

## **The Mission of OUTCOMES**

Each workshop is designed to strengthen Supervisors and Staff team performance. Through team interaction, each staff will contribute to specific program outcomes. All outcomes will be measurable and understood by all. The primary tool for this four hour “Outcomes” workshop is the use of the Logic Model. This workshop will result in improved staff motivation, performance and evaluations.

# **Curriculum Discussion Topics**

## **001 THE PARENT TOOL BOX**

Eight ways to address client comfort in a care environment, or pre-school. By exercising the Tool Box, stress is reduced for staff and child. Identification of issues and alternative activities can be determined. This **two-hour** workshop will provide resources for the caretaker to enjoy their day, not just survive the day.

## **002 THE OTHER PARTNER: CO-PARENTING**

As a professional caretaker, it is critical for both consumer and the family of the consumer to have clear expectations and trust of each other. Co-Parenting is the professional standard by which client needs are addressed, as well as the parents/family of the client. This **four-hour** workshop will result in a common effort to provide quality service to the child and family.

## **003 ACCREDITATION: WHAT IS IT?**

This **two-hour** workshop will introduce accreditation candidates to the idea and practical application of Accreditation for the pre-school or child care team. Discussions will include why the results of Accreditation will affect on your local public schools API.

## **004 BEST PRACTICES FOR ACCREDITATION: SELF STUDY PROCESS**

An overview of standard practices that are common to all supervisors or staff for the purpose of improving Quality of Service Delivery.

The culture of an agency is identified by the practices of engagement between team member and client.

As an ENABELING tool for Accreditation, the self-study process prepares the staff for role evaluation, service system improvement and standard compliance with national accrediting body expectations.

This **four-hour** workshop will result in Accreditation preparation for the “BOX”. Self study clarifies roles and identifies weaknesses in a service system.

## **005 SEE KNOWLEDG BANK if you are seeking Accreditation**

## **006 Best Practices: With “Breakout” task.**

This **four-hour to 30 hour** workshop (6.1-6.5) using 'self study', will serve to identify Best Practices within your service system. The discussion will require participants to share individual experiences and interpretations of the service delivery process in which they work.

## **6.1 or 6.2 CAN BE OFFERED AS INDIVIDUAL WORKSHOPS**

### **006.1 The Logic Model**

Each activity within a service delivery system can be represented in a logic model, from the overall program design to individual tasks. Staff will use the logic model tools for this activity. Your staff will be able to articulate the program service relationships.

This **four-hour** exercise will result in the enhancement of relationships within your team's individual tasks, strengthening infrastructure of your overall delivery system; resulting in improvement of service quality to your client.

### **006.2 Parallel Management [Supervision and Accountability]**

This **four-hour** workshop takes a close look at the **Relationship** between supervisor and staff as team players, while respecting supervisor/subordinate roles. Attention will be given to “workers and managers” dealing with the same issues accomplishing common outcomes. How does the manager give fair evaluations on staff effectiveness? How does staff show management their accomplishments and the effectiveness of their work? Parallel Management provides an opportunity to address probation and annual “required” evaluations with all its categories. Clarity on specific issues encountered by the worker and the supervisor will significantly reduce management surprises.

### **007 Engaging Diversity**

This four-hour workshop provides a look at the strength of diversity in the work place and its effect within a changing environment. This workshop will result in your staff taking the advantage of a diverse environment, making client engagement less stressful.

### **008, or 011 OCCUPATION IDENTIFICATION SYSTEM**

This **four-hour** workshop provides insight to personal job retention, interview mastery, and career identification. Veterans and recovery programs including TANF, WIA and HVRP will benefit from this workshop. Mr. Nesbitt will administer the Career Occupational Profile System, a 98% accuracy tool.

### **009 The Science of the Interview**

This **four or eight hour** workshop is designed to view the psychological approach to interviewing and understanding the issues from the HR interviewers perspective.

Using the **score and response system** and the **seventh element** of the interview, your client will apply learn practices to obtain **successful interview scores**. This workshop is essential for all targeted populations, specifically ex-offenders, Recovery, Displaced workers, Entry-level or Advanced TANF, WIA.HVRP and VWIP consumers.

## **010 Self Care and Employment Retention**

This **four-hour** workshop is for all populations, including Recovery, ex-offenders, Veterans, TANF, WIA, HVRP participants. Personal LIFE GUIDANCE skills are reviewed and identified as tools to sustain employment and quality of life. Resumes will be investigated to determine the true employment skills needed to be brought forth in the interview process. This workshop will result in the identified actions for self-government and job retention.

## **011 Career Occupational Profile System [COPS]**

This **four hour** workshop is specific to career identification. This is appropriate for youth programs and targeted populations requiring a variety of choices for employment options. The consumer will identify specific occupational areas to pursue.

## **012 Conflict Resolutions**

This **2 or 4 hour** workshop is appropriate for resident council members, Home Visitors, \*MDT panel members, managers, and other professionals in your agency who engage the public. This workshop will result in staff and professionals having an overview of conflict and anger using tools to facilitate agreements.

\* Multi Disciplinary Team

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