:** FREE for RHD staff, \$50 for Non-RHD staff, or 12 Equal Dollars and \$38 **Location:** King Room at RHD Central Office

Counseling Skills for Working with Family Systems

Tuesday, October 25, 9:30a-12:30p **FD022-11003** or Wednesday, December 28, 9:30a-12:30p **FD022-11004**

Open to all
Free to RHD staff
Credit
Equal Dollars

Please register for only one date. 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.

Instructor: David Dan, MSW **Cost:** FREE for RHD staff, \$20 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Childhood Sexual Behavior: What is Normal?

Wednesday, January 11, 2012, 9:30am – 12:30pm **FD025-12001**

Open to all
Free to RHD staff
Credit
Equal Dollars

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. 3 PCB credit hours, Provider Status #85.

Instructor: Ron Ricci, Ph.D. **Cost:** FREE for RHD staff, \$20 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Foundation Courses

Professionalism, Ethics, and Boundaries

Tuesday, December 20, 2011, 9:30a – 12:30p **FD301-11002**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

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

Instructor: Jameelah Bennett, MSW **Cost:** FREE for RHD staff, \$50 for Non-RHD staff, or 12 Equal Dollars and \$38 **Location:** King Room at RHD Central Office

Supporting Persons with Intellectual and Developmental Disabilities

Tuesday, November 1, 2011, 9:30a- 12:30p **FD114-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars

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.

Instructor: Kristin Torres, MA and Susan Pieconka, MA **Cost:** FREE for RHD staff, \$20 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Medication Monitoring for Mental Health Providers

Wednesday, November 9, 2011, 9:30a-4p **FD122-11002**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

Learn about the medications used by mental health consumers, their purposes and side effects. Learn how to ensure that medications are administered correctly and safely, whether by staff or consumers learning how to self-medicate. Responsibilities of documentation and storage, reporting, and managing errors will also be discussed. 6 PCB Credit Hours, Provider Status #85. Please note: This course does NOT certify participants to administer medication. Course size is limited to 20 participants.

Instructor: Sandy Scott McBride, R.N. **Cost:** FREE for RHD Staff, \$50 for Non-RHD staff, or 12 Equal Dollars and \$38 **Location:** King Room

Introduction to Mental Health

Wednesday, October 12, 2011, 9:30a- 4p **FD110-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars

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.

Instructors: Amanda Janulis, LCSW, and Susan Hunt, Ph D. **Cost:** FREE for RHD staff, \$50 for Non-RHD staff , or 12 Equal Dollars and \$38 **Location:** King Room at RHD Central Office

Introduction to Chemical Dependency

Tuesday, October 18, 2011 9:30a- 12:30p **FD111-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars

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.

Instructors: Cynthia Baran **Cost:** FREE for RHD staff, \$20 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Introduction to Problematic Sexual Behaviors

Tuesday, December 13, 2011, 9:30a- 12:30p **FD120-11002**

Open to all
Free to RHD staff
Credit
Equal Dollars

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

Instructors: Ron Ricci, Ph.D. **Cost:** FREE for RHD staff, \$20 for Non-RHD staff or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Supervision Factors in Working with People with Problematic Sexual Behaviors

Tuesday, January 17, 2012, 1:00p- 4p **FD121-12001**

Open to all
Free to RHD staff
Credit
Equal Dollars

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.

Instructors: Leanne Robert, MSW, and Reese Lessig **Cost:** FREE for RHD staff, \$20 for Non-RHD staff or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Resources for Crisis Prevention and Intervention

Tuesday, November 29, 2011, 9:30a-4p and Wednesday, November 30, 2011, 9:30a-4p **FD116-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

This is a two-session course. 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.

Instructor: Jameelah Bennett, MSW **Cost:** FREE for RHD staff, \$50 per day for Non-RHD staff, or 12 Equal Dollars and \$38 Dollars **Location:** King Room at RHD Central Office

Quality service

In an effort to provide quality service, Miniversity offers training on documentation skills for CBH funded programs and programs that serve individuals with developmental disabilities.

