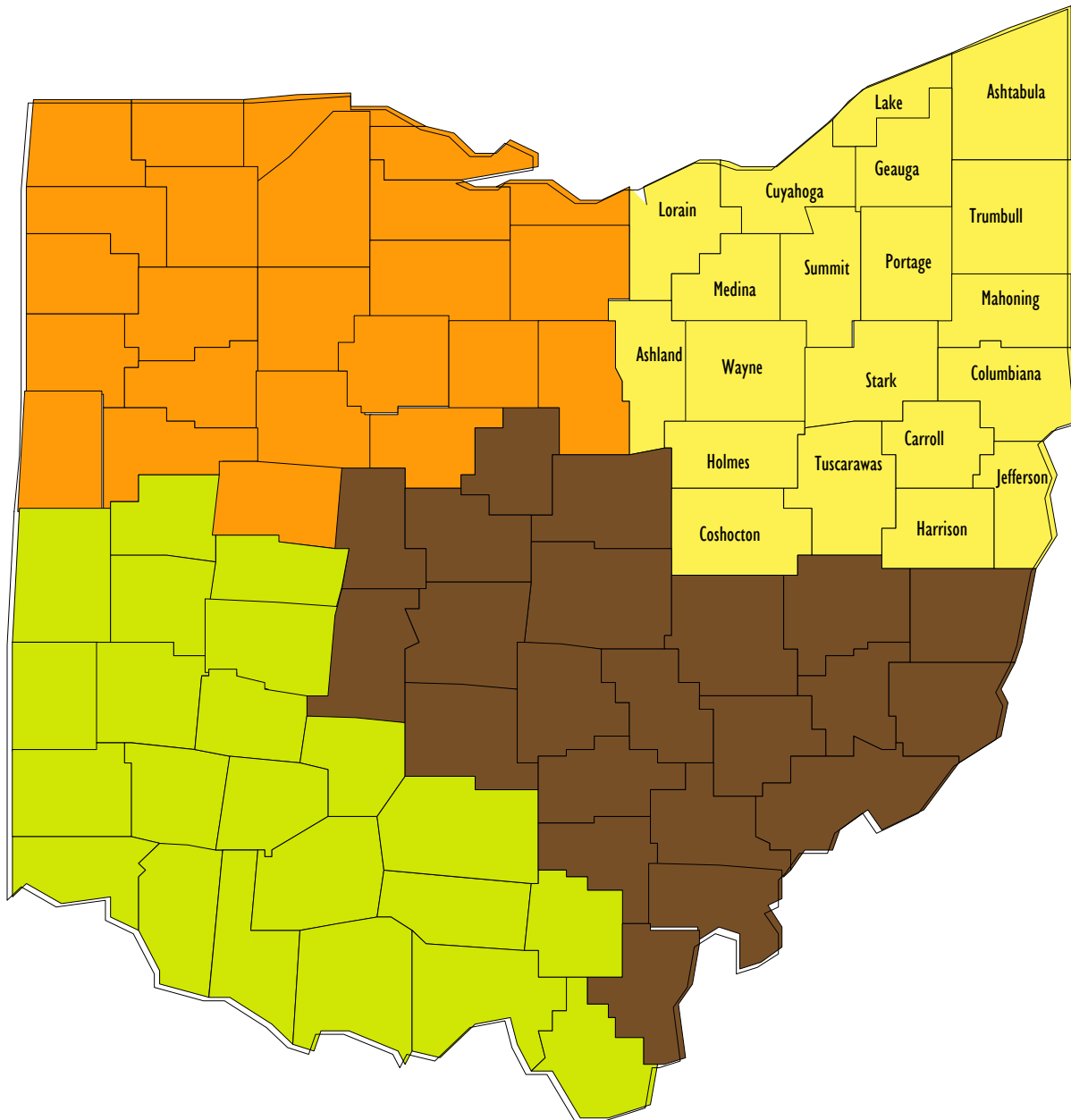


OHIO HUMAN SERVICES TRAINING SYSTEM

Northeast Region Fall 2009 Training Schedule



Jack Manos,
OHSTS Northeast Regional Training Coordinator

VISIT OUR WEBSITE AT:
www.co.summit.oh.us/OHSTS-NE.htm

OHIO HUMAN SERVICES TRAINING SYSTEM

About us.....

The Ohio Human Services Training System is a cooperative effort of the Ohio Department of Job & Family Services, Ohio Department of Job & Family Services Directors' Association and the four regional training centers. Funding is provided by the Ohio Department of Job & Family Services.

