



PROFESSIONAL DEVELOPMENT COURSES

SEPTEMBER—MAY
2009-2010



PROFESSIONAL DEVELOPMENT COURSES

SEPTEMBER 2009 - MAY 2010

Training Opportunities

JEVS Human Services is offering its Professional Development Courses to employees who work for other nonprofit social service agencies across the region. JEVS offers a variety of courses—some of which are open to any staff member, while others are specifically geared to positions such as Case Managers, Case Coordinators, or Counselors.

JEVS offers half-day and full-day courses that can help you and your organization develop and increase the skills necessary in today's social services environment. Workshops are hands-on, practical, interactive, and give the opportunity to explore, discuss, and reflect on the concepts that have been presented. Some courses offer CAC credits.

About JEVS

One of the largest, private nonprofit organizations in the Delaware Valley, JEVS Human Services “makes hope happen” for more than 20,000 individuals annually. Founded in 1941, JEVS Human Services helps people from all walks of life overcome quality of life challenges by focusing on individuals with physical, intellectual/developmental, and emotional challenges as well as those facing adverse socio-economic conditions, such as the unemployed and the underemployed.

With nearly 1,000 employees operating more than 20 successful programs, JEVS Human Services assists the individuals we serve through:

- Skills Training
- Job Readiness and Career Services
- Vocational Rehabilitation
- Recovery Services
- Adult Residential and Day Services
- In-home Personal Assistance



www.jevshumanservices.org

DIRECTIONS

All workshops will be held at:

JEVS U • Monroe Office Center, Suite 110
One Winding Way • Philadelphia, PA 19131
(Presidential Blvd. and City Avenue)

By Public Transportation:

FROM BROAD AND OLNEY

Catch #26 Bus (Rittenhouse and Pulaski) - Get off at German-town & Cheltenham Ave. - Transfer to #65 Bus (69th Street Terminal) - Get off at Presidential Blvd. and City Avenue.

FROM BROAD AND MARKET STREETS

Go to 15th and John F. Kennedy Blvd. - Catch #38 Bus - Get off at Presidential Blvd. and Winding Way.

FROM ROOSEVELT BOULEVARD AND RED LION ROAD

Catch #1 Bus (Wissahickon Transfer Station or 54th & City Line Avenue) at Red Lion Road and the Boulevard - Get off at Wissahickon Transfer Station - Catch #38 Bus (5th and Market St.) - Get off at Presidential Blvd. and Winding Way.

If you need public transportation directions from a different location, please contact SEPTA Travel Information at 215-580-7800 or www.septa.com.

Driving Directions:

From the Schuylkill Expressway

Take the City Line Avenue exit and make a left turn at the first traffic light on Presidential Blvd. (Look for the Holiday Inn sign) - Continue up the hill to the first traffic light and make a left turn onto One Winding Way - Go through the large blue security gate into the Presidential City complex - The Monroe Office Center is the first building on the right, and JEVS U is located in Suite 110 on the first floor.

If you need specific driving directions from a different location, please access www.mapquest.com.

REGISTRATION

Print or type in all sections and fax to 215-854-1880, attn: JEVS Training Department or mail with your payment to:
JEVS Training & Development Department
1845 Walnut Street, 7th Floor
Philadelphia, PA 19103

Your Name _____

Job Title _____

Agency _____

Agency Address

City _____

State _____ Zip _____

Phone _____

Fax _____

Email _____

Supervisor's Name

Supervisor's Phone _____

Workshop Title _____

Date _____

Registration Confirmation:

You will receive confirmation of registration one week prior to the workshop.

Fees for Non-JEVS Staff:

() \$65.00 for half-day workshop

() \$110.00 for full-day workshop

Submit check or money order payable to:
JEVS HUMAN SERVICES

Cancellation Policy:

If you are unable to attend a workshop that you have registered for, please call 215-854-1819 to cancel 48 hours before the class.

Questions? Contact:

- For registration or cancellations:
Registrar, 215-854-1819

- For questions about workshops:
Training Director, 215-854-1881

- For weather updates: 267-298-1376

TRAINING LOCATION

All workshops will be held at:

JEVS U • Monroe Office Center, Suite 110 • One Winding Way, Philadelphia, PA 19131

(Presidential Blvd. and City Avenue)

Free on-site parking is available. • See flap for driving directions and public transportation information.

