



Education and Training Course Catalog

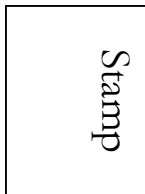


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It's Time for Education and Training!

For more than 50 years, Lifespire has dedicated its service to improving the lives of individuals with intellectual and developmental disabilities. Lifespire is committed to the principle that all individuals with intellectual and developmental disabilities are contributing members of their families and communities. It is Lifespire's aim to provide individuals with the assistance and support necessary so that they can attain the skills to maintain themselves in their community of choice in the most integrated and independent manner possible.

Throughout its history, Lifespire has also directed its focus in educating, training and supporting its employees recognizing the importance of having the tools to support individuals to live full and rewarding lives. Lifespire recognizes that all employees are an integral part of the services provided daily as is committed to providing the necessary education and training to build their lives both personally and professionally.

This course catalog lists its current classes offered by Lifespire which is conveniently located in the Empire State Building—near all transportation, shopping, restaurants and hotels.

For more information or to register for classes, please send an email to: cosborne@lifespire.org



The image of the Empire State Building is a registered trademark of ESBC.

Education and Training

Notes:

- Courses can be offered onsite or at Lifespire
- Consultants are available to develop custom-tailored courses for your organization

For more information regarding courses offered or to register for these courses through **Lifespire's Department of Education and Training**, please send an email to: cosborne@lifespire.org

How May I Help You? A Workshop Designed to Support Receptionists, Administrative Assts, Office Assts and Switchboard Relief Persons

This course will include topics regarding to how:

- Manage Change in the Workplace
- Improve Communication (phone skills)
- Organize Time and Space
- Handle Difficult Callers and Situations
- Portray Company Image (personal style, greetings, overall appearance)



How to Get Out of Debt

This course offers basic information on how to get out of debt by creating a personal budget. It is intended to support employees who feel overwhelmed by their finances and often find themselves having two or three jobs in order to make ends meet. Students will be given an EXCEL computer spreadsheet on disc. **

** Students will be able to keep their disc for personal budgetary use.

Lifespire Values in Action!

Stewardship

Protecting, honoring, and promoting the people, property and resources with which we have been entrusted

Excellence

Providing superior community services and supports to people with life challenges

Integrity

Honoring our commitment to people we support, each other, and the organization.

Innovation

Leading and developing new approaches by fostering openness to new ways of thinking

Growth

Expanding services and supports offered and include new populations, age groups, and localities.



Table of Contents

Developmental Disabilities and Genetic Syndromes	6
Mental Illness in Persons with Intellectual Disabilities	6
Challenging Behaviors: Diagnosis and Treatment.....	6
Promoting Positive Relationships and Safe Environments for People with Developmental Disabilities (OPWDD).....	7
First Aid	8
Adult/Child CPR.....	8
OSHA (Occupational Safety and Health Administration).....	8
AMAP (Approved Medication Administration Personnel).....	9
SCIP-R (Core & Specialized)	9
SCIP-R (Recertification)	10
SCIP-R (Restrictive)	10
Skills for the New Supervisor.....	11
Skills for the Seasoned Supervisor	11
Supervision and Management Responsibilities.....	11
Effective Time Management.....	12
Resolving Conflicts and Obtaining Results.....	12
Developing Your T.E.A.M. and Leadership Skills.....	12
Documentation of Supervision and Progressive Disciplinary Action	13
Effective Communication with Your Team.....	13
How to Manage Projects Effectively	14
Delegation and Development of a Positive Workplace.....	14
Writing for Valued Outcomes.....	15
Improving Your Professional Writing Skills.....	15



Driver Safety

This course is designed to support employees who already have a valid drivers license. This training has two main components:

- **Written examination** – must achieve a grade of 80% or better
- **Driving test** – must demonstrate proficient driving skills to the instructor

Students will have an opportunity to review their driving skills in order to ensure proper safety measures when driving consumers in agency vehicles.

Note: This is not a points-reduction course.



Developing an Orientation Program For Your Agency

Lifespire is available to support your organization in developing an agency orientation for newly hired employees.

Topics included but not limited to:

- Full benefits package presentation (i.e. health, tuition, life insurance, etc.)
- Introduction to intellectual and developmental disabilities
- Person-centered approaches and first-person language
- Willowbrook exposé – 30 minute film by Geraldo Rivera
- Review of agency-specific sexual harassment policy
- OSHA bloodborne pathogens
- HIPAA law and expectations
- OPWDD Part 624 & 633 Regulations

During the orientation, course participants will engage in interactive exercises designed to increase their sensitivity and awareness of issues that impact people with disabilities.