The goal of the program is to provide high quality, competency-based in-service training for all the staff in public agencies throughout Ohio. Training is developed to meet your agency's training needs. For further information, contact your regional training center coordinator.

The Ohio Human Services Training System is an approved provider through the State of Ohio Counselor and Social Worker Board. Programs sponsored through the Northeast Regional Training Center meet board guidelines and can be used by licensees toward their license renewal requirements. Certification will be authorized only for those who evaluate the event via the form provided.

OHSTS Mission Statement

The mission of the Ohio Human Services Training System is to develop, implement and maintain a high-quality, comprehensive, competency-based in-service training system. This system will develop the knowledge and skills of the Ohio Department of Job & Family Services staff and their community partners in order to enable them to address effectively the varied and changing needs of families in Ohio whose service goals include self-sufficiency and safety.

The Northeast Regional Training Center serves these Ohio County Departments of Job and Family Services.

County	Liaison
Ashland	Tracee Anderson
Ashtabula	Cindy Zaebst
Carroll	Kate Offenberger
Columbiana	Sheri Beverly
Coshocton	Sheila Bates
Cuyahoga	David Dombrosky
Cuyahoga	Juanita Conner-Phillips
Geauga	Joanne Mihalacki
Harrison	Carol Davy
Holmes	Buffy Mirich
Jefferson	Charles Govey
Lake	Shawn Douglas
Lorain	Marge Kiely
Mahoning	Jackie Fischio
Medina	Chasity Stonerock
Portage	Tim Beckner
Stark	Kelli Jo Jeffries
Summit	Jack Manos
Tuscarawas	Tim Haswell
Trumbull	Diane Durno
Wayne	Russ Eyring

To register for a workshop, complete the form provided in this brochure, mail it (or a photocopy) to the Regional Training Center at the address given for your county, or fax to 330.643.7685; or register by email: manosj01@odjfs.state.oh.us .

Please register via your agency OHSTS Liaison who will forward the registration to the regional training center.

Training certificates for licensure hours will be mailed to the program liaison in your county following the workshop. Certificates are issued to those who sign in, complete the training (fully) and evaluate the workshop on the form provided. Questions regarding this procedure should be directed to the regional training coordinator.

We are committed to making each session a quality experience. Your comments, both positive and negative, are welcome. We hope to be a “user friendly” training center.

See you at training!



#422
Communicating for Success

9:00 AM – 4:00 PM

Tuesday, October 6, 2009

Fairfax Neighborhood Family Service Center
8111 Quincy Avenue – 3rd Floor Training Room
Cleveland, OH 44104

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The ability to communicate effectively is one of the most essential skills needed to be successful in one's personal and professional life. Good communication is not about being able to speak eloquently or to assert one's opinions. Rather, it is the ability to listen and make the effort to understand and appreciate the viewpoints and feelings of others. It involves paying attention to spoken words as well as to body language of the people with whom one is communicating.

Most people are not good listeners, however, more effective listening and communication can make a significant difference, both personally and professionally. These skills will help people to develop their careers, to make better friends and partners, and to enhance their overall success, growth, and happiness.

This short program will be interactive, using stories, exercises, and small and large group dialogues to create understanding of the issues/challenges around communication.

Presenter – Devi Gursahaney, MSW, M Ed

Participants – Recommended for agency staff in every department.

Registration – Deadline is September 28, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#539
Religions in America:
Walking and Working Together

9:00 AM – 4:00 PM

Thursday, October 8, 2009

Fairfax Neighborhood Family Service Center
8111 Quincy Avenue – 3rd Floor Training Room
Cleveland, OH 44104

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The face of America is rapidly changing as it is becoming one of the most religiously diverse nations in the world. Religious diversity is all around: in our hospitals, schools, jobs, and neighborhoods. Employers today have to take into account an ever-increasing variety of religious beliefs and practices among their employees. Religion is a very important part of who we are and what we do; in other words, it gives us an understanding of how we, as human beings, inhabit our social and cultural worlds.

Christianity remains the dominant religion in the United States, however, the number of Hindus, Muslims and Buddhists has more than doubled or even tripled. With more and more people from different religious backgrounds entering the work place, education becomes the most important key to helping both employees and employers become aware of the world's major religions and to living peacefully within our community and conducting business and diplomacy around the world.

Presenter – Devi Gursahaney, MSW, M Ed

Participants – Recommended for agency staff in every department.

