

**CCPA Certificate Series:
Managing People**

CCPA Certificate Series: “Managing People”

March 30, 2012 - Intro to Leadership

April 13, 2012 - Intro to Supervision: Helping People Work Better

April 27, 2012 - Counseling & Discipline

10:00 am - 4:30 pm

(Registration begins at 9:30 am)

35 Cold Springs Road, Suite 522

Rocky Hill, CT 06067

*A Unique
Certificate Series
Ideal for New Managers
and those Experiencing
the “Direct Care” to
“Supervisor”
Transition!*

Who Should Attend:

New managers, soon-to be supervisors and those who have recently transitioned from solely providing direct services to having supervisory responsibilities

Registration Includes:

3 Days of Course Instruction

Lunch

Course Materials

Certificate of Completion

Plus - An opportunity to earn a *Certificate of Achievement* by sitting for a final exam (more details on page 3)

CCPA Members: \$399 per person

Non-members: \$449 per person

What People Are Saying...

“Mr. Aboud’s approach to training is engaging, energetic and stimulating. He has an uncanny ability to elicit participation while infusing his wealth of knowledge and experience into the topics. Our staff submitted exemplary remarks after each module and requested continued and ongoing training. As a result, UCP of NYC is currently working with Mr. Aboud in the development and implementation of a staff Mentoring Program”-- Celia Solomita, Assistant Executive Director for Program Planning & Development, UCP of New York City

About the Series...

March 30, 2012 - Introduction to Leadership

A supervisor is someone who is responsible for the quality of other people's work. To saddle the supervisor with that responsibility requires that organizations provide supervisors with tools to effectively influence their direct reports. This course presumes that someone's ability to exhibit leadership is truly such a tool. This session focuses on the manner in which the interpersonal conduct of the supervisor will allow him or her to develop leadership qualities that will have a salutary influence on those for whom he or she is accountable. Topics include:

- I. Introduction of Program and Participants
- II. The Role of the Manager as "Supervisor"
- III. Communications
- IV. Critical Moments and the Development of Leadership
- V. Managing Critical Moments
- VI. Employee Involvement
- VII. Case Study: A New Supervisor
- VIII. Summary and Evaluation

April 13, 2012 - Introduction to Supervision: Helping People Work Better

One of the important roles of any supervisor is to help employees to perform their tasks in increasingly effective ways. In this context, supervisors will help staff develop their abilities and their understanding of appropriate roles as independent variables resulting in better performance. This course is entirely consistent with the incident management process, which constantly asks staff to aggressively improve their performance with respect to the development of the caring and hospitable environment in which individuals receive services. Topics include:

- I. Introduction of Program and Participants
- II. Role of the Supervisor
- III. Delegation and Accountability: Identifying Clearly Defined Tasks
- IV. Negotiating Expectations
- V. Feedback: Positive Reinforcement
- VI. Feedback: Mechanisms to Help Improve Performance
- VII. Summary and Evaluation

April 27, 2012 - Counseling & Discipline (Plus Certificate of Achievement Exam)

A counseling session is a discussion about an apparent performance problem. All supervisors will eventually conduct such meetings. It is imperative that they understand the relationship between that important activity and the disciplinary process. Many supervisors confuse this discussion with a disciplinary penalty. This course will treat a counseling session as a method to avoid discipline, and at the same time a coaching activity consistent with the need to help staff find ways to overcome challenges they face at work. If work related problems are resolved prematurely in a punitive manner, staff are less likely to be candid in sharing such problems, thus compromising the incident management process. Topics include:

- I. Introduction of Program and Participants.
- II. The Role of the Supervisor
- III. Conducting Counseling Sessions: An Introduction

- IV. Conducting Counseling Sessions: Dealing with Difficult People.
- V. Writing Counseling Memos
- VI. Discipline: Introduction
- VII. Discipline: Case Studies
- VIII. Summary and Evaluation

About the Certificates....

Certificate of Completion

All participants who attend this three-course series will receive a Certificate of Completion following the last session.

Certificate of Achievement

Participants have the option of sitting for a final exam on the last day of class, which will be proctored by the course instructor. If an individual earns a score of 80% or higher, he or she will receive a Certificate of Achievement.

About the Presenter...

Antone Aboud, President, Antone Aboud Associates, Inc.

Antone Aboud received his Ph.D. from Cornell University's School of Industrial and Labor Relations in 1974. He has provided consulting services to organizations since first leaving graduate school in 1974.

In 1997, he created Antone Aboud Associates, Inc. to provide educational and consulting interventions to clients requiring assistance for a variety of human resource management, labor relations and organizational development problems that emerge in all types of organizations: profit, non-profit and governmental.

Prior to that, Mr Aboud founded and was President of Labor Relations Alternatives, Inc. from 1984 through 1997. In that capacity he conducted and supervised the delivery of incident management interventions, including investigations training, to organizations in over three dozen states.

About CCPA...

The Connecticut Community Providers Association (CCPA) represents organizations that provide services for individuals with disabilities and significant challenges including children and adults with substance-use disorders, mental illness, developmental and physical disabilities. CCPA is the lead advocate for rehabilitation and behavioral health services providers at the state legislature and with state agencies.

Community providers deliver quality health and human services to 500,000 of Connecticut's residents each year. We are the safety net.

Visit us online at www.ccpa-inc.org.

REGISTRATION FORM
CCPA 2012 Certificate Series: Managing People
March 30th, April 13th & April 27th

CCPA requires registration and pre-payment for all events. *(If CCPA has not received your payment prior to the event, you may risk losing your reservation).* To ensure your seat, please register through any of the options below. **Please note: These trainings are offered as a series. Registrants should plan to attend all 3 sessions.** If cancellation is necessary, please submit your request in writing by March 23rd, and CCPA will refund your registration, less a \$75 administrative fee. Registrants will be responsible for full payment after this deadline. Send cancellation requests to kmaigarie@ccpa-inc.org. We're sorry, but CCPA will not issue refunds for no-shows.

To Register:

- 1) Register online at <http://www.ccpa-inc.org/EventCalendar.aspx> via credit card
- 2) Complete this form and mail with payment to: CCPA, 35 Cold Springs Road, Suite 522, Rocky Hill, CT 06067-3165
- 3) Complete this form **with Purchase Order number**, and fax to (860) 257-7777.

Please fill in the registration information for each person attending (copy as needed).

Purchase Order Number: _____

Name _____

Title _____

Agency _____

Address _____

Phone _____ Fax _____

Email _____

Accessibility Needs _____

Please let us know in advance if you need sign language interpreting (ASL or English). The deadline for requesting sign language interpreters for these events is three weeks prior to the event. We cannot guarantee provision of interpreters if the request is not received three weeks prior to the event.

Registration Fee

CCPA Members\$ 399 per person

Nonmembers.....\$ 449 per person

Questions? Contact Kendra Maigarie, Director of Member Services at (860) 257-7909 or
kmaigarie@ccpa-inc.org

Directions to the CCPA Office: <http://www.ccpa-inc.org/directions.html>