

STAFF DEVELOPMENT TOPICS

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ALZHEIMER'S DISEASE AND DEMENTIA CARE

TR Training Solutions' Alzheimer's Disease and Dementia Care Education for Professional Caregivers has been approved by Pennington Biomedical Research Center as authorized by the State of Louisiana Department of Health and Hospitals in compliance with Act 571 LA Legislature (Approval Numbers: ARC/SCU-8/03, ARC/SCU-4/03, ARC/SCU-W/03, ARC-2/03, ARC-W/03, NF/SCU-8/03, NF/SCU-4/03, NF/SCU-W/03, NF-4A/03, NF-4B/03, NF-W/03).

ALZHEIMER'S DISEASE AND DEMENTIA CARE EDUCATION FOR PROFESSIONAL CAREGIVERS

8-hour

Each of the following eight modules is designed to be delivered in a classroom setting. Material is presented with a combination of teaching modalities including, but not limited to, lecture, small group discussion, role play and question and answer sessions. TR Training Solutions offers an ongoing usage option that will be beneficial for new hires after your initial on-site training.

- Overview of Alzheimer's and Related Dementias
- How to Stage Dementia Clients for Appropriate Care
- The General Aging Process
- Communication with Persons Who Have Dementia
- Behavior Management of Daily Living
- Promoting Independence in Activities
- Understanding and Dealing with Family Issues in Dementia
- Additional Considerations in Dementia Care

Dementia: Adopting a Doing With Instead of a Doing For Caregiver Philosophy

2-hour

The aging of America will increase caregiver burden exponentially in the next 20 years. Unfortunately, responsibility for the increase in caregiver burden falls directly on the practitioners. Most practitioners who choose to enter the healthcare field do so because of an innate drive to help others. However, many caregivers "help" too much, often mistaking helping with a doing for philosophy. Even the word "caregiver" reinforces the "doing for" philosophy. Moreover, a "doing for" philosophy leads to unnecessary dependence from the clients served. Therefore, healthcare providers must shift their thinking from a "doing for" to a "doing with" philosophy. The purpose of this course is to explain to healthcare providers the benefits of adopting this new way of thinking.

Creating a Happy Dementia Environment Both Inside and Out

3-hour

As caregivers, what can we do to provide a happy and balanced "inside" and "outside" environment for our dementia clients? "Inside" refers to the brain and the stimulation and activities that guide a person to optimal mental health. "Outside" refers to the external factors that affect our client on a daily basis - lighting, colors, furnishings are a few.

Dementia: Assume the Best, Prepare for the Worst

5-hour

We would all love to believe we are immune from the possibility of being diagnosed with any dementia. As well, it is easier to think that anyone we know could be affected, but it won't change things significantly if it happens. However, planning for the worst-case scenario is always the best bet. This training walks the caregiver through the tasks of preparing for the worst situations that could arise, while also exploring some of today's modern options for ensuring safe and adequate care for those less affected and higher functioning. This training will include video stories and student activities.

"I Want to Go Home!" More Effectively Communicating with the Dementia Patient

2-hour

Dementia is a progressive disease which becomes more difficult for caregivers to deal with due to the seemingly unrealistic requests from the patient. You cannot convince the dementia patient of what reality may present, simply because they have lost the ability to process the information as logically as you may have given it. This training addresses the difficulties this presents for caregivers, and, interventions to deal with this issue on an ongoing basis.

BUSINESS ETIQUETTE

The Basics

4-hour

Business etiquette is a practical and profitable social skill that plays an important role in career success, building better relationships and increasing professionalism.

Topics include Introductions, Forms of Address, Conversational Skills, Making an Entrance, Fundamentals of Style, Proper Handshakes, Remembering Names, Attire, Hygiene and Grooming, Poise and Posture, Voice and Speech, Telephone Etiquette.

Business Dining 101

2-hour

Whether at corporate conferences, galas, or any professional meeting involving food, how we conduct business and dine at the same time can be a careful balancing act. Learn how to entertain guests and how to conduct business professionally and competently while still enjoying your meal.

BUSINESS TOOLS

Business Grammar

8-hour

Do you struggle with writing emails, letters, memos, or reports? In this grammar workshop you will get a firm grip on grammar rules and brush up on writing techniques to be more confident in your everyday writing tasks. We will provide a practical program that teaches a simplified but useful approach to grammar. In the fast-moving and engaging workshop, you will learn Punctuation, Capitalization, Proofreading Techniques, Common Grammar Pitfalls and Word Usage, Decreasing Wordiness and Increasing Clarity.