Registration – Deadline is September 28, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check availability.

#425
Our Customers Deserve the Best

9:00 AM – 4:00 PM

Wednesday, October 14, 2009

Summit County Department of Job and Family Services
47 North Main Street – Bldg. 2, Floor 4, Room 428 C-E
Akron, OH 44308

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

The following components are highlights:

- Maintain a positive self-image when servicing others
- Improve customer service to attain positive results
- Let your customers hear you smiling through the phone
- Learn **defusing** techniques for "**difficult**" customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is October 1, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#411
Beyond Stereotypes:
Tapping into the Strengths of Different Cultures in a Multicultural Society
Attendance is limited to Cuyahoga County DSAS Staff

9:00 AM – 4:00 PM

Thursday, October 22, 2009

Cuyahoga County Department of Senior and Adult Services
Reserve Square, Lower Level
Large Conference Room
1701 East 12th Street
Cleveland, OH 44114

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – We will all agree that the face of our society has changed significantly in recent years due to tremendous progress in technology and transportation, and shifts in political policies throughout the world. As a result of these changes, it is not unusual to find organizations with culturally blended teams of workers. Training everyone to appreciate and embrace differences can help distinguish an organization and give it a competitive advantage. This program explores the benefits and challenges that come about from having a multicultural workforce, the issues that might surface in diverse groups, and methods for handling conflicts.

Presenter – Devi Gursahaney, MSW, M Ed

Participants – Recommended for agency staff in every department.

Registration – Deadline is October 8, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#422

The Culture of Disrespect

Attendance is limited to Lorain County DJFS staff

9:00 AM – 4:00 PM

Friday, October 23, 2009

Lorain County Department of Job and Family Services
42485 North Ridge Road
Elyria, OH 44035

Licensure Credits – Three (3) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – It seems that no matter where you look today, there are glaring examples of disrespect in our society. From the workplace to the playground, people of all ages are abandoning civil behavior in favor of “keeping it real.” Today’s workshop will explore issues of workplace bullying, the contagious nature of disrespect, and how it impacts teambuilding, customer service, worker esteem and job satisfaction. Come prepared to discuss how disrespect has impacted the quality of your work life, and bring along some thoughtful suggestions about how we can make a positive impact on your organization...now!

Presenter – Rita Rizzo, MSc

Participants – Recommended for staff in every department.

Registration – Deadline is October 9, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations
Attendance is limited to Portage County DJFS staff

9:00 AM – 4:00 PM

Monday, October 26, 2009

Reed Memorial Library
167 East Main Street
Ravenna, Ohio 44266

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is October 13, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations
Attendance is limited to Portage County DJFS staff

9:00 AM – 4:00 PM

Tuesday, October 27, 2009

Reed Memorial Library
167 East Main Street
Ravenna, Ohio 44266

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is October 13, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#422

Positive Outcomes with Angry Customers

Attendance is limited to Geauga County DJFS staff

9:00 AM – 4:00 PM

Tuesday, October 27, 2009

Geauga County Department of Job and Family Services
12480 Ravenwood Drive
Chardon, OH 44024

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – Sometimes customers can act out their inner frustrations. This can result in verbal expressions that can be loud, disruptive and threatening to other customers and JFS workers. If not handled correctly, it can impact the entire production culture creating a negative, destructive environment in which people do not want to work or seek services.

Attendees will gain knowledge, philosophies, and methodologies (skills and tools) to achieve more positive outcomes when confronted with these types of situations and to minimize the occurrences of these types of situations. This will include subjects such as the impact of mindset, organizational support, what not to do to facilitate the behaviors, and tactics to use in person and on the phone.

Presenter – Michael McVey

Participants – Recommended for staff in every department.

Registration – Deadline is October 13, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations
Attendance is limited to Portage County DJFS staff

9:00 AM – 4:00 PM

Wednesday, October 28, 2009

Reed Memorial Library
167 East Main Street
Ravenna, Ohio 44266

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is October 14, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations
Attendance is limited to Portage County DJFS staff

9:00 AM – 4:00 PM

Thursday, October 29, 2009

Reed Memorial Library
167 East Main Street
Ravenna, Ohio 44266

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is October 15, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations
Attendance is limited to Portage County DJFS staff

9:00 AM – 4:00 PM

Friday, October 30, 2009

Portage County Department of Job and Family Services
449 South Meridian
Ravenna, Ohio 44266

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is October 16, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations
Attendance is limited to Portage County DJFS staff

