

PSW TRAINING DAY SCHEDULE



CAPACITY BUILDERS
PSW TRAINING DAY
2018 OCTOBER 16

TUESDAY, OCTOBER 16, 2018

Hilton Suites Toronto/Markham • 8500 Warden Avenue, Markham

2018 PSW Training Day • capacitybuilders.ca

7:30 – 8:45	Registration, Light Breakfast and Networking				
8:45 – 9:00	Opening Remarks – Deborah Simon, CEO of OCSA and Government Representative (invited)				
9:00 – 12:00	SESSION 1 Butternut/Holly Communication in Dementia: From Confusion to Understanding	SESSION 2 Violet/Orchid Supporting a Client Who Has Symptoms of Depression	SESSION 3 Markham A Professionalism: Demonstrating Your Commitment to Service Excellence	SESSION 4 Markham B Critical Thinking for PSWs	SESSION 5 Markham C Conflict Resolution and De-Escalation Techniques for PSWs
12:00 – 1:30	Lunch / Information Fair				
1:30 – 4:30	SESSION 6 Butternut/Holly Demystifying Responsive Behaviours	SESSION 7 Violet/Orchid Supporting a Client with Addiction	SESSION 8 Markham A Professionalism: Demonstrating Your Commitment to Service Excellence (repeat)	SESSION 9 Markham B Making Communication Work: Essential Skills for Front-Line Staff	SESSION 10 Markham C Mediation Techniques for Supervisors
4:30	Scavenger Hunt Draw – Main Conference Centre				



THANK YOU TO OUR SPONSOR!

All of this year's presenters are also trainers with Capacity Builders. Capacity Builders has been providing affordable training since 2001. For a full list of the topics offered, please visit www.capacitybuilders.ca.

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PSW TRAINING DAY SESSIONS



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SESSION 1 – Butternut/Holly Communication in Dementia: From Confusion to Understanding

In this interactive workshop, you'll better understand the world of the person living with dementia, and learn common changes in communication ability. You'll learn key questions to ask clients to encourage conversation, the role of body language, the uses of life story information and how all this can be used to provide better support... and less frustration.

SESSION 2 – Violet/Orchid Supporting a Client Who Has Symptoms of Depression

Do you know the difference between a client who is sad and one who is showing symptoms of depression?

This interactive workshop will teach you about depression, its symptoms and causes, and understand ways in which depression affects your client's lives. You'll have lots of opportunity to discuss your own experiences, and learn new techniques and approaches to better identify and support clients with depression.

SESSION 3&8 – Markham A Professionalism: Demonstrating Your Commitment to Service Excellence

We talk a lot about "Professionalism." It's seen as one of the key factors that contribute to a successful career in the health field – but what does that actually mean in the day-to-day world of a Personal Support Worker?

Using real-life examples, we'll discuss trust, attitude and accountability, and uncover new ways to demonstrate your capabilities and commitment to excellence.

SESSION 4 – Markham B Critical Thinking for PSWs

How might you handle these situations?

You've noticed that a client is less interested in conversation and doesn't make eye contact with you anymore.

Your client tells you that she doesn't want to bathe... and you know that she's at risk for skin breakdown and infection.

This workshop will help you to build your own skills to analyze situations objectively, weigh various options, identify problems and find workable means to address them within the scope of your role.

SESSION 5 – Markham C Conflict Resolution and De-escalation Techniques for PSWs

What really works when it comes to de-escalating anxious, hostile, or challenging behaviour? As it turns out, how you respond to the behaviour is often the key to defusing it. In this workshop, you'll learn about the dynamics of conflict, understand how to get to the source of a problem, and develop your own personal de-escalation strategies that will allow you to 'step out' of situations and not take things personally.

SESSION 6 – Butternut/Holly Demystifying Responsive Behaviours

Supporting clients with dementia can be challenging, especially when you encounter behaviours that are difficult to understand such as screaming, cursing or grabbing. This workshop will help you understand why some clients with dementia display behaviours that are challenging, learn about triggers and warning signs, and numerous strategies to effectively respond to those behaviours.

SESSION 7 – Violet/Orchid Supporting a Client with Addiction

As a PSW supporting a wide-range of clients, you may work with individuals who are addicted to alcohol, prescription medication, or other substances. Through

small group activities and case scenarios, you will explore your own feelings about addiction and learn new strategies to support clients.

SESSION 9 – Markham B Making Communication Work: Essential Skills for Front-Line Staff

As a PSW, you know that you communicate every day – and with every client. As a member of the client's support team, you have a key role to play in building a trusting relationship with clients, family and peer caregivers, identifying needs and preferences, as well as relaying information and interpreting instructions. This workshop will focus on enhancing your skills to communicate clearly and professionally with clients and caregivers, and give you techniques to deal with challenging situations where workplace conflict, gossip and toxicity damage trust and success.

SESSION 10 – Markham C Mediation Techniques for Supervisors

Some of the most frequent causes of workplace conflict is harassing behaviour, bullying, personality clashes and violence, which may take the form of personal or psychological harassment. Studies imply that inappropriate behaviour, when unchecked, damages the overall morale of the workplace, creating severe psychological impacts, absenteeism, high employee turnover, and eventually the reputation of the organization.

This workshop will help you understand what causes conflict in the workplace and recognize the different ways employees respond and handle it. You will have the opportunity to use conflict mediation tools to resolve the issues and gain new insights and skills in mediating conflict that you can take back and apply immediately in your own setting.