



Continuing Education Information

Event Title: Leadership Skills for Managers in Community Supports (Management II)

Course description:

This workshop will introduce advanced skills intended to help workers become more effective as managers and workplace leaders in community support settings. Attendees will learn how to develop leadership skills that will inspire and motivate staff. We will also explore ways to strengthen and improve staff relations and program efficiency by learning and applying various proven practices including conflict resolution skills, active listening techniques, and problem solving strategies. Attendees will also learn essential team building tactics that will encourage and involve all team members. Participants will engage in active problem solving and team building activities to foster learning and real work application.

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 Strategies for Managing Problem Employees
10:00AM Conflict Resolution Skills
10:30AM Morning Break
10:45AM Styles of Communication
12:00PM Lunch
1:00PM Communication Essentials: Active Listening & Speaking
2:15PM Afternoon Break
2:30PM Characteristics of a High-Performance Teams
3:00PM Facilitating Positive & Productive Team Meetings
3:30PM Adjourn

Course Goals:

This course will enable attendees to develop a better understanding of workplace managers and workplace leaders. Participants will learn how to implement different situational leadership styles as it relates to employee skill level. Course subject matter will also teach attendees effective communication skills for resolving conflict and developing better workplace teams.

Course Learning Objectives:

At the conclusion of this course attendees will be able to:

1. Define the five types of conflict resolution styles.
2. Identify and summarize four common styles of communication.
3. List at least five characteristics of a high-performance workplace team.