9:00 AM – 4:00 PM

Monday, November 2, 2009

Reed Memorial Library
167 East Main Street
Ravenna, Ohio 44266

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is October 19, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#411
Living In the Shadows: Latino Culture

9:00 AM – 4:00 PM

Monday, November 2, 2009

Summit County Department of Job and Family Services
47 North Main Street – Bldg. 2, Floor 4, Room 428 C-E
Akron, OH 44308

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The face of America is rapidly changing as it is becoming one of the most religiously diverse nations in the world. Religious diversity is all around: in our hospitals, schools, jobs, and neighborhoods. Employers today have to take into account an ever-increasing variety of religious beliefs and practices among their employees. Religion is a very important part of who we are and what we do; in other words, it gives us an understanding of how we, as human beings, inhabit our social and cultural worlds.

Christianity remains the dominant religion in the United States, however, the number of Hindus, Muslims and Buddhists has more than doubled or even tripled. With more and more people from different religious backgrounds entering the work place, education becomes the most important key to helping both employees and employers become aware of the world's major religions and to living peacefully within our community and conducting business and diplomacy around the world.

Presenter – Gloria Rodriguez-Milord, MSW

Participants – Recommended for staff in every department.

Registration – Deadline is October 19, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#425
Our Customers Deserve the Best

9:00 AM – 4:00 PM

Monday, November 2, 2009

Stark County Department of Job and Family Services
221 Third Street SE
Canton, OH 44702

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

The following components are highlights:

- Maintain a positive self-image when servicing others
- Improve customer service to attain positive results
- Let your customers hear you smiling through the phone
- Learn **defusing** techniques for "**difficult**" customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is October 19, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#411
Living In the Shadows: Latino Culture

9:00 AM – 4:00 PM

Tuesday, November 3, 2009

Westshore Neighborhood Family Service Center
9830 Lorain Avenue
Cleveland, OH 44102

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The face of America is rapidly changing as it is becoming one of the most religiously diverse nations in the world. Religious diversity is all around: in our hospitals, schools, jobs, and neighborhoods. Employers today have to take into account an ever-increasing variety of religious beliefs and practices among their employees. Religion is a very important part of who we are and what we do; in other words, it gives us an understanding of how we, as human beings, inhabit our social and cultural worlds.

Christianity remains the dominant religion in the United States, however, the number of Hindus, Muslims and Buddhists has more than doubled or even tripled. With more and more people from different religious backgrounds entering the work place, education becomes the most important key to helping both employees and employers become aware of the world's major religions and to living peacefully within our community and conducting business and diplomacy around the world.

Presenter – Gloria Rodriguez-Milord, MSW

Participants – Recommended for staff in every department.

Registration – Deadline is October 20, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#425
Our Customers Deserve the Best

9:00 AM – 4:00 PM

Tuesday, November 3, 2009

Stark County Department of Job and Family Services
221 Third Street SE
Canton, OH 44702

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

The following components are highlights:

- Maintain a positive self-image when servicing others
- Improve customer service to attain positive results
- Let your customers hear you smiling through the phone
- Learn **defusing** techniques for "**difficult**" customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is October 20, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability

#411
Spanish To Go

9:00 AM – 4:00 PM

Wednesday, November 4, 2009

Old Brooklyn Neighborhood Family Service Center
4261 Fulton Parkway
Cleveland, OH 44144

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – This workshop will enhance the participants' Spanish Language skills through discussing, practicing and drilling exercises relevant to the social work profession within the context of culture and communication styles. Participants need to be prepared to actively participate in the session.

Presenter – Gloria Rodriguez-Milord, MSW

Participants – Recommended for staff in every department.

Registration – Deadline is October 21, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#536

Group Dynamics I

Attendance is limited to Cuyahoga County EFS Staff

9:00 AM – 4:00 PM

Thursday, November 12, 2009

Fairfax Neighborhood Family Service Center
8111 Quincy Avenue – 3rd Floor Training Room
Cleveland, OH 44104

Licensure Credits – Three (3) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – Groups of people or teams (in the business world) play a tremendous role in the culture and *realized* production of an organization. People strongly impact others; sometimes even resulting in some discarding their integrity to fit in or to stand alone. Groups of people can create anxiety in some and excitement in others. And, these groups/teams will take on a life of their own unless influenced by the leader.

Attendees will gain knowledge, philosophies, and methodologies (skills and tools) to achieve more positive outcomes when leading groups/teams. This will include subjects such as creating a culture, ground rules, group communications (including dealing with inappropriate behaviors), and when groups change.

