

## Onsite Workshop Topics

Prairie State College is an approved provider from the Illinois Department of Financial and Professional Regulation (IDFPR) to offer continuing education unit (CEU) programs for the following professions: Social Worker, Licensed Professional Counselor, Licensed Clinical Professional Counselor, Advanced Practical Nurse, Registered Nurse, Licensed Practical Nurse and Nursing Home Administrator. Listed below are the titles and descriptions of current workshops that can be brought on site to your group.

### **A Fresh Look at Addictions**

This workshop explores the varieties of addictions, who is affected, the possible causes for the growing number of addictions, and alternative considerations for recovery.

### **Conflict Resolution**

We know that conflict comes in all shapes and sizes. Through the process of defining conflict, understanding the various conflict styles and reviewing methods for responding to conflict, participants will be equipped to handle a variety of difficult situations.

### **Helping People Change their Unhealthy Behaviors: Inside Out Empowerment**

Often, people thinking of making changes in their lives, look externally rather than focusing on their own thoughts and behaviors to manage life's issues. Inside Out Empowerment teaches individuals first to attribute the problem to the correct individual and then works with the problem owner at adjusting his or her behavior. Healthcare professionals may be in situations to provide guidance for patients/clients in this self-reflective process.

### **Three Point Survival Code: Building Resiliency**

In order to build resiliency this workshop is designed to identify three dominant factors. The Human factor - The Balance factor - The Choice factor. When these areas are defined in greater detail and combined they will help the participants overcome the barriers that interferes with being resilient and provide strategies for greater personal and professional success. Participants will also be given the top five areas of life to focus on in developing the mindset and behavior of resilience.

### **Managing Anger: Yours and Mine**

Learn how to manage your own anger for when you need to intervene with others who are angry. Practice the six diffusing anger skills to manage other people's anger for when you want to work toward a solution.

### **Taking Care of Me by Reducing Stress - Therefore Providing Quality Care to Patients**

Stress is the response the body has to the demands made upon it. Originally the "flight or fight response," it puts bodies on alert to deal with potential trouble or dangers. Stress also motivates healthcare professionals to plan ahead and to accomplish tasks. However, too much stress can have a negative impact on the professional and the way he/she cares for their patient. During this interactive session, positive stress coping techniques to assist health professionals will be provided. Participants will walk away with a plan on how to manage stress effectively.

### **PENG ZU Sensitivity Training**

Experience firsthand the feeling of being in a body that is aging. While wearing a specialized suit which simulates the physical changes of the aging process participants go through a series of sensory exercises that limit their vision, hearing, and tactile capabilities. Those wearing the suit share their experiences both physically and emotionally after the process with fellow participants. Observers benefit from the interactive experience by watching, assisting and hearing the experiences of others. This training can be used in a general aging adult setting as well as tailored to specifically address those that care for dementia sufferers.

### **Working with the Adult Child who is the Parent Caregiver**

As healthcare professionals, discussing healthcare issues with the adult child of your patient/client is common. This session provides information on how to communicate effectively with the adult child caregiver of your patient.

### **Improving the Customer Experience**

This session will help participants through self-reflection consider the various elements involved in an average customer's experience. We will discuss the physical as well as the social/emotional environment that is provided for their customers. We will talk about ways that our own attitudes and biases impact the environment that we provide and look at suggestions to improve that experience.



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### **Managing Through Life's Transitions: Twelve Lessons from the Airport for Dramatically Improving your Life's Journey**

This session uses the very common experience of a traveling through the airport to dramatize how our daily life experiences can be used to improve the success of our journey through life. We will demonstrate the connection between selecting a flight and selecting a course in life, carrying unknown baggage and carrying unhealthy beliefs. We will look at how putting on your oxygen mask first in an emergency can help us assess the options we have in place for our daily life's emergencies. The participants will walk away with a minimum of 12 additional tools for managing life's transitions all attached to experiences that are already very familiar.

### **IMPROVe Dementia Communications®**

Through the concepts used on the Second City Stage participants will learn how they can lean on the rules of IMPROV to improve their communication with People with Dementia. This interactive and fun presentation will help participants to develop validation skills & active listening skills that will work with all types of dementia.

### **Three Plagues of Aging. Loneliness, Boredom and Lack of Purpose**

These three issues plague the older population and can create limitations to physical health, mental stimulation and connectivity within the community. By understanding the research behind each issue and the cause of each plague, attendees will be able to identify how the issues inhibit their ability to transcend to a higher level of Self Actualization. We will discuss ways to combat each plague, practice real world techniques that can be put into place immediately and encourage each attendee to practice "active listening" and story sharing with others.

### **Strategies for Successful Service Recovery**

Working within the service industry the goal is to consistently deliver quality service, however, occasionally we face customers who become dissatisfied. In this session participants will identify common issues that interfere with maintaining quality service, learn the four basic steps to restore a healthy relationship with the client, understand the importance of addressing the customer's issues immediately and ways to install the best practices for service recovery into the culture of an organization.

### **Successfully Coping with Stress**

Identify actions and thoughts that can increase stress and learn tools to successfully cope with it in both one's personal and professional life.

### **Crisis Intervention Strategies: S.C.R.E.A.M**

As a continuation of the "Managing Anger Yours and Mine " and "Successfully Coping with Stress" programs, participants will understand specific steps to manage the emotional energy which has built up as a result of periods of high stress, ongoing anger or when traditional coping methods may be exhausted or ineffective. Learn multiple tools to put into practice immediately for both personal and professional benefit. "



**To request a workshop for your group,**

contact Julie DeLong, manager of conference and community services

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