Resources for Crisis Prevention and Intervention Train-the-Trainer

Thursday, Oct. 20, Friday, Oct. 21, Thursday, Oct. 27, and Friday Oct. 28, all days run from 9:30a – 4p. **FD128-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

This is a four session course. This program is designed to provide trainer-candidates with the necessary skills, knowledge and resources to effectively deliver crisis prevention and intervention training to staff of their programs. As this is a competency based program, each individual will be evaluated in the knowledge and skills of these four areas. Upon successful completion of the four-day program, preliminary certification is awarded until participants are evaluated while conducting the Resources for Crisis Prevention and Intervention training program. Participants receive a comprehensive trainer's manual with detailed course curricula for 10 different modules, including participant handouts, assessment tools, and supplementary training resources. Preference for enrollment in this training will be given to experienced staff in supervisory or managerial roles. For more information contact Jameelah Bennett, 215-951-0300, ext 3066.

Instructors: Jameelah Bennett, MSW, Greg Smiles, MA, and Sheldon Kilby **Cost:** FREE for RHD staff, \$200 total for Non-RHD staff, or 50 Equal Dollars and \$150 Dollars **Location:** King Room and Mott Rooms at RHD Central Office

Effective Communication and Conflict Management Skills

Friday, September 16, 2011, 9:30a- 4p **FD302-11002**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

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.

Instructors: Alicia Smith, MSW, LSW **Cost:** FREE for RHD staff, \$50 for Non-RHD staff, or 12 Equal Dollars and \$38 **Location:** King Room at RHD Central Office

Adult Psychopharmacology

Monday, October 17, 2011, 1p-4p **FD127-11002**

Open to all
Free to RHD staff
Credit
Equal Dollars

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.

Instructor: Craig Strickland, PhD **Cost:** FREE for RHD staff, \$20 for Non-RHD staff or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Counseling Skills in the Workplace

Tuesday, November 22, 2011, 9:30a- 4p **FD118-11002**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

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. 6 PCB credit hours, Provider Status #85. Course size is limited to 20 participants.

Instructor: Nicole Mumma, MSW **Cost:** FREE for RHD staff, \$60 for Non-RHD staff, or 15 Equal Dollars and \$45 **Location:** King Room at RHD Central Office

Introduction to Cultural Proficiency

Thursday, November 3, 2011, 9:30a- 12:30p **FD303-11001**

Open to all
Free to RHD staff
Credit
Equal Dollars

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.

Instructor: Julius B. Jackson, III, JD **Cost:** FREE for RHD staff, \$20.00 for Non-RHD staff, or 5 Equal Dollars and \$15 **Location:** King Room at RHD Central Office

Continuing Education

Hearing Voices: Developing Empathy for the Lived Experience of Psychiatric Disability

Tuesday, January 24, 2012, 9:30a-4p **CE106-12001**

Open to all
Free to RHD staff
Credit
Equal Dollars
Lunch provided

This course includes a workshop developed by Pat Deegan, Ph.D. where participants take part in an activity that simulates the experience of hearing voices that are distressing while completing a series of mock tasks and activities. Through the simulation experience participants increase their understanding of the lived experience of persons who hear challenging voices. In addition to increasing their empathy, participants will gain insight into the impact their involvement/intervention can have on a voice-hearing person. This course is facilitated by a Certified Peer Specialist who will share from her own experience and offer a recovery oriented approach to living well with voices. There will be a discussion of the application of lessons learned and guidance for working with people who hear challenging voices. 6 PCB credit hours, Provider Status #85. 6 LSW Continuing Education Credits, approval pending.

Instructors: Berta Britz, MSW, CPS, and Mary Russell, MS **Cost:** FREE for RHD staff, \$100 for Non-RHD staff, or 25 Equal Dollars and \$75 **Location:** King Room, RHD Central Office

NEW HIRE

orientation for



New Hire Orientation

10a-12p on the following dates: Tuesday, October 25, **FD300-11006** Tuesday, December 6, 2011 10a-12p **FD300-11007** Tuesday, February 28, **FD300-12001**

RHD staff only
Lunch Provided

Please register for only one of these courses. 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!

