

## **"Managing Up:" Developing Workplace Communication Skills to Maximize Staff Well-Being & Client Outcomes**

*(for administrative support staff, case aides, paras, Head Start & early childhood staff, CNAs, PCAs, CD Technicians, food service, & custodial staff)*  
*(A Zoom Meeting)*

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



*Growth & Development*

*Professionalism*

*High Engagement*

*Negotiation Skills*

*Direct Communication*

**2021**

### **Date Options:**

■ **Tues., Oct. 26**

■ **Thurs., Oct. 28**

### **Times:**

**2:00 pm - 4:30 (Eastern)**

**1:00 pm - 3:30 (Central)**

**Noon - 2:30 (Mountain)**

**11:00 am - 1:30 pm (Pacific)**

**10:00 am - 12:30 (Alaska)**

### **Fee:**

**\$65.00/Participant (early)**

**\$85.00/Participant (regular)**

**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 Oct. 11, 2021, 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 breakfast or lunch during the training. A brief break will be provided.

**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.”*

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

# REGISTRATION & PAYMENT

## Managing Up: Communication Skills for Direct Care Professionals, Administrative Support Staff, Food Service & Custodial Staff

REGISTER ONLINE: [www.bemidjiconsulting.com](http://www.bemidjiconsulting.com)

### October 2021 Date Options:

**Tues.,** October 26 OR  **Thurs.,** October 28

2:00 pm – 4:30 **Eastern** (please join by 1:55 pm)

1:00 pm – 3:30 **Central** (please join by 12:55 pm)

Noon – 2:30 pm – **Mountain** (please join by 11:55 am)

11:00 am – 1:30 pm – **Pacific** (please join by 10:55 am)

10:00 am – 12:30 pm – **Alaska** (please join by 10:55 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

**Register Online:** [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings) - Click on the October "Managing Up" training. See the option to choose dates. You can enter multiple registrants in one registration with custom dates for each person by entering the total number of registrants under "quantity" when you input the first registrant (i.e. click 5 to register 5 staff). All registrants will receive an electronic copy of the presentation and a short resource packet. Becky will provide attendance certificates upon request (no extra charge).

**Payment:** Checks, Pay Pal, and ACH deposits are accepted. You can use a credit card online with Pay Pal even if you don't have a PP account. Send ACH form requests to [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

**Zoom Food Etiquette:** You are welcome to snack or eat breakfast or lunch during the training.

**Registration Deadline:** Please register by October 11<sup>th</sup> when possible. Payment is due by Oct. 18<sup>th</sup>.

**Registration Fees:** The Early Bird cost is \$65.00/registrant. After Oct. 11<sup>th</sup>, please make checks out for \$850 per participant. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. When possible, a 5-day notice is appreciated.

**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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