

## **"Managing Up:" Strategies for Direct Care & Administrative Support Staff in Nonprofits, Tribes, Health Care, Schools & Counties**

*(for case aides, paras, early childhood teaching assistants, CNAs, PCAs, CD Technicians, food service, & custodial staff)*  
*(via Zoom Meeting)*

**Rebecca Schueller Training & Consulting, LLC**  
[www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)



*Growth & Development*

*Professionalism*

*High Engagement*

*Negotiation Skills*

*Direct Communication*

**2021**

**Date Options:**

- **Tues., Jan. 5 OR Jan. 12**
- **Thurs., Jan. 7 OR Jan. 14**

**Time:**

**10:00 a.m. - Noon**  
**U.S. Central Time**

**To Register:**

[www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)

**Fee:**

**\$65.00/Participant**

**About the Workshop:** This workshop is for direct care and administrative support staff to improve communication with supervisors and organizational managers about the tools, resources, equipment, training, and other support needed to do their jobs well. The current pandemic highlights the critical roles of direct care staff and support staff to individuals and families served and to health and human services providers. Direct care and support staff usually have the least ability to work remotely, thereby facing daily health risks. And, the complexity of human needs and challenges faced by providers, in combination with changes made to respond to the pandemic, gives rise to significant stress, making work even more difficult for direct care and support professionals. If you work in direct care or administrative support, join your peers to discuss how to help your supervisor and your organization's management understand what you and your coworkers need to operate at your best. Learn to:

- Develop skills to have productive dialogue and negotiate when you need to make changes to your schedule or require other flexibility.
- Improve communication practices to recommend constructive changes to policies you think can be more employee-friendly, while still upholding organizational values.
- Engage your supervisor to discuss training and professional development priorities for your short- and long-term goals.
- Give your employer "first right of retention" and the opportunity to make a "match and exceed" counter offer, allowing the agency to retain your experience and organizational knowledge and avoid an extended job hiring process.
- Advocate for the needs of your clients and consumers, whom you serve regularly and understand well, by sharing ideas and feedback on services, practices, and procedures.
- Engage your program director in using direct care staff input to plan for shift coverage in ways that best protect health and safety.

**Intended Audience:** This training is focused on the needs of direct care professionals and employees who provide organizational administrative support. Other staff and volunteers are also welcome to attend.

**Registration Fee:** The fee is \$65/participant. Both online payments and checks are accepted. If you plan to register multiple staff and need an invoice, email Becky at [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com).

**Registration Deadline:** Please register by Dec. 28, 2020, when possible. Online registration is preferred – visit [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings). While there are no refunds for cancellations, substitutions are accepted at any point.

**Zoom Food Etiquette:** Participants are welcome to snack or eat a late breakfast or early lunch during the training.

**Pre-Assessment:** All registrants will receive a pre-assessment (via Survey Monkey) asking them to share issues and concerns they may wish to discuss during the training. It is also helpful to have a few brave participants volunteer to use their experiences for discussions.

## About Your Trainer

Owner and principal consultant Rebecca (Becky) Schueller has three decades of experience working with national, urban and rural nonprofits, community groups, tribal organizations and small businesses. In addition to 30+ years of management and leadership experience, Becky has served multiple community agencies in Chicago and the Bemidji area in Board, committee, and consultant and training roles. She served as the primary staff member and resource development lead at three organizations for more than 25 years. Becky has trained 700 nonprofit, tribal, county, and school staff in the past three years. She worked her way through college as an administrative assistant and receptionist.

Becky converted all of her training, planning, and meeting facilitation to online venues in 2020. She trains on topics including: Supervision & Performance Appraisal, Grant Writing Readiness, Board Governance, the Executive Director's Annual Performance Evaluation, Conflict Management & Communication Skills, and Developing Exceptional Customer Service Skills. Becky also develops custom training. Feel free to contact her at [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com).

## Training Participant Testimonials:

*"Great opportunities to ask questions and share stories. I appreciated your teaching style."*

*"Your training is easy to listen to with good handouts and practical ideas."*

*"I enjoyed the role playing that Becky did. "*

*"Becky has a terrific way of including her participants in the workshops which helps people feel welcomed and valued in the learning experience."*

*"Enjoyed the pictures in the power points and the bullets that can be referred back to easily."*

*"There were a couple of things that Becky said that stood out for me: "Feedback is how we improve." "Treat clients with our best!! We are the rock they need – warmth, caring, empathy, connection." "We need to take time for ourselves."*

# REGISTRATION FORM

## Managing Up: Strategies for Direct Care & Support Staff

### 2021 Date Options:

Tues., Jan. 5    Thurs., Jan. 7    Tues., Jan. 12    Thurs., Jan. 14

10:00 am-Noon (please join by 9:55 am)

*The Zoom Meeting Link will be sent to participants after registration*

**Note:** Please add [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com) to your email contacts so that the registration link doesn't go to spam or junk folders

**Online Registration Preferred:** Visit [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)

If you send a paper registration, please print your information on this form and scan it to Becky.

**Please use a separate form for each individual being registered.**

**Name:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Email:**  work \_\_\_\_\_ &  personal \_\_\_\_\_

Please double check your email address as it must be exact for you to receive the Zoom meeting link.  
Your personal email is requested as a back-up in case your work server rejects the meeting link message.

**Cell Phone:** \_\_\_\_\_ **Work:** \_\_\_\_\_

*For emergency notification/cancellation only (please include the area code for both #s)*

**Work Mailing Address:** \_\_\_\_\_

**Street # & Name                      City                      State                      Zip**

**Payment:** Please indicate how you intend to pay:  check or  online with Pay Pal. Even if you do not register online, you may use the Pay Pal "Buy Now" link at [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings) - scroll down to the Up Management Strategies Pay Pal link for the training date you chose.

**Registration:** Please register by Dec. 28, 2020 if possible. Online registration is preferred – visit [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings). Paper registrations may be scanned and emailed to [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com).

**Registration Fees:** The cost is \$65.00/registrant. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. If a participant needs to reschedule, you may participate in a future online training on the same topic at no additional charge.

**Questions:** Please email questions with your contact information to: [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com).

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

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