Coaching Techniques for Mentors

This course is designed to develop direct care employees into mentors. Participants will be able to:

- Identify and use coaching skills
- Provide constructive feedback
- Provide support during the mentoring process

The techniques learned in this course are best utilized when the mentor has the opportunity to coach and support new employees during their introductory period of employment.

Table of Contents

Person-Centered Motivational Approaches for Employees.....	16
Preventing Sexual Harassment in the Workplace.....	16
Corporate Compliance.....	17
Behavioral Interviewing.....	17
Mealtime Safety.....	18
Cultural Competence and Sensitivity in the Work Environment	19
Who Moved My Cheese: Managing Change.....	19
Computers Trainings:	
• It's Your Word (beginners, intermediate or advanced).....	20
• Don't Be Shook, It's Outlook (beginners)	20
• Getting Your PowerPoint Across (beginners, intermediate or advanced).....	20
• Publish with Publisher (beginners, intermediate or advanced)..	21
• Always Excel (beginners, intermediate or advanced).....	21
Developing an Orientation Program in Your Agency.....	22
Coaching Techniques for Mentors.....	22
Driver Safety.....	23
How May I Help You? A Workshop Designed to Support Receptionists, Administrative Assts, Office Assts and Switchboard Relief Persons.....	24
How to Get Out of Debt	24



Developmental Disabilities and Genetic Syndromes

This seminar covers diagnosis and treatment of developmental disabilities (e.g., ADHD, Autism, and Aspergers), as well as the various genetic syndromes associated with intellectual disability (e.g., Down Syndrome, Prader-Willi, Fragile X, Fetal Alcohol Syndrome, etc.) Emphasis with genetic syndromes will be on the emerging material on psychiatric and behavior phenotypes associated with the syndromes.

Mental Illness in Persons with Intellectual Disability

This seminar addresses how mental illness manifests in persons with intellectual disability (mental retardation), and looks at topics such as diagnosis and treatment – with an emphasis on understanding medication use.

Highly recommended for Medicaid Service Coordinators, Day Habilitation Leaders, Clinic Therapists, and ABSS Staff

Challenging Behaviors: Diagnosis and Treatment

This seminar will outline how to assess and treat behavioral difficulties using the biopsychosocial model. The focus will be on aggression as a particular illustration of how the approach would apply to all challenging behavior.



Computer Training:

Publish with *Publisher* (Beginners, Intermediate or Advanced)

Students will create professional brochures, flyers and newsletters for the workplace.

Topics include:

- Using graphs and templates
- Choosing the appropriate “tone” for your message
- Tricks to capture your readers’ attention



Computer Training:

Always *Excel* (Beginners, Intermediate or Advanced)

Students will create a personal amortization chart using formulas and graphs. Topics include:

- Navigating a worksheet
- Inserting and deleting columns or rows
- Entering dates and times

**Computer Training:
It's Your *Word* (Beginners, Intermediate or Advanced)**

This hands-on computer training series of Microsoft Word includes topics of:

- Setting margins
- Formatting text
- Selecting font, size, color and style
- Cutting and pasting
- Inserting clipart

**Computer Training:
Don't Be Shook, It's *Outlook* (Beginners)**

This hands-on computer Microsoft Outlook includes topics on how to:

- Open and organize their e-mail
- Save and archive e-mails
- Apply attachments to e-mails
- Use their calendar to set appointments
- Create distribution lists
- Create and organize their address book of contacts

**Computer Training:
Getting Your *PowerPoint* Across
(Beginners, Intermediate or Advanced)**

This hands-on computer course will teach students to create their own slide show using slide transitions and animation. This course is most helpful for professionals and students who are required to give presentations in the workplace. Students get to 'show off' their slide show presentation at the end of the day. Students will save and keep their work on disc.



**Promoting Positive Relationships and Safe Environments
for People with Developmental Disabilities (OPWDD)**

This training designed by OPWDD covers the following topics:

- Building Positive Relationships
- Creating a Positive Environment
- Part 624 overview
- Reportable Incidents
- Serious Reportable Incidents
- Employee Responsibilities



First Aid

This half-day course offers participants important life-saving techniques such as the Black Blow and Abdominal Thrust (formerly known as the Heimlich maneuver) and first aid treatment of fractures, wounds, and burns. Staff must receive a score of 80% or better on the written exam and demonstrate proficiency in the practical exam in order to receive certification. The American Red Cross issues First Aid certification cards.

Adult/Child CPR

This one-day course offers participants important life-saving techniques and safety procedures to follow in the event of an emergency. Cardiopulmonary resuscitation (CPR) is fully practiced by students during the course. Staff must receive a score of 80% or better on the written exam and demonstrate proficiency in the practical exam in order to receive certification. The American Red Cross issues CPR certification cards.

