

Management Enhancement Training Class Descriptions

Management Enhancement Training classes were developed in response to suggestions and recommendations of group home managers, supervisors, and providers. Registration is limited to those in supervisory positions. These Management Enhancement Training classes cover topics of interest to experienced managers, as well as those recently appointed, and offer an opportunity to get together with others and sharpen leadership and supervisory skills. Registration for these classes is by **mail, fax, or E-mail**. Please refer to "How To Register For Classes."

The current schedule for these classes is included in the Enhancement Training Schedule. Any of these classes that do not appear on the current schedule may be requested for separate scheduling, subject to class size limitations and the availability of instructors and classrooms.

Class content descriptions:

Building a Gentle Environment

This class helps recognize the signs of a gentle environment, as well as one that is not so gentle; describes and develops mentoring skills to open lines of communication; how to develop an atmosphere of companionship, trust, and safety. (6 hours)

Conflict Management

Defines conflict and shows how it develops with specific indicators of escalation; discusses conflict management styles, indicators of de-escalation, and how active listening and nondefensive communication can lead to satisfactory resolutions. (3 hours)

Home Organization and Scheduling

Organizing events, time, and personnel; monitoring, supporting, and coaching staff; managing performance problems and scheduling problems. (3 hours)

Problem Solving

Collective solution management; identifying and using a six-step, problem-solving process to address group home management problems. (6 hours)

Retraining the Experienced Employee

How to help experienced staff adjust to change; how to deal with negative attitudes toward change; how to help the experienced employee keep an open mind; how to use the strengths of experienced employees to facilitate change. (3 hours)

Stress Management

Recognizing different types of stress in oneself and in one's staff; the effects of stress on physical and emotional health and work effectiveness; identifying ways to reduce stress levels; discovering ways to cope more effectively with workplace stress. (3 hours)