Coming soon to your program...

Customized Customer Service Trainings

Corporate Training Solutions

REGISTRATION INFORMATION

If you would like to register for one of our courses, please follow the directions below:

Registration Instructions for JEVS Staff:

To register for a course, you must complete and submit a training registration form. All classes must be approved by your supervisor before your registration is processed. You may submit the completed form to the Training and Development Department by inter-office mail or fax to 215-854-1880. Your supervisor can also send your registration by email to jevstraining@jevs.org.

Registration Confirmation: Your registration will be confirmed one week prior to the scheduled class.

Registration Instructions for Non-JEVS Staff:

To register for a course, complete and submit a training registration form by fax to 215-854-1880, or mail to:

ATTN: JEVS Training and Development Department • 1845 Walnut Street, 7th Floor • Philadelphia, PA 19103

Workshop Fees: A half-day workshop is \$65 and full-day workshop is \$110. We can accept payment with a check or money order payable to JEVS Human Services. Payment for workshop(s) is due on or before the date of class.

Registration Confirmation: Your registration will be confirmed within one week of receiving the request.

Cancellation Policy:

If you find that you cannot attend a class that you have registered for, please call 215-854-1819 to cancel 48 hours before the class.

Refreshments:

A complimentary continental breakfast will be provided at all workshops. For full-day workshops, lunch will be provided.

Questions? Contact:

- For registration or cancellations: Registrar, 215-854-1819
- For questions about workshops: Training Director, 215-854-1881
- For weather updates: 267-298-1376

Professional Development Courses

SEPT. 2009 - MAY 2010

COMPUTER SKILLS

Netiquette – 1.5 hrs

Sandy Benedict-Ziegler

9:30a-11:00p & 2:00p-3:30p

(same times for all dates)

October 6, 2009 - Room 1 /

November 18, 2009 / January 13, 2010

Audience: All Staff

Many of us dash off a million emails a day for business and pleasure. In fact, an estimated 147 million people across the country use email daily! Have you ever considered how your hurried messages are being received? You should. There's more riding on the reams of virtual mail in those overstuffed inboxes than you might think....

In a universe where acronyms and informality rule (remember when you didn't know what "LOL" meant?), it's easy to forget that manners apply even at the monitor. Internet etiquette, "netiquette" for short, does indeed exist – and experts say your grasp of it can make or break a sale, a business relationship or your career.

Take this opportunity to learn the "in's" and "out's" of the most widely used form of communication in the office today.

MS Windows Level 1–3 hrs

William Pearson

9:30a-12:30p & 1:30p-4:30p

(same times for all dates)

October 27, 2009 / December 15, 2009

Audience: All Staff

Organize your files so you never lose them again, learn how to sort, search, rename, and move files. Create folders and subfolders for easy access to your work.

MS Outlook, Level 1–3 hrs

William Pearson

9:30a-12:30p & 1:30p-4:30p

(same times for all dates)

November 10, 2009 / January 12, 2010

Audience: All Staff

Manage contacts, sort, file, and save e-mails, use the calendar to track appointments and create reminders, use organization tools to manage your e-mail and prioritize tasks.

MS Word, Level 1–3 hrs

William Pearson

9:30a-12:30p & 1:30p-4:30p

(same times for all dates)

November 24, 2009 / January 28, 2010

Audience: All Staff

Learn how to make Word work for you. Use styles, automatic formatting, tabs, fields, and shortcut keys to create documents more easily and accurately.

LEADERSHIP REFRESHERS

Accountability That Works! – 4 hrs

Donna Dougherty, MBA

9:00a-1:00p

November 19, 2009 / March 23, 2010 /

May 12, 2010

Audience: Supervisors, Managers, Directors

This workshop is about building commitment to produce "agreed upon" results.

In every organization projects begin, tasks are assigned, efforts are made and deadlines are met—or missed.

Deliverables are promised but not delivered. Agreements are misunderstood or never made. It's not anyone's fault, it's more about how we fail to communicate in a specific and clear manner about the tasks that need to be completed to reach our goals.