OSHA (Occupational Safety and Health Administration)

The OSHA standard covering bloodborne pathogens is a regulation designed to make the workplace safer. This course will include the following topics:

- Universal precautions
- Safe work practices such as hand washing
- Personal protective equipment such as latex gloves
- Hepatitis B immunization
- Confidentiality of HIV-related information

Cultural Competence and Sensitivity in the Workplace

The goal of this course is to expose employees to diverse views of people, their culture and customs in order to understand one another without judgment. Group and individual exercises provide an opportunity to understand what makes each person unique within their own workplace. This course is designed to foster communication among employees in the work setting.



Who Moved My Cheese: Managing Change in the Workplace

Following the principles outlined in Spencer Johnson's book "Who Moved My Cheese," participants will identify ways to anticipate, monitor, adapt and manage uncertainty that leads to change in the workplace.

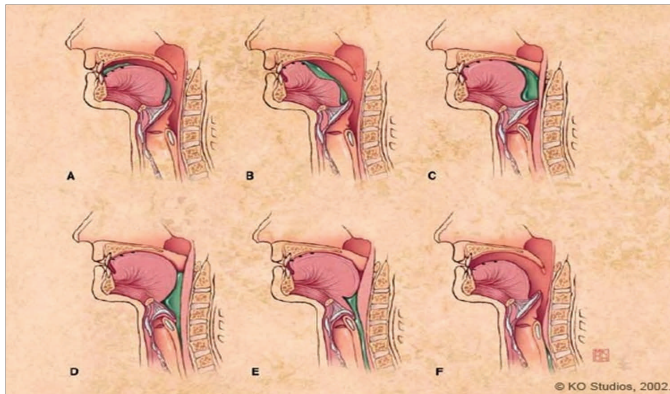
The course will also identify current trends in our mode of communication in the era of Social Networking (Facebook, Twitter) and the effects it has in the work environment.



Mealtime Safety

Designed by a Speech Language Pathologist, this course will:

- Increase understanding of normal and abnormal swallowing
- Increase understanding of risks of choking and aspiration
- Provide training on safe feeding techniques, including positioning, “danger” foods, and modified food and beverage consistencies
- Provide training in the use and application of a screening tool— “Lifespire’s Mealtime Risks Questionnaire”



AMAP (Approved Medication Administration Personnel)

This four-day course provides participants with the necessary skills to give medication to consumers in a safe manner. Topics discussed include medication standards, regulations and policies of OPWDD, observation and recording of problems or changes, medication storage and disposal, and administration of medications.

Staff must obtain a score of 80% or better on three exams and administer an errorless pouring with an agency RN in order to be AMAP certified. A certificate will be awarded upon completion of the course. Employees are expected to be recertified at their own facility once a year by a Registered Nurse.



SCIP-R (Strategies for Crisis Intervention and Prevention – Revised) 3-day course

This OPWDD approved course trains staff in the development of skills necessary to prevent crisis situations. The course focuses on assisting individuals in maintaining self-control and trains staff to engage in proactive methods of positive behavioral support. Participants must demonstrate competence in the use of personal intervention techniques.

A passing grade of 80% or above on both the written as well as the practical exam is required to achieve certification in SCIP-R. Students receive certificates upon successful completion of the course. OPWDD requires that each employee attend a one-day recertification course each year.

SCIP-R Recertification

This one-day course is offered to employees who have already been SCIP-R certified and are in need of an annual recertification. The course offers an overview of the proactive approaches to identifying antecedents for individuals with challenging behaviors.

Personal intervention techniques (core and specialized) are reviewed.

A passing grade of 80% or above on both the written as well as the practical exam is required to achieve certification in SCIP-R. Students receive certificates upon successful completion of the course. Instructor's are State Certified by OPWDD. **Prerequisite:** SCIP-R course

Putting People First



SCIP-R Restrictive

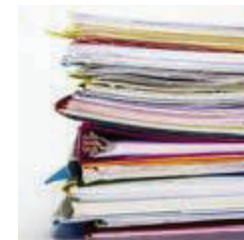
This one-day course is an intensive and advanced course that requires employees to use restrictive personal intervention techniques such as a One or Two Person Take Down. The course includes an overview of the proactive approaches used to prevent a crisis situation.