Instructor: Nafisah Daniels, Citizen Advocate Coordinator **Cost:** FREE to RHD staff, for RHD staff only **Location:** Maya Angelou Room at RHD Central Office

"Just for Me" Seminars

Bellydance For Fun And Fitness

Wednesdays, October 5 – November 30, 2011, 5:15p – 6:15p **JM110-11007**. No class on November 23

Open to all
Free to RHD staff
Equal Dollars

Experience the joy of expression through bellydance. Emphasis is on fun, technique, isolation exercises, gentle cardio and a warm-up designed to stretch and strengthen the muscles unique to this dance form. Participants will learn a short choreography at each class. No previous dance experience required. This class is open to people of all ages, shapes, sizes and activity levels and is a great way to start to fit exercise into your busy schedule. Please come to class dressed comfortably and ready to dance!

Instructor: Lisa Raezer **Cost:** FREE for RHD Staff, \$100 for Non-RHD staff, or 25 Equal Dollars and \$75 **Location:** King Room at RHD Central Office

Management & 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.

Orientation to Supervision in RHD

Wednesday, October 5, 2011, 9:30a-12:30p **MS110-11002**

RHD staff only
Free

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.

Instructor: Dyann Roth, MS, RHD Deputy Director of Operations **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Transitioning From Peer to Supervisor

Tuesday, February 7, 2012, 9:30a-12:30p **MS117-12001**

RHD staff only
Free

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.

Instructors: Jameelah Bennett, MSW and Nafisah Daniels, RHD Citizen Advocate Coordinator **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Investigation Skills for Managers

Monday, December 12, 2011, 1p-4p **MS111-11001**

RHD staff only
Free

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.

Instructors: RHD Human Resources Staff **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Supervisory Boundaries and Professionalism

Tuesday, January 31, 2012, 9:30a-12:30p **MS121-12001**

RHD staff only
Free

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.

Instructor: Jameelah Bennett, MSW **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Preventing Harassment, Discrimination, and Retaliation in the Workplace

Monday, November 7, 2011, 9:30a-12:30p **MS113-11002** or Wednesday, January 25, 2012, 1p-4p **MS113-12001**

RHD staff only
Free

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 environ-

ment. 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.

Instructors: RHD Human Resources Staff **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Bridging Troubled Waters: Conflict Management and Mediation Skills for Leaders

Tuesday, February 21, 2012, 9:30a-4p **MS114-12001**

RHD staff only
Free
Lunch Provided

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.

Instructors: Stacy Bunch-Harrison, OTR/L, Nafisah Daniels, RHD Citizen Advocate Coordinator, Sandy Cox-Scales **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Team Leadership

Wednesday, December 14, 2011 and December 21, 2011, 10a-2:30p **MS115-11002**

RHD staff only
Free
Lunch Provided

This is a two session course. How is leading a "team" different from managing a "group"? Why work to develop a team, and what's involved? What do you need to learn to be an effective team leader? This 2-part workshop will explore these questions, and includes experiential exercises and strategies for applying team leadership skills in your workplace.

Instructors: Mary Russell, MS and Sarah Mello, MA **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Performance Management: From Coaching Through Progressive Discipline

Wednesday, November 2, 2011, 1p-4p **MS118-11002**

RHD staff only
Free
Lunch Provided

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

Instructors: RHD Human Resources Staff **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

The Manager as Coach

Wednesday, November 2, 2011, 9:30a-12:30p **MS112-11001**

RHD staff only
Free

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.

Instructor: Mary Russell, MS **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

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 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.

Multi-level thinking

In keeping with the Recovery Model and embracing the value of multi-level thinking, consumers, family members and professionals are encouraged to attend the Recovery Training Series together.

Computer Courses

Introduction to Email, the Internet, and the Outlook Calendar

Wednesday, October 5, 2011, 1p – 3p **CM117-11002**

Open to all
Free to RHD staff
Equal Dollars

Sure you can update Facebook, but do you know how to send emails, open, save and send attachments and schedule meetings using Outlook? Polish up your networking skills in this beginning class.

