



THE VISIONS CENTER

Supporting Organizations To Reach Their Goals

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COURSE LIST 2014

Introduction: Person-directed innovations, creative employment solutions, and customized supports require staff to become outcome focused. The courses for 2014 were designed to specifically focus on developing emerging skills and position organizations to grow and meet new demands.

COURSE TITLES:

- ❑ **From Philosophy to Practice:
Creating Innovative Person
Directed Supports**
- ❑ **Customized Supports: A
Customer Service Perspective
to Supports and Person
Directed Outcomes**
- ❑ **Opening Doors to
Employment**
- ❑ **Personal Responsibility:
Igniting an Outcome Driven
Culture**
- ❑ **Positive Outcomes: Positive
Attitudes**
- ❑ **Success Strategies for New
Supervisors**
- ❑ **Promoting Trust, Respect,
and Professionalism in the
Workplace**
- ❑ **Beyond Difficult: Dealing
with Highly Complex
Employee Issues**
- ❑ **Having Fun: Achieving
Outcomes by Focusing on
Personal Interests**

From Philosophy to Practice: Creating Innovative Person Directed Supports

How do you get from the person-centered plan to developing opportunities that achieve person directed outcomes? If you want to enhance approaches and develop effective support options, this is the course for you. We help participants move from philosophy to practice by focusing on innovative approaches that maximize outcomes and promote real choices for the individuals you support. The session includes exercises that demonstrate how to achieve best practices through an array of options, both in house and in the community. The program enables participants to implement ideas and devise options that enhance excellence and improve personal and organizational success.

Customized Supports: A Customer Service Perspective to Supports and Person Directed Outcomes

Our customers are the person with I/DD who we support. They are the center of what we do; and it is important how that they are satisfied with the services and supports offered. Person centered approaches are achieved through customization, creating supports that are uniquely based on what the person wants, their choices, and their preferences. This course offers strategies of how to customize positive customer service approaches to enhance person centered outcomes. This session is designed to be upbeat and enhance participants' skills in communicating and listening. It also addresses how we explore what the person wants and how to help support their quality of life. The program is highly interactive and incorporates scenario and group exercises.

Opening Doors to Employment

There is a major push today to find good community based jobs that pay a decent wage and are based on the person's preferences. For some individuals, finding the right position requires creative linkages to a good employer. For others, finding employment options is a bigger challenge because of their limited work experience, the need to develop new skills, and/or a need to develop employment/work habits. This course will explore what organizations are doing around the country to find employment opportunities for individuals with differing support needs. It will challenge participants to think outside the box and implement a "discovery process" that will help identify and secure positive employment opportunities. This is a practical program based on best practices within the field.

Personal Responsibility: Igniting An Outcome Driven Culture

There is a greater emphasis on accounting for outcomes, which has imposed greater demands on staff and managers. To achieve quality results, staff must be committed and to learn new methodologies and acquire new skills that promote an outcome driven culture. How do you build staff commitment in an outcome driven environment? This is a critical question because in our field, quality is the result of engaged staff who are mission driven. This program focuses on how to ignite commitment by building a culture of personal responsibility. The program will offer methodologies to enhance ownership of outcomes and to help staff become better equipped to effectively support. This program offers an array of practical tools and ideas. The courses ensure that participants leave with concepts that can be implemented quickly and positively. Scenario exercises and practical solutions are important features of this session.

Positive Outcomes: Positive Attitudes

Staffs' attitude makes the difference in achieving effective outcomes. Yet, some staff see their job as "work" and monitoring the clock. They are there for a paycheck, but aren't really connected to the mission. This class focuses on the importance of "attitude" and how to sustain a positive culture to build positive energy directed toward effectively achieving a high degree of success. Strategies to build staff buy-in and promote organizational commitment are integral parts of the program. This is an upbeat class with a significant amount of time spent in turning organizations and departments into high energy sites that promote excellence and positive outcomes.

Success Strategies for New Supervisors

Being a supervisor is challenging; but today that challenge has expanded due to budget challenges, new outcome expectations, and changes in our workforce. This means that a new manager must be up and running quickly, meeting job demands almost from the moment of hire. They also must face a variety of staff issues and discover strategies to address ever-expanding job responsibilities. This class is specifically designed for new managers who must be prepared to meet expanding responsibilities. It offers ideas, tools, and strategies for success, providing highly practical systems that foster success. The class will include materials and handouts and will present a series of scenarios to help the new manager make decisions and manage their programs effectively.

Promoting Trust, Respect, and Professionalism in the Workplace

Trust, respect, and professionalism are the three kingpins to organizational success. Yet, they all happen because there is a focus on appropriate workplace behavior and teamwork that is mission driven and promotes excellence. This course highlights strategies to build consensus, promote high levels of cooperation, and offer suggestions to address issues in a positive and proactive way. The session will explore trust, respect, and professionalism as key components to build a positive culture. The program will offer practical ideas and help participants solve issues they may face. The session will focus on how all three (trust, respect, and professionalism) relate to person centered achievement.

Beyond Difficult: Dealing with Highly Complex Employee Issues

The complexity of today's workforce creates new challenges for managers. The workplace has changed. We now have multiple generations, each with differing expectation. New millennials approach work in a far different way than older staff. Diversity in the workforce has also challenged the workplace to be more welcoming. All of these changes make the supervisor's role very demanding. But, on top of that, we often have to face other workplace problems such as difficult employees who often create the most negative problems and challenge supervisors and co-workers. This course will focus on how to deal with difficult people in the workplace. Practical strategies will be presented to aid participants in addressing how they can deal with issues in a positive manner yet ensure that the workplace remains professional and focused on excellence. This session will include scenarios, handouts, and present an array of practical solutions.

Having Fun: Achieving Outcomes by Focusing on Personal Interests

Creating new person centered supports is interesting, challenging, and fun; in fact, this offers excellent employees a tremendous opportunity to be creative, think outside the box, and break with routine to discover new options. This class will discuss how to take the responsibility of achieving personal outcomes and turn them into upbeat cool innovations. The class will focus on what organizations are doing around the country and some highly creative options that are being offered. This session is designed to be fun and promote new ideas and new approaches. It is highly interactive and a place to share the joy in being creative.