Prerequisite: SCIP-R course

Corporate Compliance

This OPWDD regulatory training will cover the following topics:

- Definition of Corporate Compliance
- Definitions of Fraud and Abuse
- Administration of the Corporate Compliance Plan
- Deficit Reduction Plan 2006
- The False Claim Act
- Policies on Whistleblower Protection and Non-Retaliation Policy



Behavioral Interviewing

The course is geared towards the hiring management who wants to identify interviewing techniques that will maximize the likelihood of making a good hire. Key points:

- Centering the job interview based on the requirements of the job not the contents of the resume
- Adhering to the principle that past performance is the best predictor of future performance
- Identifying competencies that are necessary to perform a particular job function (technical vs. performance)

Person-Centered Motivational Approaches for Employees

This training teaches employees how to create their own personal goals in order to foster individuality, independence, inclusion and productivity in their own lives. This course is ideal for employees working directly with people with developmental disabilities. Both group and individual exercises provide employees with an opportunity to understand that there are more similarities than differences between people with and without a disability.

Preventing Sexual Harassment in the Workplace

Sexual Harassment is unwelcome, pervasive behavior of a sexual nature that can be physical, verbal, or visual. This course will explore two types of harassment in the workplace:

- Quid Pro Quo Harassment
- Hostile Environment

Participants will review examples of sexual harassment and determine a plan of action regarding handling complaints.



Skills for the New Supervisor

This training is designed for individuals with 3 or less years of supervisory experience. Topics include: 6 roles of a supervisor, generation gaps in communication, supervising former co-workers, cultural competence and sensitivity issues, time management, managing multiple priorities and tips on how to delegate work responsibilities.

Skills for the Seasoned Supervisor

This training is designed for individuals with 3 to 7 years of supervisory experience. Participants have the opportunity to share their experiences as seasoned supervisors, and highlight what 'works' and 'doesn't work' in the work environment. Participants receive coaching to enhance their supervisory skills and fulfill their professional objectives.

Supervision and Management Responsibilities

This course is designed for individuals with more than 8 years of supervisory experience. It will identify 6 roles of the seasoned supervisor as Goal-Setter/Planner, Communication, Leader, Administrator, Trainer/Educator and Competent Technician.

Participants will identify the role of a professional and receive important tips on how to supervise former co-workers. This experiential class will use role-playing to "create" different work scenarios.

Effective Time Management

This course will focus on how to effectively manage time pressures that involve goal-setting, prioritization, action plan setting, procrastination and scheduling. It will identify how to set SMART goals and include tips on how to manage interruption and stress. Participants are expected to bring their current professional work schedules/calendars to class.

Lead, Teach, Grow

Resolving Conflicts and Obtaining Results

This course is designed for the professional who intends to develop the skill of having empowering conversations with people who are difficult in the workplace. Students will learn how to develop the skills of listening and mediation in any situation. Group work and role-playing help bring the experience to life!

Developing Your T.E.A.M. and Leadership Skills

This course will identify common misconceptions of leadership, how leadership effects your everyday life, characteristic of a leader's personality, the different roles leaders take on to get the job done, how leaders choose productive members of their team to set the vision, mission and goals of the work environment.

Writing for Valued Outcomes

Through this training, we will assist you to:

- Effectively write and identify useful ways to help people discover and express their valued outcomes
- Determine which skills should be worked on to help individuals achieve their valued outcomes
- Create an activity that will reinforce a variety of valued outcomes through that one activity.
- Identify, practice, and put to use characteristics of good documentation



Improving Your Writing Skills for the Workplace (beginners or advanced)

The course is designed for employees who look to improve the skills necessary to write professionally. Topics included but not limited to:

- Writing clear, concise, communicative sentences
- Using proper punctuation (phrases and clauses)
- Writing for business—memos, letters, emails and formal reports
- Using the right word such as: A vs. An, Its vs. It's, Less vs. Fewer, Lose vs. Loose, Except vs. Accept, Your vs. You're

How To Manage Projects Effectively (requires a work assignment)

This course will identify 5 project stages necessary to complete and meet deadlines. It will outline the role of a Project Manager as they consider project objectives, cost, timelines/schedules and assignments. Participants are expected to bring to class a specific work assignment they are currently working on in their workplace.

Delegation and Development of a Positive Workplace

This course will identify 10 advantages of delegation and the process of developing employees to perform at their highest potential based on competence, motivation, skill-set, knowledge-base, experience and track record. Participants will explore their own fears and concerns regarding delegation while learning ways to motivate and empower employees to create a positive work environment.

Documentation of Supervision and Progressive Disciplinary Action

This course walks participants through the process of progressive discipline from verbal to written supervisions. Documentation of progress notes, performance reviews and communication logs based on performance, productivity and interpersonal issues are reviewed.

Effective Communication with Your Team

This course will identify the many ways people choose to communicate. Topics included but not limited to:

- Perception vs. Intention
- Various Communication Styles in the Workplace
- 5 Ways People Tend to Listen
- Verbal and Non-verbal Cues
- Professional Communication via Email

