

## 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.

### **Aging and the Quality of Care**

Become familiar with navigation through the healthcare system with the older adult. Understand care standards in older adult communities, and learn how to effectively promote a partnership between families and the healthcare team.

### **Certified Dementia Practitioner**

Become a Certified Dementia Practitioner by completing all of the required sessions in this 7 hour seminar. Topics include: diagnosis and prognosis, treatment, communication, wandering, intimacy and sexuality, pain, hoarding, aggressive behaviors, activities, paranoia, nutrition, personal care, staff and family support, end of life, spiritual care, repetitive behavior, and feelings and depression. This is a certified course offered on behalf of National Council of Certified Dementia Practitioners.

### **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.

### **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.

### **Dying with Dementia**

Become familiar with planning for the dying needs of the older adult with dementia and dementia related diseases.

### **Dynamics in Dementia**

Explore a variety of aspects of dementia and learn how health care professionals can improve their communication skills with those who have a memory impaired condition.

### **Elder Abuse**

Discover ways to identify elder abuse and the action steps required of those who are mandated reporters.

### **Ethics in the Workplace**

Review the ethical practices in the workplace, as well as the importance of maintaining and upholding foundational core values.

### **Exploring Ethics Part I: Personal Ethics**

This workshop covers the basic definition of Ethics as it relates to individuals personally. Participants will be encouraged to engage in a discussion that explores their personal ethical standards and how those standards have been and are still impacted by what we will refer to as the C.R.A.I.G.S. list of considerations. Also during this session the audience will be provided with three tips essential for making the best ethical decisions.

### **Exploring Ethics Part II: Professional Ethics**

This session will highlight several principles that are critical for a professional environment. The participants will be able to discuss the pros and cons of ethical standard implementation within the work place. The discussion will also include questioning the relevance of adjusting ethical standards to match societal changes. The audience will also be given an opportunity to examine their role and responsibility in identifying if there is a violation in the ethical standard within their work environment.

### **Exploring Ethics Part III: Conflicting Ethics**

This session combines considerations from the audience's personal ethics and professional ethics. Participants will discuss what happens when a conflict arises between their personal ethics and the ethical practices within their organization. Tips will be provided on how to best manage that conflict to achieve the most ideal outcome.

### **Improving Communication in the Workplace**

Explore verbal and non-verbal communication skills and how they impact your interaction with fellow healthcare professionals.

**To request a workshop for your group**

contact Renee' Bickett,  
continuing professional education specialist  
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## 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.

## Infection Control- Lets Break the Chain!

Learn the foundations of infection prevention or control while serving on the front-lines within the healthcare setting. Review guiding principles of universal precautions, handwashing protocols and the differences between cleaning and disinfecting in order to maintain a safe environment for both you and those you provide care for.

## 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.

## 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 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.

## 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.

## 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.

## 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 interfere 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.

## 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.

## Workplace Civility

Learn steps to building a team approach in regards to working well together and furthering the mission of your company.