The overall goal of this workshop is to provide a better understanding of how to write in a clear, concise, correct, and complete manner. And we want you to have fun while you are learning how to do it!

Email Etiquette at Work

4-hour

Email is one of the most important tools in today's workplace. The impression you leave with others about the quality of your organization and your own personal competency is largely based on the courtesy and professionalism of your email correspondence. In this email etiquette course, in addition to email Basics, students will focus on the email Subject, Content, Grammar and Spelling, and Professional Tips!

Using Google Products

2-hour

How to use a variety of free Google products to improve efficiency and professionalism in the workplace: Drive, Forms, Hangouts, Sheets, Forms, Translate, etc. Google products really can make the workplace so much more efficient—and it is all free!

Using Virtual Conferencing Tools

2-hour

Are meetings a time-consuming hassle?

Become a more professional and efficient workplace by using web conferencing products like Zoom, Skype, Google Hangouts, etc. These products do so much more than just web conferencing. Having these tools elevates the professionalism of the company and greatly enhances internal and external communication.

COMMUNICATION, CUSTOMER SERVICE, TEAMWORK, AND PRODUCTIVITY

Creating Company Culture

4-hour

Company success ultimately resides in the effectiveness of its culture. In this course, we will dive into culture data, and look at how culture affects day to day operations. We will discuss strategies on how to form the ideal culture that not only makes the workplace happier, but also saves the company time and money through retention. Participants will identify processes and consider strategies to create the ideal company experience.

Customer Loyalty – Give ‘em the Pickle!™

2-hour

TR Training Solutions’ most requested training module...

Your business is not what you sell, it's who you serve. In the video, Give ‘em the Pickle!™, meet Bob Farrell, founder of Farrell's Ice Cream Parlor and Restaurant, as he serves up the most important aspect of any service business taking care of the customer.

We're all in the same business, the people business. Our job is to make customers happy. What's the best way to do that? By giving out pickles. Pickles are those special or extra things you do to make people happy. The trick is figuring out what your customers want and then making sure they get it. That's the pickle.

Make sure your employees have the scoop on effective customer service with this fun, lighthearted and highly effective training tool. Viewers will learn what it takes to foster and maintain customer loyalty.

Essentials of Communicating

4-hour

Are your communication skills holding you back? Do you have the tools to make a strong impression and achieve the results you want? In this information age, less-than-polished communication skills can be hazardous to your career, your relationships and your happiness. Are you frequently frustrated when misunderstandings drain your energy and diminish your productivity? Do you want to “hear” between the lines ... and get more out of your conversations? Would you like to sidestep time-wasting misunderstandings? Participants will benefit from: Listening techniques, Ways to become more assertive, Strategies to reply without judging, Body-language skills, and more.

First Impressions Count

2-hour

First impressions count! *You don't get a second chance to make a first impression.*

Topics will include: You had me from “Hello”- first impression facts and meeting community needs, understanding our company’s mission and purpose, telephone etiquette, and simple steps toward achieving great first impressions through appearance, conversation, knowledge and preparation.

Goal Setting - Ready. Set. Goal.

4-hour

Participants will learn the foundations of goal setting, using guidelines for achieving goals based on vision and purpose; how to “Connect to Your Calling” by establishing progressive goals through creative thinking; how to measure results; and tips for evaluating success based on effectiveness.

Leading the Way: Leadership Skills for Success

4-hour:

In this interactive and highly engaging session, participants will learn the following: Concepts of Leadership, Personalities and Behaviors 101 (understanding the four basic personality traits based on DISC), Employee Engagement + Leadership = Business Results, “How can I be a more successful leader?”

8-hour:

In this interactive and highly engaging session, participants will learn the following: Concepts of Leadership, “I am a leader!”, Personalities and Behaviors 101 (understanding the four basic personality traits based on DISC), Employee Engagement + Leadership = Business Results, “How can I be a more successful leader?”, Mastering the Art of Evaluation, and Setting Leadership Goals

Performance Management

8-hour

New managers want to be able to step forward and assume their new responsibilities with confidence. You want to be able to lead the individuals on your team effectively by conducting ongoing performance appraisals; delivering helpful and instructive feedback, training, and coaching; and designing and implementing performance standards. You also want to develop talent within your team by employing effective performance-management strategies on the job. This course will give new managers essential performance-management skills.

Course Objective: You will explore basic performance-management techniques. You will identify methods of developing talent, harnessing the engagement of team members, and offering training and coaching to individual team members through performance-management strategies. You will develop and implement performance standards, conduct performance appraisal conversations, and give appropriate feedback and coaching to individuals for their edification and the benefit of the team, department, and company.