Instructor: Sarah Mello, MA **Cost:** FREE for RHD staff, \$15 for non-RHD staff or 5 Equal Dollars and \$10 **Location:** Computer Lab at RHD Central Office

Introduction to Microsoft Word

Tuesday, November 1, 2011, 10a-12p **CM110-11002**

Open to all
Free to RHD staff
Equal Dollars

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

Instructor: Sarah Mello, MA **Cost:** FREE for RHD staff, \$15 for non-RHD staff or 5 Equal Dollars and \$10 **Location:** Computer Lab at RHD Central Office

Intermediate Microsoft Excel

Wednesday, November 2, 2011, 1:00p – 3:00p **CM114-11001**

Open to all
Free to RHD staff
Equal Dollars

For those who have mastered the basics of Excel and want to take their skills to the next level! This class will cover formatting worksheets, cells, and data as well as conditional formatting. Lookup formulas and 3-D references will also be covered. Data management areas such as sort, filter, subtotal, lookup and pivot tables will be addressed. Recommended prerequisite: Introduction to Microsoft Excel.

Instructor: Huy Tran, BS **Cost:** FREE to RHD staff, \$15 for non-RHD staff or 5 Equal Dollars and \$10 **Location:** Computer Lab at RHD Central Office

Advanced Word Formatting and Topics

Thursday, December 8, 2011, 1p-3p **CM112-11002**

Open to all
Free to RHD staff
Equal Dollars

Go beyond the basics of Microsoft Word and learn techniques for enhancing and sharing your documents. Skills covered include: Using headers and footers, working with tables and text boxes, working with columns, working with objects and pictures, sharing documents, and using mail merge.

Instructor: Sarah Mello, MA **Cost:** FREE for RHD staff, \$15 for non-RHD staff or 5 Equal Dollars and \$10 **Location:** Computer Lab at RHD Central Office

Introduction to Microsoft Excel

Thursday, January 5, 2012, 1p-3p **CM113-12001**

Open to all
Free to RHD staff
Equal Dollars

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.

Instructor: Sarah Mello, MA **Cost:** FREE for RHD staff, \$15 for non-RHD staff or 5 Equal Dollars and \$10 **Location:** Computer Lab at RHD Central Office

Computer Skills for Administrative Professionals: One-Hour Mini Sessions

Participants must already be proficient in basic Microsoft Office applications and regularly use a computer. This series of one-hour mini-sessions are targeted specifically for people working or hoping to work in administration positions. There is no registration required for these sessions, they operate on a drop-in basis and are first-come, first-served. Please plan to arrive 10 minutes before the start of the session; late arrivals cannot be accommodated

due to the limited session length.

Those needing more in-depth and introductory training should register for the full-length computer sessions noted in the catalog.

All sessions are held in the computer lab at the Central Office.

Session Descriptions

Managing Email:

Sending and receiving documents; Using email signatures; Using vote buttons; flagging email as urgent; organizing, storing and deleting email files

Files and Folders:

Understanding and using share drives; Backing up files; organizing files and folders

Outlook:

Using the Calendar feature; Sharing calendars; Scheduling meetings; Setting tasks

Track Changes (Word):

Sharing draft documents; Using Track Changes

Mail Merges:

Creating mail merges from new or existing templates

Inserting Objects in Word:

Inserting pictures, tables, flowcharts and diagrams; Modifying templates

Excel Spreadsheet Basics:

Formatting cells; Creating basic formulas; Hiding columns; Printing layouts; Inserting comments

Navigating Excel Spreadsheets:

Calculation formulas; Freezing frames; Protection; Shortcut keystrokes; Concatenation, V lookup function, Left function, Right function, Filters, Conditional formatting and Macros

TUESDAY SESSIONS 10:00 AM – 11:00 AM		WEDNESDAY SESSIONS 12:30 PM – 1:30 PM		THURSDAY SESSIONS 12:30 PM – 1:30 PM		FRIDAY SESSIONS 11:00 AM – 12 PM	
Sept. 6	Email	Sept. 14	Files	Sept. 8	Email	Sept. 16	Files
Sept. 20	Outlook	Sept. 28	Track Changes	Sept. 22	Outlook	Sept. 30	Track Changes
Oct. 4	Mail Merge	Oct. 12	Inserting Objects	Oct. 6	Mail Merge	Oct. 14	Inserting Objects
Oct. 18	Excel Basics	Oct. 26	Navigating Spreadsheets	Oct. 20	Excel Basics	Oct. 28	Navigating Spreadsheets
Nov. 8	Files	Nov. 16	Outlook	Nov. 10	Files	Nov. 4	Email
Nov. 29	Track Changes	Dec. 7	Mail Merge	Dec. 1	Track Changes	Nov. 18	Outlook
Dec. 13	Inserting Objects	Jan. 4	Excel Basics	Dec. 15	Inserting Objects	Dec. 9	Mail Merge
Jan. 10	Navigating Spreadsheets			Jan. 12	Navigating Spreadsheets	Jan. 6	Excel Basics

