



DFTA Center
for Organization
Development
and
Training

Announcing
Training
Opportunities for
the Period
October to
December 2012

Click to download
applications:

[Professional
Skills](#)

[Computer
Training](#)

TRAINING: October to December 2012

Management and Supervision Training

1. [Practical Supervision: Essential Knowledge and Skills](#): October 10 *and* 17, 2012
2. [DFTA Standards for Congregate Meals Programs](#): November 8, 2012

Case Management/Social Work Skills Training

1. [Case Recording: Purpose and Skills](#): October 24, 2012
2. [Home/Nursing Home: Helping Families Negotiate Long Term Care Options](#): November 15, 2012
3. [Advanced Engagement Skills: Working with the Angry, Challenging or "Resistant" Client](#): December 13, 2012

Benefit and Entitlement Programs Training

1. [Client "Emergency" Services: Cash, Food, Medical and Housing Crisis Relief Programs & Adult Protective Services](#): October 2, 2012
2. [Food Stamps](#): October 23, 2012
3. [Housing: Tenant Rights, Legal Papers & Evictions](#): November 29, 2012*
4. [Screening Tools: ACCESS NYC & BenefitsCheckUp](#): November 30, 2012

Aging and Mental Health Training

1. [Alcoholism and the Older Person](#): October 16, 2012
2. [Dementia](#): November 9, 2012
3. [Anxiety Disorders in Older People](#): November 29, 2012

Workplace Effectiveness Skills Training

1. [Effective and Confident Public Speaking](#): October 3, 2012
2. [Action Grammar Part 1](#): November 14, 2012
3. [Mindfulness-Based Stress Management](#): December 6, 2012

Excel, Word, and Other Computer Software Training

1. [MS Excel – Linking Multiple Spreadsheets](#): October 2, 2012
2. [Introduction to MS Word](#): October 4, 11, *and* 18, 2012
3. [MS Publisher](#): October 16, 2012
4. [MS Excel – Basic Formulas](#): November 7, 2012
5. [MS PowerPoint](#): November 13, 20, *and* 27, 2012
6. [MS Word – Mail Merge](#): November 15, 2012
7. [MS Excel – Advanced Formulas and Functions](#): December 5, 2012
8. [MS Word – Advanced Features](#): December 11 *and* 18, 2012

Management and Supervision Training

Practical Supervision: Essential Knowledge and Skills

October 10 and 17, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this two-day introduction to supervision course learn essential theory and philosophy about supervising others including five foundation principles for effective supervision. Participants also learn how to broaden their style to fit different supervisory situations and to increase core competencies including giving positive and corrective feedback, delegating effectively, assessing staff's strengths and capacity to grow, and confronting and managing performance problems.

Application Deadline: Send/Fax application immediately

DFTA Standards for Congregate Meals Programs

November 8, 2012, 9:30 a.m. to 4:45 p.m.

This training details DFTA's performance requirements regarding congregate meals, education and recreation services, and the General Senior Center (Site) Standards.

Application Deadline: October 4, 2012

[Back to Top](#)

Case Management/Social Work Skills Training

Case Recording: Purpose and Skills

October 24, 2012, 9:30 a.m. to 1:00 p.m.

This half-day training increases participants' knowledge of the purpose, including possible legal uses of case records, ability to identify which information should or should not be included in the record, and skills in writing succinct, meaningful entries.

Application Deadline: September 19, 2012

Home/Nursing Home: Helping Families Negotiate Long Term Care Options

November 15, 2012, 9:30 a.m. to 4:45 p.m.

This training details the variety of long term care options available for elderly clients and their caregivers including publicly-funded home care, caregiver respite programs, adult day care services and residential and institutional care alternatives. Participants also increase their knowledge about the eligibility criteria for these services and their ability to help eligible older people and/or their caregivers obtain these services.

Application Deadline: October 11, 2012

Advanced Engagement Skills:

Working with the Angry, Challenging or "Resistant" Client

December 13, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training for case managers *who have previously attended the "DFTA-funded Case Management" training* learn what motivates the client who is angry or exhibits other challenging behaviors and to recognize the triggers for their own responses to these behaviors. Participants also learn about the purpose of "defenses" and practice a variety of interventions to help engage the client who exhibits angry, challenging and/or "resistant" behavior in productive ways.

Application Deadline: November 8, 2012

[Back to Top](#)

Benefit and Entitlement Programs Training

Client “Emergency” Services: *Cash, Food, Medical and Housing Crisis Relief Programs & Adult Protective Services*

October 2, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training learn what an emergency situation is and the services available to help stabilize a client in an emergency. Participants learn about HRA emergency assistance programs, assistance provided by the American Red Cross and how Adult Protective Services works to protect seniors in crisis—particularly those facing eviction.

Application Deadline: Send/Fax application immediately

Food Stamps

October 23, 2012, 9:30 a.m. to 4:45 p.m.

In this training participants learn what the Food Stamp benefit is, who is eligible, how to calculate a client’s estimated Food Stamp allotment, and how to help eligible older people/caregivers obtain this entitlement.

Application Deadline: September 18, 2012

Housing: Tenant Rights, Legal Papers & Evictions

***November 29, 2012, 9:30 a.m. to 3:30 p.m. (*Notice new date from prior mailing*)**

In this training participants learn about legal rights of older tenants, legal papers for housing courts, the protections for older people in evictions—including the APS Eviction (Protection) Unit—and landlord harassment situations.