Positively Professional

2-hour

Attitude has a significant impact on a workplace, including productivity levels and morale. Topics will include the benefits of optimism, how to greet visitors promptly and with a smile, own mistakes, think long-term, anticipate needs, be honest, be a problem solver, be positive and poised (Positive Language vs Negative language).

Power of Productivity

4-hour

Have you ever heard anyone say, “I just don’t have time for that”? What are our priorities? Productivity is a balance between work and personal satisfaction. Flexibility is the key to success!

Topics discussed include: Strategies for Task Management – Prioritizing and sorting assignments and responsibilities; Tackling duties based on time, team, demand and flexibility; and Measuring Productivity – Tactics for managing results based on facts, figures and feedback.

Strategies for Business Development

4-hour

Discover clarity, passion and vision to successfully deliver company mission; Utilize creative thinking to boost company success; Maintain strategies for creating desired results for both short-term and long-term achievements; and, Measure what works and what doesn’t work towards accomplishing company goals.

Teamworks – Building Effective Teams

4-hour

What are the principles of a successful team? Understand the importance of how and why teams work.

“I’m a Team Player!” Learn techniques for being a supportive and proactive participant. Measure effectiveness by assessing individual and group responsibilities toward team success.

Time Management

4-hour

In this session, topics include recognizing the benefits and challenges associated with time management, tips for improving time management skills, prioritizing tasks based on urgency, improvements in order to better meet company goals, the “Art of Brainstorming”, discovering potential solutions to meet company objectives, and how to identify your time management goals.

COMPLIANCE AND HUMAN RESOURCES

Diversity and Inclusion

2-hour

Overview to help develop the knowledge and understanding of diversity and how to use it for the creation of an inclusive environment.

Employment Law

4-hour

Overview of the laws related to the employer and employee relationship, and how different laws apply to different protected classes.

HIPAA/HITECH Guidelines

2-hour

Overview of the rules related to privacy and security of an individual's personal health information. Also includes information on electronic communication and the use of social media as they relate to privacy.

Human Resources – Essentials You Need to Know

2-hour

Teaches supervisors to make the right decisions from interview to separation wisely & how to succeed and lead by example. The following topics are discussed: Interviewing Skills, Orientation Training & Safety, HR & the Law, Evaluations and Leadership.

Human Resources Essentials is a course that will benefit all directors, managers, and team leads within your organization.

Sexual Harassment Prevention

2-hour

Overview providing information to educate workers on behaviors that could be considered sexual harassment in the workplace and to provide strategies for dealing with harassing behavior. This course will also include an overview of hostile work environment.

CORPORATE HEALTH AND WELLNESS

The following are **2-hour** sessions:

Balancing Work Life and Family Life

- "Life-balance" Self, Work, and Family
- Job Burnout
- Keeping "self-care" appointments
- Great Relationships: Five ingredients
- Seven Effective Daily Habits

Creating a Positive Work Environment

- Four Key Skills
- Your Lack of Interest, is it showing?
- Encourage, Encourage, Encourage
- 1001 Ways to Reward Employees

Managing Conflict at Work

What is the "cost" of conflict in the workplace?

Topics discussed in this session include traditional vs. modern views of conflict, positives and negatives of conflict, components of conflict, transforming conflict into collaboration, strategies for dealing with and resolving conflict, de-stressing and general coping techniques.

Stress Management Workshop

What is stress and how do we measure it? Participants learn how to protect themselves against harmful stress. After the workshop is over, participants will begin to develop their own personal management protection plan and will begin to pay attention to the warning signs of harmful stress.

Inter-generational Conflict

4-hour

New employees who exhibit professional behavior issues can be a challenge. One of the growing trends in the workforce today is managing employee issues due to inter-generational conflict. The purpose of this course is to identify the underlying reasons for inter-generational conflict in the workplace; provide employers and staff a specific framework for thinking about inter-generational conflict; understand the development of and expectations by the generation subcultures in the workforce today; and provide tools to assist employers with inter-generational behavior management.

EMPLOYEE WELLNESS SERIES

The following are *2-hour* sessions:

Wellness in the Workplace

Course focuses on topics applicable to employees' work habits and how their on-the-job performance is affected by overall wellness. Course may be customized to meet the needs of the employer. Wellness programs are linked to greater productivity, less absenteeism, and a reduction of long-term health care costs. Students learn the important basics of overall disease prevention and how these basics can lead to extraordinary health, including the importance of exercise and sweat equity, the benefits of smoking cessation, eating whole foods, staying hydrated, getting enough sleep, being stress resilient, and other important topics.

