



Continuing Education Information

Course Title: Survival Skills for Managers in Community Supports (Management I)

Course description:

This interactive, one-day training will present proven strategies to help managers in developmental disabilities community agencies develop their professional skills and gain a greater understanding of their role as community support managers. Attendees will learn feedback techniques that will encourage, motivate, and inspire staff. Tips for giving clear, concise instructions that foster staff learning and task completion will also be discussed. In addition, attendees will learn how to better coach, assist, and support staff when they encounter difficulty on the job. This training is a must-have for new social service managers, and a chance for seasoned managers to hone their skills and learn some new perspectives.

Target Audience: Social Workers, Case Managers, Direct Support Professionals and Supervisors

Level of Course Information:

Beginner Intermediate Advanced

Relevance to social work:

Social workers are employed by community-based organizations that serve individuals with disabilities and their families in direct practice as well as management roles. This course focuses on social work skills in management/administration/social policy. Relevant content covered includes behavioral interviewing techniques, effective hiring strategies in human services, and feedback techniques.

Trainer (s):

Dan Baker, Ph.D.
Bret Li-Vaks, MBA.

Number of clock hours requested minus lunch and breaks: 4.5

Timed Outline:

9:30AM Welcome
9:45AM Social Services: Effective Recruitment & Hiring Strategies
10:00AM Behavioral Interviewing Techniques
10:30AM Morning Break
10:40AM Competencies for Effective Managers & Workplace Leaders
11:00AM Situational Leadership
12:00PM Lunch
1:00PM Instructional Principles & Individual Learning Styles
1:30PM Principles of Motivation
2:15PM Afternoon Break
2:25PM Performance Feedback: Positive, Corrective, & Constructive
3:00PM Formal Feedback: Performance Evaluation Measures
3:30PM Adjourn

Course Goals:

This course is intended for program managers in developmental disabilities vocational & residential support settings. Attendees will be able to describe effective strategies for recruiting and hiring direct support professionals. Students will also be able to identify the essential components of self-motivation and apply this knowledge to the resolution of motivational problems. Attendees will also be taught how to write effective employee performance evaluations for purposes of providing ongoing development and formal corrective feedback.

Course Learning Objectives:

Upon the completion of this course, attendees will be able to:

1. Identify and describe at least five characteristics of a workplace environment that facilitates staff motivation, productivity, and teambuilding.
2. Summarize the important characteristics of an effective manager and a workplace leader.
3. Demonstrate training methods and instructional procedures that are conducive for teaching new tasks or concepts to employees.