Presenter – Michael McVey

Participants – Highly recommended for all line supervisors, administrators and managers. It is **ESSENTIAL** for new management staff. This is an excellent opportunity to meet and collaborate with other management staff.

Registration – Deadline is October 29, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#425
Our Customers Deserve the Best

9:00 AM – 4:00 PM

Thursday, November 12, 2009

Stark County Department of Job and Family Services
221 Third Street SE
Canton, OH 44702

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

The following components are highlights:

- Maintain a positive self-image when servicing others
- Improve customer service to attain positive results
- Let your customers hear you smiling through the phone
- Learn **defusing** techniques for "**difficult**" customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is October 29, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability

#536

Group Dynamics II

Attendance is limited to Cuyahoga County EFS Staff

9:00 AM – 4:00 PM

Friday, November 13, 2009

Fairfax Neighborhood Family Service Center
8111 Quincy Avenue – 3rd Floor Training Room
Cleveland, OH 44104

Licensure Credits – Three (3) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – Groups of people or teams (in the business world) play a tremendous role in the culture and *realized* production of an organization. People strongly impact others; sometimes even resulting in some discarding their integrity to fit in or to stand alone. Groups of people can create anxiety in some and excitement in others. And, these groups/teams will take on a life of their own unless influenced by the leader.

Attendees will gain knowledge, philosophies, and methodologies (skills and tools) to achieve more positive outcomes when leading groups/teams. This will include subjects such as creating a culture, ground rules, group communications (including dealing with inappropriate behaviors), and when groups change.

This is part two of two one-half day sessions. This session explores non-traditional ways to engage employees into group processes and performance improvement systems to be used for teams.

Presenter – Michael McVey

Participants – Highly recommended for all line supervisors, administrators and managers. It is **ESSENTIAL** for new management staff. This is an excellent opportunity to meet and collaborate with other management staff.

Registration – Deadline is October 30, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#422

Dealing Effectively and Ethically with Difficult Clients and Co-Workers

Attendance is limited to Cuyahoga County DSAS Staff

9:00 AM – 4:00 PM

Monday, November 16, 2009

Cuyahoga County Department of Senior and Adult Services
Reserve Square, Lower Level
Large Conference Room
1701 East 12th Street
Cleveland, OH 44114

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – Learning to effectively and ethically deal with people whose views are in conflict is always difficult. Learning to apply your own values to difficult circumstances and to maintain your moral principles during conflict are the goals of this session. Expect to learn more about yourself, your work style and attitude as well as creative ways to feel good about yourself after a conflict.

Presenter – Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is November 2, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations

9:00 AM – 4:00 PM

Tuesday, November 17, 2009

Summit County Department of Job and Family Services
47 North Main Street – Bldg. 2, Floor 4, Room 428 C-E
Akron, OH 44308

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is November 3, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
De-Escalating Violent Situations

9:00 AM – 4:00 PM

Wednesday, November 18, 2009

The Office of Workforce Development
2247 Lake Avenue
Ashtabula, OH 44004

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – With the ever changing policies, growing number of clients, and stringent requirements, it is more likely workers will encounter angry, potentially aggressive individuals on the job.

In this workshop participants will learn the hierarchy of behaviors and emotions that a person displays at various levels of agitation and the appropriate verbal intervention for each level, as well as the importance of body language and other non-verbal communication. The emphasis will be on learning ways to avoid potentially dangerous situations by planning ahead and anticipating behaviors.

Presenter – L. Lee Nutter, PhD

Participants – Recommended for staff in every department.

Registration – Deadline is November 4, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#425
Our Customers Deserve the Best

9:00 AM – 4:00 PM

Wednesday, November 18, 2009

Stark County Department of Job and Family Services
221 Third Street SE
Canton, OH 44702

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

The following components are highlights:

- Maintain a positive self-image when servicing others
- Improve customer service to attain positive results
- Let your customers hear you smiling through the phone
- Learn **defusing** techniques for "**difficult**" customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is November 4, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#425
Our Customers Deserve the Best

9:00 AM – 4:00 PM

Friday, November 20, 2009

Stark County Department of Job and Family Services
221 Third Street SE
Canton, OH 44702

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

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- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is November 6, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#425
Our Customers Deserve the Best

8:15 AM – 3:00 PM

Monday, December 7, 2009

Columbiana County Engineer's Training Room
235 S. Market Street
Lisbon, 44432

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – The goal of this workshop is to provide a set of principles for improving customer service. Our strategy is to help match the expectations of our target customers. Through group discussions we identify the needs of the customer and the significance of good customer service. We affirm that it is essential to always improve customer service. Participants learn how to project a positive regard for clients with a firm handshake and a smile. Participants develop skills that enable them to find the right answers for customers. In addition, they learn how to serve culturally diverse populations. Role simulations and group exercises help integrate the training. This course is customized for each setting.