There is a systematic approach to creating a culture where Accountability prevails on all levels.

This workshop will provide a 3-stage cycle of Accountability—Responsibility, Empowerment, tied together by clear agreements.

Communication Skills to Save Time and Build Alliances – 4 hrs

Donna Dougherty, MBA

9:00a-1:00p

January 27, 2010 / March 24, 2010

Audience: Supervisors, Managers, Directors

Great communicators are made, not born. You've observed people who always seem to know what to say and how to say it, as if the words just rolled off their tongues. This session will give you the communication tools and techniques to connect with others in a direct, yet diplomatic and constructive way. We'll practice crucial conversation techniques which make it safe to talk about almost anything. We'll focus on how to turn conversations into the action and results you need.

Critical Thinking /

Problem Solving – 4 hrs

Donna Dougherty, MBA

9:00a-1:00p

January 26, 2010 / April 13, 2010

Audience: Supervisors, Managers, Directors

The first step to intelligent problem solving is to “find problems before they find you.” Our focus will be proactive problem solving so that we can catch trouble early when it’s in the infancy rather than the Godzilla stage. It’s so much easier to provide support early rather than “put out fires” in a heroic effort later. We’ll practice the kind of communication needed to find out what’s really going on with projects so that “invisible progress” is made visible with 100% authentic updates rather than in a “look good, rather than tell bad news” kind of way.

Group and Team Dynamics – 4 hrs

Donna Dougherty, MBA

9:00a-1:00p

February 10, 2010 / April 14, 2010

Audience: Supervisors, Managers, Directors

None of us can do much alone. This workshop focuses on the skills needed for achieving maximum results as a team or group leader. We’ll practice techniques for creating synergy, maintaining momentum and resolving conflict. Stages of team evolution will be explored so that the level of guidance and intervention is appropriate. A proven system for building and restoring trust will be outlined and used to create action plans.

Delegation – Getting Things Done Without Getting Done In – 4 hrs

Donna Dougherty, MBA

9:00a-1:00p

February 11, 2010 / May 11, 2010

Audience: Supervisors, Managers, Directors

Delegation, like most skills, is a learned skill. It moves us from “doing it” to “doing it through others” which takes a totally different skill set. We don’t have many good role models to learn from, so delegation is typically done poorly.

Delegation is a make or break skill. If you can’t do it well, you won’t move forward in your career and you’ll risk burnout. We just don’t have a choice in this matter. All leaders must become masterful at delegation. The idea is to get the work done and grow people at the same time. We’ll practice proven techniques which can be tailored to meet your individual leadership style.

BEHAVIORAL HEALTH

Suicide Precautions – 3 hrs

Ruth Hoskins, Ph.D.

9:00a – 12:00p

February 3, 2010

Audience: All Staff

This training will focus the responsibility of staff to screen for risk of suicide and attain assessment or crisis services for suicidal individuals in their care.

CAC credits for eligible staff

DSM-IV – 3 hrs

Ruth Hoskins, Ph.D.

9:00a – 12:00p

February 23, 2010 / April 20, 2010

Audience: Case Managers, Case Coordinators, Therapists, Counselors

In this workshop, participants will explore the contents of the Diagnostic and Statistical Manual of Mental Disorders IV edition, a classification and diagnostic system for psychiatric diagnosis published by the APA. This workshop will help the participant make better decisions and referrals, while communicating more effectively about a consumer’s needs.

CAC credits for eligible staff

Basic Counseling – 3 hrs

Ruth Hoskins, Ph.D.

9:00a – 12:00p

March 3, 2010 / May 18, 2010

Audience: Case Managers, Case Coordinators, Social Workers, Clinical Staff

This workshop, which is both didactic and experiential, will cover the basics of counseling including understanding the facilitative response and intentional communication. Three communication steps basic to all interactions with clients will be taught: mirroring, paraphrasing, and validating. Participants will also learn the importance of good assessment, including taking a client’s history.

CAC credits for eligible staff

Advanced Counseling – 3hrs

Ruth Hoskins, Ph.D.

9:00a – 12:00p

March 18, 2010

Audience: Case Managers, Case Coordinators, Therapists, Counselors

This workshop will present an in-depth look and practice of an active listening skill called "The Intentional Communication." The psychological dynamics of transference and counter-transference will be explained. Several diagnostic categories will be explained.

