

Training & Tuition

Tuition: FREE to all Home Care Council members; \$800 per person for non-HCC members.

Class Schedule: All class schedules are posted online at www.brookdale.org/hwri.htm

Eligibility Requirements for Certificate: Students must attend all 3 sessions to receive a graduation certificate. Make-up classes are available for anyone missing a class.

Start/End Times: 9:30am—4:30pm (attendance will be taken at the beginning of each class).

Training Location: Brookdale Center for Healthy Aging & Longevity of Hunter College, 425 East 25th Street, NYC (bet 1st Ave & FDR Dr). **Signs will be posted at main campus entrance with exact location of each class.**

Directions: Take the A/C, E/F, N/R, or 1/9 Subway to 23rd Street. Take the M-23 cross-town bus Eastbound towards 1st Avenue. Walk two blocks North (uptown) and make a right on 25th Street. The Entrance to the Brookdale Campus of Hunter College will be on your left, #425 East 25th Street. Signs will be posted in the lobby directing you to the training room. Parking garages are available on 24th and 25th Streets between 1st and 2nd Avenues. A discount is available for Hunter College students with valid ID.

Refreshments: The Hunter College Cafeteria will open for breakfast & lunch during college session hours, and snack vending machines are available in the lobby. Many reasonably-priced restaurants are located just around the corner from the Hunter College 25th street campus. Please visit www.menu.com for a comprehensive list of restaurants in the area.

How to Register

DOWNLOAD

the latest training schedule
and registration form
from

www.brookdale.org/hwri.htm

OR CALL

The Home Care Council
of New York City
(212) 481-4429.

The Health Workforce Certificate Program
“Enhancing Your Supervisory Skills”
is a training program of
The Health Workforce Retraining Initiative,
a project funded by a grant to the
Home Care Council of New York City by the
New York State Department Health.



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Home Care Council of New York City

Health Workforce Certificate Program

Enhancing Your Supervisory Skills

Free to all HCC Members



2010-2011

New 2010-2011 Training

Our enhanced trainings are designed to meet today's chaotic challenges in the Home Care industry. Students learn about the latest supervisory/management tools and techniques such as leadership assessment inventory, enhanced focus on stress management and enhanced focus on time management and critical decision-making skills.

In addition, each training features the latest edition of the "Executive Journal Plus – Leadership Edition", a valuable management learning tool.

Training Topics Covered

- ✓ Stress Management
- ✓ Communication
- ✓ Effective Delegation
- ✓ Constructive Feedback
- ✓ Power of Acknowledgement
- ✓ Coaching
- ✓ Time Management
- ✓ Conflict Resolution
- ✓ Project Management
- ✓ Leadership
- ✓ Customer Service
- ✓ Improving Performance through Cultural Competency



Executive Journal Plus

Students participating in the training use our exclusive "Executive Journal" that presents the tools and concepts of coaching, team building and leadership, as well as other techniques that will boost productivity in the workplace. The Journal, designed by Trainer Bob Perry will serve as a daily diary and an analytical tool to help participants examine ways to manage their staff effectively, improve efficiency and solve systemic problems at the workplace.

Enhancing Your Supervisory Skills

This 3 day workshop is designed to help students learn the fundamental principles of being an effective supervisor by engaging in a variety of educational activities, including large and small group discussions, skill practice applications, video presentations, case studies, role plays and individual and team



presentations as they assess their own need for change in their supervisory-related tasks and behaviors.

Supervision: Focus on Critical Decision-Making Skills

Focus on Critical Decision-Making Skills is an intensive 3 day workshop designed to elicit, nurture and develop participants' ability to use coaching and critical thinking in their supervisory approach. While participants come to this session with varying skill levels and experiences in supervision, they will strive to possess an intention for administering, educating and supporting their team of workers and colleagues. Participants will learn techniques that enhance confidence and authority to their supervisory approach.



About the Trainer...

We are pleased to announce that Robert "Bob" Perry will again be leading the HWRI training this year. The relationship that Bob Perry has with Brookdale Center dates back to 1995, when he first began leading training courses for Brookdale's "Homeless Shelter Training Institute." He has worked with a wide variety of businesses and non-profit organizations including ACS, HRA and CUNY. Bob's educational background in the behavioral sciences makes him eminently qualified to focus on the human side of organizational development, emotional intelligence and executive coaching. Bob is a Zenger Miller – Achieve Global – certified facilitator and has



twenty seven years of management and consultant experience. Bob has many areas of expertise-- in particular his management training skills which are perfectly suited for this program. Bob's ability to connect with his students makes him a favorite* -- and the perfect training professional to lead our "Enhance Your Supervisory Skills" program.

* Based on current HWRI surveys

All students who complete the 3 day training course graduate with a certificate of completion to bring back to their agency.