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- Learn **defusing** techniques for "**difficult**" customers
- Gain knowledge to better serve culturally diverse populations
- Practice proper telephone & interviewing techniques
- Agency goals are met when customer service is improved
- Resolve five major customer complaints with 10 PosiPower tips

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is November 23, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#411
Is Racism Over in America?

9:00 AM – 4:00 PM

Tuesday, December 8, 2009

Fairfax Neighborhood Family Service Center
8111 Quincy Avenue – 3rd Floor Training Room
Cleveland, OH 44104

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – Now that the country has elected its first black president many Americans believe that racism in the U.S. is a thing of the past. Is it? Long-delayed conversations about racism are beginning to surface at work and at home. Join us for a stimulating discussion and discover...

- Why those who still harbor racist thinking are often unaware of their own biases
- How to confront racism without provoking defensiveness
- What makes some people unapologetically cling to their racist beliefs?
- When to examine your own thinking about race in America

Presenter – Louis Vincent

Participants – Recommended for staff in every department.

Registration – Deadline is November 24, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#420
Workplace Safety

9:00 AM – 4:00 PM

Tuesday, December 8, 2009

Summit County Department of Job and Family Services
47 North Main Street – Bldg. 2, Floor 4, Room 428 C-E
Akron, OH 44308

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – This course will teach employees how to prevent and respond to incidents that threaten the safety, security, and well-being of both the agency and its employees. Course objectives will be accomplished by providing workshop participants with information on the following:

- Client threat assessment and emergency planning
- Responding to menacing phone harassment
- Off worksite client threats (Stalking)
- Non-physical intervention techniques
- Office set-up and office safety equipment
- Office crisis code communication
- Incident management and collaboration with security and law enforcement
- How to implement course material into office operating procedures

Presenter – Tyrone White

Participants – Recommended for agency staff in every department.

Registration – Deadline is November 24, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#700
APS CORE
Case Planning and Service Delivery in Adult Protective Services

9:00 AM – 4:00 PM

Thursday, December 10, 2009

Summit County DJFS
47 North Main Street
Bldg. 2, Fl. 4, Room 428 C-E
Akron, OH 44308

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – Participants will understand case plan development and implementation in APS, including major resource systems to consider in targeting elder abuse victims and perpetrators.

Presenter – Sharon Dudash, LISW, LICDC, OCPC

Participants – Recommended for APS staff at every level. Others with a need or interest in this topic are welcome.

Registration – Deadline is November 30, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

#409

It's NOT a Chit-Chat - Interviewing Customers for Effectiveness

8:15 AM – 3:00 PM

Friday, December 18, 2009

Columbiana County Engineer's Training Room.
235 S. Market Street
Lisbon, 44432

Licensure Credits – Five and one half (5.5) contact hours will be available to participants who attend and evaluate the entire session. *NOTE: If more than 15 minutes of the session are missed, licensure credits CANNOT be issued.*

Content – In order to become an **effective** interviewer, participants first learn how not to allow the interview to digress into a chit-chat. Participants also learn how to incorporate education, skills, interests, and experience into a profile that may be used to place the applicant into a suitable job, work program, and/or educational program. This course will also help participants gather information that will better serve customers. In addition, employees who feel good about themselves and their contribution to their workplace are more receptive to interviewees. They are more likely to take the time and make the effort to ensure that their job is not just done correctly, but exceptionally. This course on interviewing is dedicated to creating this type of employee. This is why the training session will begin with a self-esteem component. ***It's NOT a Chit-Chat*** training is an exceptional tool to possess.

The following topics are highlights:

- How to properly interview clients or potential employees
- Build and enhance interpersonal skills
- The difference between acceptable chit-chat and sabotaging chit-chat
- Promote excellence and increase productivity by getting correct responses
- Improve employee retention and customer satisfaction
- PosiPower Ways to interview and not chit-chat

Presenter – Jordana Shakoor-Anderson

Participants – Recommended for agency staff in every department.

Registration – Deadline is December 7, 2009. After this date, please call the training center at 330-643-7387 or 330-643-7274 to check on availability.

