



**assisted living education academy, llc**  
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# **“Best Practices”**

## **in the Workplace Series**



***alea***



## ***alea's* “Best Practices” in the Workplace Series**

*Can be customized to meet your needs.*

*Models best practices in the adult learning environment.*

*Professional, skilled instructors.*

*Certificate of Completion awarded participants.*

<b>EMOTIONAL INTELLIGENCE SERIES</b>	
<b>Course Title</b>	<b>Course Focus</b>
Playing Nice in the Sandbox	Understand teaming and working as a team player
Them's Fightin' Words!	Strategies that develop conflict transformation competence
Do You Hear What I Hear?	Build active communication skills
At Your Service	Develop service-orientation and hospitality mindset
Put Your Thinking Cap On	Learn practical problem-solving strategies

<b>KNOWLEDGE &amp; SKILL-BASED SERIES</b>	
<b>Course Title</b>	<b>Course Focus</b>
Caution: Handle with Care	Practice ADLs for first-time caregivers
Remember When...	Respond to residents with dementia
Practice Makes Perfect	Prepare for a state survey
Just the Way You Want It	Create the best ISP for residents
A Call to Order	Facilitate effective meetings
(Elder) Care Package	Understand the philosophy of assisted living and intent of regulations
Teaching to the Adult Learner	Develop skills to enhance the learning environment when teaching staff



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<b>MANAGEMENT &amp; LEADERSHIP SERIES</b>	
<b>Course Title</b>	<b>Course Focus</b>
Turn Around...Is Anyone Following You?	Understand the difference between leading and managing
Tell It Like It Is	Give effective feedback
“People Stuff”	Manage employee performance
What's In It for Me?	Motivate your employees
Oh No! NOW What Do I Do?	Supervisory skills for the first-time manager

<b>HUMAN RESOURCE SERIES</b>	
<b>Course Title</b>	<b>Course Focus</b>
The Heart of Business	Employment best practices
Safety First	Understand OSHA – the difference between first aid, recordable and reportable events
The Best of the Best	Develop recruiting, interviewing and selecting competence
You're Fired!	Manage involuntary terminations
In the Eye of the Beholder	Understand workplace harassment – what it is and what it is not