Health and Safety

Basic Janitorial and Maintenance Procedures

Wednesday, October 4, 2011, 9:30a-1:30p **HS102-11001**

This course will cover routine cleaning and maintenance procedures for repair at sites with an emphasis on preventive maintenance measures. We will discuss and share the schematic diagram of a house which will aid in the proper identification of the parts of a house. Using the proper chemicals for cleaning will be discussed. We will review the Materials and Safety Data Sheets (MSDS) guidelines for handling household chemicals. Taking Inventory of supplies and materials at the site will be covered.

Instructor: RHD Property Managers and Daniel Garlic, Owner – Operator of Dirt Busters **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

Bloodborne Pathogens Instructor Training

Tuesday, November 8, 2011, 9:30a – 11:30a **HSV102-11001**

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 bloodborne 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.

Instructors: Robert Marsh, OSHA Certified Trainer, Gallagher Bassett Services, Inc., and Ruth Burnett, BSN, CRRN, CCM & CDMS, Horizon Healthcare Consultants **Cost:** FREE, Open to RHD staff only **Location:** King Room at RHD Central Office

CPR and First Aid Certification

CPR and First Aid courses are held regularly on the second Friday of each month:

9:30 am – 4 pm CPR/First Aid Certification; 9:30 am – 1 pm CPR only; 1 pm – 4 pm First Aid only

Upcoming Open CPR/FA Courses:

Friday, September 9, 2011 CPR, 9:30a – 1p **HS100-11009** First Aid, 1p-4p **HS101-11009**

Friday, October 14, 2011 CPR, 9:30a – 1p **HS100-11010** First Aid, 1p-4p **HS101-11010**

Friday, November 11, 2011 CPR, 9:30a – 1p **HS100-11011** First Aid, 1p-4p **HS101-11011**

Friday, December 9, 2011 CPR, 9:30a – 1p **HS100-11012** First Aid, 1p-4p **HS101-11012**

Friday, January 13, 2012 CPR, 9:30a – 1p **HS100-12001** First Aid, 1p-4p **HS101-12001**

Friday, February 10, 2012 CPR, 9:30a – 1p **HS100-12002** First Aid, 1p-4p **HS101-12002**

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.

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 Note: Costs for RHD staff are covered by journal entries from units; Non-RHD staff is required to pay for course by check. Please contact the Miniversity Registrar for information on Equal Dollars rates. **Location:** Lucretia Mott Room at RHD Central Office.

Managing Suicidal Behavior

Managing Suicidal Behavior trainings are held on Fridays from 9:30 a-12:30 p on the dates below.

Upcoming Open Suicide Prevention/Intervention Trainings:

Friday, October 21, 2011, 9:30a-12:30p **HS103-11004**

Friday, December 16, 2011, 9:30a-12:30p **HS103-11005**

Friday, February 17, 2012, 9:30a-12:30p **HS103-12001**

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.

Please register for only one of these courses. 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.

Instructors: Access Team **Cost:** FREE for RHD staff, \$20 for Non-RHD staff **Location:** Lucretia Mott Room at RHD Central Office



MINIVERSITY

News

We are excited to announce that we are currently transitioning to using Lawson as our new database for Miniversity registration!

What does this mean for you?

Your part of the registration process stays the same, for now.

You still register by filling out a registration form and submitting it to our registrar either in person, by mail, or fax.

What does this mean for us?

Once we have completed the transition to Lawson, the registration process will be quicker!

Lawson is allowing us to streamline our registration process, so not only will we be able to speed up the registration process, we will also be able to send your course confirmations to you sooner.