TRAINERS

Sharon Dudash, LISW, LICDC, OCPC, is Director of Elder Focus, and older adult outpatient service at North Central Mental Health. Sharon plans, develops, and implements educational and liaison activities to promote awareness in the community of the agency's older adult programs. Sharon writes proposals for funding and oversees the implementation of funded projects and participates in the development of treatment models that are age-specific and address such issues as chemical dependency, grief, cultural diversity in the older adult population. Sharon is a trainer for Ohio Job and Family Services and a contract teacher for OSU College of Social Work.

Devi Gursahaney, MSW, M Ed, has a Masters Degree in Social Work and Organization Development. She has provided human resources training and consulting in India and the U.S. Devi's transnational experiences guide her understanding of the global challenges and opportunities organizations face today. Her unique approach to organizational development and staff training combine a cross-cultural perspective with a strong commitment to introducing compassion in the work place.

She has worked with a variety of organizations including large corporations, universities, professional associations, non-profit agencies and manufacturing companies. She has presented at international conferences and has facilitated diverse groups with creative activities to resolve conflicts, manage cross-cultural communication, celebrate diversity and renew spirit.

Michael L. McVey, is a national professional speaker, author, entrepreneur, consultant to management, adjunct faculty, and instructional systems design specialist. He is CEO & Partner of ClearView Management Resources which specializes in Human Resources, Training & Development, and Organizational Development. Current focuses are on Instructional Systems Design, specifically of Holistic Learning Systems and e-Learning Systems, Management Development, Employment & Labor Law Curriculum, and Succession Planning Systems.

Lee Nutter, PhD, is an active researcher and educator. His research has ranged from courtship violence to the role of substance abuse in family violence. He teaches for the Ohio Human Services Training System and extensively throughout Ohio.

Rita Rizzo, MSc, is a human relations trainer and a management consultant who operates her own firm Rizzo and Associates in Akron, Ohio. She holds a Master's Degree in Training and Human Resource Management and has more than 20 years experience in training departments of human services staff

TRAINERS

Gloria Rodriguez-Milord, MSW, obtained her BSW from the University of Panama and her MSW from the University of Pittsburgh. She completed post-graduate studies on Family Therapy, Mediation and is a Certified Assessor in the State of Ohio. She has worked with children and families for over 25 years. Gloria is currently the Program Leader for Community and Therapeutic Services at Beech Acres Parenting Center in Cincinnati, Ohio.

Gloria is an advocate for children and families as well as for best practice in the delivery of social work services. Gloria is very vocal about the needs of the Hispanics in the area. She works many hours as a volunteer to serve

Jordana Y. Shakoor-Anderson, education and management consultant, is the founder and president of JYS Consultants, PosiPower Concepts, in Worthington, Ohio. She is an alumna of The Ohio State University and is a certified trainer for the Ohio Human Services Training System and the Institute of Human Services.

Louis Vincent, is the Products and Production Manager with the firm of Rizzo and Associates. He has served as a trainer and consultant since 1991. Prior to coming to Rizzo & Associates he was employed as a Supervisory Administrator at Boys Village, a residential treatment center for adolescent boys in Smithville, Ohio. He is currently completing his MBA through Heriot Watt University in Scotland.

Mr. Vincent has conducted over 1500 seminars with audiences from governmental institutions, health care facilities and associations. He specializes in the topics of diversity, human resource development, system's approaches and workplace violence.

Tyrone White has been certified by the Institute of Human Services to provide training. He has conducted training for Social Workers in Cuyahoga County and throughout Ohio. He has conducted parenting training for Cleveland Municipal Schools and has taught in both public and private settings; in addition he has provided training for the Cleveland Police Academy, the National Juvenile Justice Association, and the State Attorney Generals Office Summit on School Safety.

He graduated from West Virginia University and completed master's level course work in Education at John Carroll University. Also he has an extensive background in Chemical Dependency Training and Domestic Violence Prevention Training for the Department of Justice Affairs.