CAC credits for eligible staff

Sexuality of Persons with Developmental Disabilities – 3 hrs

Beverly Frantz, Ed.D.

Temple Institute on Intellectual Disabilities

9:30a – 12:30p

October 8, 2009 / December 3, 2009

Audience: Direct Support Professionals, Managers, Clinical Supervisors

Talking to individuals with developmental and intellectual disabilities about sex and sexuality is difficult. This training will help participants understand the difference between sex and sexuality and how the participant's own life experiences helped shape their attitudes toward sexuality, and how these attitudes may impact the people they support.

Post-traumatic Stress Disorder and Addictions – 6 hrs

Dr. Francis McAndrew

Behavioral Health Training and Education Network

9:00a – 4:00p

September 18, 2009 *CLASS IS FULL*

This course addresses the knowledge and skills required for working with individuals', families, and groups affected by both substance dependence and traumatic experience. It is critical for those professionals that work with those affected by substance dependence to understand what causes PTSD, how problems appear in an addicted person, and learn effective ways of working with the combination of substance abuse and traumatic stress.

WELLNESS

Work-Life Balance – 3 hrs

Ruth Hoskins, Ph.D.

9:00a – 12:00p

October 28, 2009 / January 6, 2010

Audience: All Staff

Today we are busier than ever. Too much busyness with no time for down time can produce stress. Too much stress can make a person sick and lower self-esteem. In this workshop we learn the importance of managing our work schedule by creating boundaries and initiating an action plan to improve time, health, and relationships.

Stress and time management techniques and how to set boundaries to create work-life balance will be taught.

Stress Management – 3 hrs

Ruth Hoskins, Ph.D.

9:00a – 12:00p

December 17, 2009 / January 21, 2010

Audience: All Staff

This program is designed to help participants identify causes of their stress and use techniques to understand stress and achieve balance in their lives. Topics include: recognizing signs and causes of stress; learn the connection between stress, motivation, attitude and self-talk; burnout – when does stress get out of control; and developing a personal stress reduction plan.

CAC credits for eligible staff

Personal Safety and Security

Jim O'Connor, MS

January 13, 2010 - Room 1 / April 21, 2010

Audience: Staff in the Field

A good amount of our service is provided in the communities of the people we serve. JEVS Human Services requires all staff to practice appropriate safety precautions to evaluate each circumstance they are faced with whether it is in a person's home or other community setting. This training will help staff identify what concerns they need to be aware of and the steps they can take to be safe in the field.

FACILITATORS

Ruth Hoskins, Ph.D., LCSW, founder of the Psychology of Balance Wellness Programs in Philadelphia, Director of Relaxation International. An adjunct professor at Chestnut Hill College, Ruth teaches Health Psychology the mind/body/spirit connection. Ruth has been facilitating workshops and teaching Effortless Meditation for over 30 years.

Donna Dougherty, MBA, Project management consultant, trainer, facilitator with diverse entrepreneurial and corporate management experience. Expertise includes instructional design and the facilitation of customized training of leadership, management, project management, communication, and productivity skills.

Sandy Benedict-Ziegler, Training Manager for JEVS Supports for Independence (SFI) has been with JEVS over eight years. In those eight years Sandy has been involved in an extensive variety of specialty projects, training and development programs, as well as, staff training. Sandy's experience spans training on all levels. Prior to JEVS she was a training manager for a large retail chain and responsible for in-house training of over 300 front line staff as well as management. She has worked closely with several training specialist throughout JEVS and is very excited to be a part of the JEVS Fall Training Workshops.

Jim O'Connor, MS, Director of Quality Management and Compliance at JEVS

Beverly L. Frantz, Ed.D. Director - Temple Institute on Intellectual Disability



Human Resources/Training Department

JEVS Human Services

1845 Walnut Street, 7th Floor

Philadelphia, PA 19103

RETURN SERVICE REQUESTED



**JEVS HUMAN SERVICES
PROFESSIONAL DEVELOPMENT COURSES
SEPTEMBER 2009 - MAY 2010**

Trainings Now Open to Employees Outside of JEVS!