As always, if you have any questions or concerns, please contact either:

Traci Madison, Registrar, at 215-951-0300 ex. 3058 or traci@rhd.org;

or

Mary Russell, Training Coordinator, at 215-951-0300 ex. 3058 or mrussell@rhd.org

Respect
and
dignity

To help ensure that the respect for the dignity and worth of each individual is upheld in our programs, Miniversity offers a values-based, restraint-free Crisis Prevention and Intervention curriculum.

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.

COURSE INDEX, by date

M-Monday, T-Tuesday, W-Wednesday, Th-Thursday, F-Friday

	Date	Day	Time	Course	Course code
SEPTEMBER	6	T	10a – 11a	Computer Skills for Administrative Professionals: Email	Drop-in
	8	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Email	Drop-in
	9	F	9a – 1p	CPR	HS100 -11009
	9	F	1p-4p	First Aid	HS101-11009
	14	W	12:30p – 1:30	Computer Skills for Administrative Professionals: Files	
	16	F	9:30a- 4p	Effective Communication and Conflict Management Skills	FD302-11002
	16	F	11a – 12p	Computer Skills for Administrative Professionals: Files	Drop-in
	20	T	10a – 11a	Computer Skills for Administrative Professionals: Outlook	Drop-in
	22	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Outlook	Drop-in
	28	W	11a – 12p	Computer Skills for Administrative Professionals: Track Changes	Drop-in
30	F	11a – 12p	Computer Skills for Administrative Professionals: Track Changes	Drop-in	
OCTOBER	4	T	10a – 11a	Computer Skills for Administrative Professionals: Mail Merge	Drop-in
	5	W	9:30a-12:30p	Orientation to Supervision in RHD	MS110-11002
	5	W	1p – 4p	Fundamentals of Child Development	FD024-11003
	5	W	9:30a-1:30p	Basic Janitorial and Maintenance Procedures	HS102-11001
	5	W	1p – 3p	Introduction to Email, the Internet, and the Outlook Calendar	CM117-11002
	5	W	5:15p – 6:15p	Bellydance For Fun And Fitness	JM110-11007
	6	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Mail Merge	Drop-in
	11	T	10a-3p	Introduction to the Recovery Way of Thinking	FD001-11001
	12	W	9:30a- 4p	Introduction to Mental Health	FD110-11001
	12	W	12:30p – 1:30p	Computer Skills for Administrative Professionals: Inserting Objects	Drop-in
	14	F	9a – 1p	CPR	HS100 -11010
	14	F	1p-4p	First Aid	HS101-11010
	14	F	11a – 12p	Computer Skills for Administrative Professionals: Inserting Objects	Drop-in
	17	M	1p-4p	Adult Psychopharmacology	FD127-11002
	18	T	10a – 11a	Computer Skills for Administrative Professionals: Excel Basics	Drop-in
	18	T	9:30a- 12:30p	Introduction to Chemical Dependency	FD111-11001
	20	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Excel Basics	Drop-in
	20	Th	9:30a – 4p	Resources for Crisis Prevention & Intervention Train-the-Trainer Part One	FD128-11001
	21	F	9:30a – 4p	Resources for Crisis Prevention & Intervention Train-the-Trainer Part Two	FD129-11001
	21	F	9:30a-12:30p	Managing Suicidal Behavior	HS103-11004
25	T	10a-12p	New Hire Orientation	FD300-11006	
25	T	9:30a-12:30p	Counseling Skills for Working with Family Systems	FD02211004	
26	W	12:30p – 1:30p	Computer Skills for Administrative Professionals: Navigating Spreadsheets	Drop-in	
27	Th	9:30a – 4p	Resources for Crisis Prevention & Intervention Train-the-Trainer Part Three	FD130-11001	
28	F	9:30a – 4p	Resources for Crisis Prevention & Intervention Train-the-Trainer Part Four	FD131-11001	
28	F	9:30a-12:30p	Understanding Childhood Diagnoses	FD021-11003	
28	F	1p-4p	Child and Adolescent Psychopharmacology	FD023-11003	
28	F	11a – 12p	Computer Skills for Administrative Professionals: Navigating Spreadsheets	Drop-in	
NOVEMBER	1	T	9:30a- 12:30p	Supporting Persons with Intellectual and Developmental Disabilities	FD114-11001
	1	W	10a-12p	Introduction to Microsoft Excel	CM110-11002
	2	W	9:30a-12:30p	The Manager as Coach	MS112-11002
	2	W	1p-3p	Intermediate Excel	CM114-11001
	2	W	1p-4p	Performance Management: From Coaching Through Progressive Discipline	MS118-11002
	3	Th	9a- 12:30p	Introduction to Cultural Proficiency	FD303-11001
	4	F	11a – 12p	Computer Skills for Administrative Professionals: Email	Drop-in
	7	M	9:30a-12:30p	Preventing Harassment, Discrimination, & Retaliation in the Workplace	MS113-11002
	8	T	9:30a – 11:30a	Bloodborne Pathogens Instructor Training	HSV102-11001
	8	T	10a – 11a	Computer Skills for Administrative Professionals: Files	Drop-in