Ohio Human Services Training System Northeast Regional Training Center Registration Form

Name (Please Print)	Phone Number	Email Address	
Job Position	Agency	County	
Workshop Title	Date	Workshop Title	Date
<input type="checkbox"/> #422 Communicating for Success	Oct. 6, 2009	<input type="checkbox"/> #425 Our Customers Deserves the Best	Nov. 3, 2009
<input type="checkbox"/> #539 Religions in America: Walking and Working Together	Oct. 8, 2009	<input type="checkbox"/> #411 Spanish To Go	Nov. 4, 2009
<input type="checkbox"/> #425 Our Customers Deserve the Best	Oct. 14, 2009	<input type="checkbox"/> #536 Group Dynamics I*	Nov. 12, 2009
<input type="checkbox"/> #411 Beyond Stereotypes: Tapping into the Strengths of Different Cultures in a Multicultural Society*	Oct. 22, 2009	<input type="checkbox"/> #425 Our Customers Deserve the Best	Nov. 12, 2009
<input type="checkbox"/> #422 The Culture of Disrespect *	Oct. 23, 2009	<input type="checkbox"/> #536 Group Dynamics II*	Nov. 13, 2009
<input type="checkbox"/> #420 De-Escalating Violent Situations *	Oct. 26, 2009	<input type="checkbox"/> #422 Dealing Effectively and Ethically with Difficult Clients and Co-Workers*	Nov. 16, 2009
<input type="checkbox"/> #420 De-Escalating Violent Situations *	Oct. 27, 2009	<input type="checkbox"/> #420 De-Escalating Violent Situations	Nov. 17, 2009
<input type="checkbox"/> #422 Positive Outcomes with Angry Customers*	Oct. 27, 2009	<input type="checkbox"/> #420 De-Escalating Violent Situations	Nov. 18, 2009
<input type="checkbox"/> #420 De-Escalating Violent Situations *	Oct. 28, 2009	<input type="checkbox"/> #425 Our Customers Deserve the Best	Nov. 18, 2009
<input type="checkbox"/> #420 De-Escalating Violent Situations *	Oct. 29, 2009	<input type="checkbox"/> #425 Our Customers Deserve the Best	Nov. 20, 2009
<input type="checkbox"/> #420 De-Escalating Violent Situations *	Oct. 30, 2009	<input type="checkbox"/> #425 Our Customers Deserve the Best	Dec. 7, 2009
<input type="checkbox"/> #420 De-Escalating Violent Situations *	Nov. 2, 2009	<input type="checkbox"/> #411 Is Racism Over in America?	Dec. 8, 2009
<input type="checkbox"/> #411 Living In the Shadows: Latino Culture	Nov. 2, 2009	<input type="checkbox"/> #420 Workplace Safety	Dec. 8, 2009
<input type="checkbox"/> #425 Our Customers Deserve the Best	Nov. 2, 2009	<input type="checkbox"/> #700 APS CORE Case Planning and Service Delivery in Adult Protective Services	Dec. 10, 2009
<input type="checkbox"/> #411 Living In the Shadows: Latino Culture	Nov. 3, 2009	<input type="checkbox"/> #409 It's NOT a Chit-Chat – Interviewing Customers for Effectiveness	Dec. 18, 2009

**Denotes registration limited to specified staff and agency*

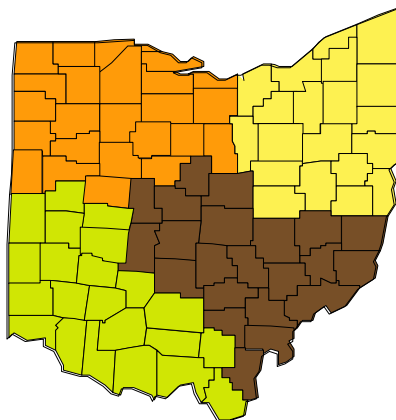
Supervisor Signature Required

Please return this form to :
Jack Manos, NE OHSTS Coordinator
Summit County Department of Job and Family Service
47 North Main Street
Akron, OH 44308
Email: manosj01@odifs.state.oh.us Fax: 330-643-7685

Ohio Human Services Training System Northeast Regional Training Center

Jack Manos
OHSTS NE Training Coordinator
330-643-7387
Fax: 330-643-7685
Email – manosj01@odjfs.state.ohio.us

Kimberly Rice
Secretary
330-643-7274
Fax: 330-643-7685
Email – ricek03@odjfs.state.oh.us



For further information, contact the regional training center coordinator in your region.

Northwest RTC
Lucas County DJFS
Natalie Edwards
419-213-8456

Northeast RTC
Summit County DJFS
Jack Manos
330-643-7387

Southwest RTC
Hamilton County DJFS
Lynn Simpson
513-946-1792

Central RTC
Franklin County DJFS
Robin Rankin
614-462-5299

Summit County Department of Job and Family Services
47 North Main Street
Akron, OH 44308-1991