Relax and Unplug

Did you know that most visits to doctors have an underlying cause of uncontrolled stress? Do you want to reduce the negative health effects of stress? Then you need to become "stress resilient!" This course can enhance productivity by giving you control over disease and making you more fulfilled at both work and at home. Come learn techniques to teach your brain to handle stress differently and get ready to bring back that smile you've been missing, making work and family life more enjoyable! Participants should dress comfortably for participation in movement.

Topics include stress being the missing piece to the wellness puzzle, wellness is about what we Eat, Drink, Think & Speak, and, practice active relaxation to improve your stress resilience.

Everyday Hazardous Materials

Our environments are flooded with chemical toxins that are making us sick, causing us to lose important time at work and with our families. Take control over the hazards where you spend most of your time, like work, home, and even in your car. Limiting you and your co-workers' exposure to harmful toxins can make a significant difference in your overall health and well-being, which directly influences the bottom line at work and at home!

Smart Choices for Productivity and Reliability

This session teaches employees to make smart choices to optimize their productivity and reliability. Class covers a variety of topics that may be customized to meet the employer's needs. This class aims to improve the health of your employees while reducing your health-related costs as an employer. Good health is proven to directly relate to the quality and productivity of our work. This class focuses on making smart choices between different foods and what foods are most important to our health. Smart choices help us prevent diseases, improve energy levels & increase reliability by learning how to decipher food labels, shop on the periphery & plan our way to more healthy eating.

FIRST AID/CPR WITH AED

6-hour

Training through the American Heart Association.

Heartsaver® First Aid CPR AED

Teaches students critical skills needed to respond to and manage an emergency until emergency medical services (EMS) arrives. Skills covered in this course include first aid, choking, and what to do for sudden cardiac arrest. Certificate cost to be paid by company (not covered by IWTP grant).

MARKETING AND SOCIAL MEDIA

Social Media Boot Camp

4-hour

Attendees will learn why social media is the best way to increase their exposure to new and existing clients, build stronger relationships with their target audience, and be seen as the experts in their industry. They will come away with the following skills: how to build optimized profiles in different social networks; know the basics of using Facebook, Twitter and LinkedIn; understand what, when and why to post; see how blogs and videos can impact their business.

Jump Start Your Social Media

6-hour

Attendees will create a company social media strategy, learn to dig out the content sources best suited for their company's social media posts, and learn to create a social media calendar to use over the coming year. At the end of the workshop they will come away with a customized social media strategy document, a listing of multiple online and offline sources to use in content creation for social media posts, a 12-month calendar with general content identified for social media posts for each month, one to two months' worth of posts (approximately 30 posts). In addition, attendees will create a free Hootsuite account and will enter posts into Hootsuite which will schedule the posts for release on pre-selected dates and times.

LinkedIn as a Strategic Marketing Tool

2-hour

LinkedIn is a business social network that has been the "sleeper" in the industry, and it should be a part of your marketing strategy. With over 1 million people joining each week, it has the power to connect you with potential clients, employers, employees, and partners. Those that comprise the more than 100 million LinkedIn users tend to be a more affluent and influential group and are there for business, not social connections. Two billion people-searches were conducted last year inside of LinkedIn. Your profile is being viewed! Every business executive needs to have a great online presence, and that is what this powerful social network can give you.

During this session, you will learn the components of a successful LinkedIn strategy, how to optimize your time in LinkedIn, the components of a winning profile so that your first impression is the right one, and how build a LinkedIn company profile.

PERSONAL SAFETY

2-hour

Class teaches participants how to be safe and how to defend themselves by reviewing the best methods of reducing risks at work and in the community. Class teaches what to do when something does happen and includes some demonstrations of how to escape from an attacker.

PROJECT MANAGEMENT PROFESSIONAL PREP

40-hour

This course is for those who wish to become PMI certified project managers, or those who want to build or reinforce a foundation in project management. Focusing on exam content from the Guide to the Project Management Body of Knowledge (PMBOK Guide) and other sources, this course will review all of the material covered on the PMP® or CAPM® Certification exams, provide practice tests, and address exam strategy.

WOUND CARE EDUCATION

Wound Care I: The Basics

1-hour

- Prevention and intervention in a patient's overall health
- Preventing a wound vs. treating a wound
- Threat of litigation if a wound develops
- Intrinsic factors that affect the skin
- Extrinsic factors that affect the skin

Wound Care II: Care and Staging

1-hour

- Prevention Strategies
- Positioning
- Staging of Wounds

Wound Care III: Healthcare Professionals

2-hour

- Prevention
- Nurses Responsibilities
- Treatment Nurse
- Wound Care Product Review