Application Deadline: October 25, 2012

[Back to Top](#)

Screening Tools: ACCESS NYC & *BenefitsCheckUp*

November 30, 2012, 9:30 a.m. to 1:00 p.m.

ACCESS NYC and *BenefitsCheckUp* are internet-based tools that help workers screen clients for eligibility for publicly-funded entitlement and benefit programs. Participants in this half-day training learn how to access and navigate these screening tools, and how to view and print completed forms thereby making the application process easier. Participants must be experienced navigating the Internet.

Application Deadline: October 16, 2012

Aging and Mental Health Training

Alcoholism and the Older Person

October 16, 2012, 9:30 a.m. to 4:45 p.m.

Various circumstances (e.g., retirement, losses, pain) may prompt some older people to turn to alcohol. In this training participants learn what the risk factors are and how to detect alcohol abuse problems. They also learn strategies that can be used in working with the older person who has a drinking problem and where seniors can get help.

Application Deadline: Send/Fax application immediately

[Back to Top](#)

Dementia

November 9, 2012, 9:30 a.m. to 4:45 p.m.

In this training, participants learn what dementia is and its risk factors, causes, diagnostic criteria and treatment options. Participants also learn helpful communication techniques and intervention strategies to work more effectively with challenging behaviors presented by people with dementia. Participants can then share these techniques with caregivers to help them reduce their stress.

Application Deadline: October 5, 2012

Anxiety Disorders in Older People

November 29, 2012, 9:30 a.m. to 4:45 p.m.

Anxiety is not a normal part of aging yet it is estimated that the prevalence of anxiety among older adults may be as high as 20%. Training participants learn how to detect and assess for anxiety disorders, how to conduct interviews with seniors who experience anxiety disorders, what the treatments are for anxiety, and tips for linking clients with appropriate services.

Application Deadline: October 25, 2012

[Back to Top](#)

Workplace Effectiveness Skills Training

Effective and Confident Public Speaking

October 3, 2012, 9:30 a.m. to 4:45 p.m.

In this training participants develop the skills and confidence to deliver effective presentations. They learn strategies for appearing more confident before an audience and eliminating nervous mannerisms and filler words. They also learn how to organize a presentation and have the opportunity to make a brief presentation and receive constructive feedback.

Application Deadline: Send/Fax application immediately

Action Grammar Part I

November 14, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training review the rules of standard English grammar and enhance their use of grammar skills. Among other things, participants learn the principles of subject-verb agreement, applying the rules of grammar to writing, and using punctuation.

Application Deadline: October 10, 2012

Mindfulness-Based Stress Management

December 6, 2012, 9:30 a.m. to 4:45 p.m.

Chronic stress has negative impact on health, workplace attendance and performance. In this workshop participants identify their sources of stress, learn how to release stress through a series of practices including breath techniques, body awareness, and stretches, and ways to integrate these practices into their work lives.

Application Deadline: November 1, 2012

[Back to Top](#)

Excel, Word, and Other Computer Software Training

MS Excel – Linking Multiple Spreadsheets

October 2, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended "Introduction to MS Excel" training* learn how to navigate multiple worksheets and workbooks, group worksheets, create and use range names and create 3-D formulas.

Application Deadline: Send/Fax application immediately

Introduction to MS Word

October 4, 11, and 18, 2012, 9:30 a.m. to 4:45 p.m.

This three-day training course introduces experienced Windows users to word processing.

Participants learn basic document skills such as creating letters, memos, etc. They also learn how to: work with document views, format text, paragraphs and pages, work with styles, and use spell check, online help and the "Office Assistant."

Application Deadline: Send/Fax application immediately

[Back to Top](#)

MS Publisher

October 16, 2012, 9:30 a.m. to 4:45 p.m.

Participants in this training learn the desktop publishing concepts and skills needed to design flyers. Topics include formatting and features, using graphics, applying layout design and styles.

Prerequisite: Introduction to Word or equivalent and MS Publisher software on your computer.

Application Deadline: Send/Fax application immediately

MS Excel – Basic Formulas

November 7, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended "Introduction to MS Excel" training* learn the fundamentals of formulas and functions: entering formulas, the AutoFill and AutoSum features, relative and absolute formulas, and order of precedence.

Application Deadline: October 3, 2012

MS PowerPoint

November 13, 20, and 27, 2012, 9:30 a.m. to 4:45 p.m.

In this three-day training, participants learn how to create, enhance and print PowerPoint presentation slides. They also learn how to use clip art, outline view, slide view and notes page.

Prerequisite: Introduction to MS Word or equivalent

Application Deadline: October 9, 2012

[Back to Top](#)

MS Word – Mail Merge

November 15, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Word training, *staff who have previously attended "Introduction to MS Word" training* learn to create form and main-document files to be merged, modify and edit data sources, and sort records, mailing labels and envelopes.

Application Deadline: October 11, 2012

MS Excel – Advanced Formulas and Functions

December 5, 2012, 9:30 a.m. to 4:45 p.m.

In this advanced Excel training, participants *who have previously attended "Introduction to*

MS Excel” training learn formulas including logical, nested, conditional and lookup, and functions such as how to create “if/then” statements.

Application Deadline: October 31, 2012

MS Word – Advanced Features

Tuesdays, December 11 and 18, 2012, 9:30 a.m. to 4:45 p.m.

In this two-day training, *participants who have previously attended “Introduction to Word” training*, learn how to customize toolbars, use templates and headers/footers, format pages for large documents, create tables of contents and indexes, and utilize graphic tools.

Application Deadline: November 6, 2012

[Back to Top](#)