NOVEMBER	9	W	9:30a-4p	Medication Monitoring for Mental Health Providers	FD122-11002
	10	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Files	Drop-in
	16	W	12:30p – 1:30p	Computer Skills for Administrative Professionals: Outlook	Drop-in
	11	W	9a – 1p	CPR	HS100 -11011
	11	W	1p-4p	First Aid	HS101-11011
	18	F	11a – 12p	Computer Skills for Administrative Professionals: Outlook	Drop-in
	22	T	9:30a- 4p	Counseling Skills in the Workplace	FD118-11002
	29	T	9:30a-4p	Resources for Crisis Prevention and Intervention Part One	FD115-11001
	29	T	10a – 11a	Computer Skills for Administrative Professionals: Track Changes	Drop-in
	30	W	9:30a-4p	Resources for Crisis Prevention and Intervention Part Two	FD116-11001
30	W	9:30a- 4p	Working With Trauma: Foundations	FD011-11001	
DECEMBER	1	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Track Changes	Drop-in
	6	T	10a-12p	New Hire Orientation	FD300-11007
	7	W	12:30p – 1:30p	Computer Skills for Administrative Professionals: Mail Merge	Drop-in
	8	Th	1p-3p	Advanced Word Formatting and Topics	CM112-11002
	9	F	9a – 1p	CPR	HS100 -11012
	9	F	1p-4p	First Aid	HS101-11012
	9	F	11a – 12p	Computer Skills for Administrative Professionals: Mail Merge	Drop-in
	12	M	1p-4p	Investigation Skills for Managers	MS111-11001
	13	T	9:30a- 12:30p	Introduction to Problematic Sexual Behaviors	FD120-11002
	13	T	10a – 11a	Computer Skills for Administrative Professionals: Inserting Objects	Drop-in
14	W	10a-2:30p	Team Leadership Part One	MS115-11002	
15	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Inserting Objects	Drop-in	
16	F	9:30a-12:30p	Managing Suicidal Behavior	HS103-11005	
20	T	9:30a – 4:00p	Professionalism, Ethics, and Boundaries	FD301-11002	
21	W	10a-2:30p	Team Leadership Part Two	MS116-11002	
27	T	9:30a-12:30p	Fundamentals of Child Development	FD024-11004	
28	W	9:30a-12:30p	Counseling Skills for Working with Family Systems	FD022-11004	
JANUARY	4	W	12:30p – 1:30p	Computer Skills for Administrative Professionals: Excel Basics	Drop-in
	5	Th	9:30a – 12:30p	Understanding Childhood Diagnoses	FD021-12001
	5	Th	1p-4p	Child and Adolescent Psychopharmacology	FD023-12001
	5	Th	1p-3p	Introduction to Microsoft Excel	CM113-12001
	6	F	11a – 12p	Computer Skills for Administrative Professionals: Excel Basics	Drop-in
	10	T	10a – 11a	Computer Skills for Administrative Professionals: Navigating Spreadsheets	Drop-in
	11	W	9:30a – 12:30p	Childhood Sexual Behavior: What is Normal?	FD025-12001
	12	Th	12:30p – 1:30p	Computer Skills for Administrative Professionals: Navigating Spreadsheets	Drop-in
	13	F	9a – 1p	CPR	HS100 -12001
	13	F	1p-4p	First Aid	HS101-12001
FEBRUARY	7	T	9:30a-12:30p	Transitioning From Peer to Supervisor	MS11-12001
	10	F	9a – 1p	CPR	HS100 -12002
	10	F	1p-4p	First Aid	HS101-12002
	17	F	9:30a-12:30p	Managing Suicidal Behavior	HS103-12001
	21	T	9:30a-4p	Bridging Troubled Waters: Conflict Management & Mediation Skills for Leaders	MS114-12001
	28	T	10a-12p	New Hire Orientation	
	7	T	9:30a-12:30p	Transitioning From Peer to Supervisor	MS11-12001
	10	F	9a – 1p	CPR	HS100 -12002
	10	F	1p-4p	First Aid	HS101-12002
	17	F	9:30a-12:30p	Managing Suicidal Behavior	HS103-12001
21	T	9:30a-4p	Bridging Troubled Waters: Conflict Mgt. & Mediation Skills for Mgrs.	MS114-12001	
28	T	10a-12p	New Hire Orientation	FD300-12001	

Honesty and trust

To help our managers, supervisors, and line staff learn how to build honesty and trust in their programs, Miniversity offers courses in communication skills and conflict management.

REGISTER FOR COURSES ON NEXT PAGE

STEPS TO REGISTER

ONE
Fill out information to the right. All fields — including supervisor signature — are required!

TWO
Choose your courses. BE SURE TO INCLUDE THE COURSE CODE.

THREE
Add up your total amount due and enter it at the bottom of the page

FOUR
Select payment method

FIVE
Mail to Traci Madison, Registrar, at 4700 Wissahickon Ave., Suite 126, Philadelphia PA 19144. Or put in Traci's Central Office mailbox.

Or fax to 877/386-3756.

SIX
Enjoy your course!

QUESTIONS?

Contact Traci Madison, Registrar, at:

Phone:
215-951-0300, ext. 3655

Email:
traci@rhd.org

REGISTRATION *Form*

Name _____ Employee Number _____

Organization or RHD Unit _____ Unit Number _____

Organization/Unit Address _____

City _____ State _____ ZIP _____

Phone _____ Fax _____

Email _____

Supervisor signature _____

Attending course during paid work time? Yes No First course at Miniversity? Yes No

COURSE *selections*

Refer to course description in previous pages for Course Code, Course Title, Date and Fee information. PLEASE PRINT CLEARLY!

COURSE CODE	COURSE TITLE	DATE	FEE

REMINDER: All courses are free to RHD staff, with the exception of CPR and First Aid.

Total amount due _____

Payment method:
 Check/Money Order enclosed (made payable to **RHD Miniversity**)

Important!

Mail this page to Traci Madison, Registrar, at 4700 Wissahickon Ave., Suite 126, Philadelphia PA 19144. Or put in Traci's Central Office mailbox. Or fax to 877/386-3756.

FREQUENTLY ASKED QUESTIONS

- 1 How do I register for courses?**

Complete the registration form located in the back of this brochure. Send or drop off your completed registration form to: **Traci Madison, Registrar | RHD/Miniversity | 4700 Wissahickon Avenue, Suite 126 | Philadelphia PA 19144-4248**
Or use RHD/Miniversity's **fax number at 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.
- 2 Where are courses held?**

All courses are held at the RHD Central Office, unless otherwise noted. Please note that many of these courses can be held at other sites, provided there are enough participants.
- 3 When are payments due?**

All payments from non-RHD employees are due at time of registration. Checks and money orders should be made payable to "RHD Miniversity". Credit Card payments are not accepted. We are unable to register you for a course until we receive payment. All classes, with the exception of CPR and First Aid, are free to RHD employees.
- 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 Coordinator 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 days prior to the course. If you do not cancel by that time, you will receive partial credit toward a future course. The credit is valid for courses taken within 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 are cancelled when fewer than six people register, with some exceptions. 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 are rescheduled during the semester or your payment will be refunded.

To confirm if a course has been cancelled, please call 215-951-0327, ext. 3058. You will hear a pre-recorded message indicating whether the course has been cancelled and, if so, 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-serve" 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. 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.



MINI UNIVERSITY

www.rhd.org/miniversity

Fall & Winter 2011-12 Course Catalog

Register now!

Another people-helping-people project
from Resources for Human Development

