

## **“Managing Up:” Strategies for Direct Care & Administrative Support Staff in Nonprofits, Tribes, Health Care, Schools & Counties**

*(for case aides, paras, early childhood teaching assistants, CNAs, PCAs, CD Technicians, food service, & custodial staff)*  
*(via Zoom Meeting)*

**Rebecca Schueller Training & Consulting, LLC**  
[www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)



*Growth & Development*  
Professionalism  
*High Engagement*  
*Negotiation Skills*  
Direct Communication  
Dignity *Respect*

**2021**

### **Date Options:**

■ **Tues., Oct. 26**

OR

■ **Thurs., Oct. 28**

### **Time:**

**10:00-Noon**

**U.S. Central Time**

### **To Register:**

[www.bemidjiconsulting.com](http://www.bemidjiconsulting.com/trainings)  
[/trainings](http://www.bemidjiconsulting.com/trainings)

### **Fee:**

**\$65.00/Participant**

**About the Workshop:** Clients and customers rely on the professionalism of staff at all levels within health and human services providers. The current pandemic highlights the critical roles of direct care staff and support staff to providers and to individuals and families served. These staff care for the most vulnerable members of our communities, whether in early childhood roles or in nursing homes, shelters, treatment programs, and group homes. Direct care and support staff usually have the least ability to work remotely, thereby facing daily health risks. At the same time, the complexity of human needs and challenges faced by providers in combination with changes made to respond to the pandemic, gives rise to significant stress, making work even more difficult for direct care and support professionals.

Are you struggling to get the tools, resources, equipment, training, and other support you believe you need to do your job well? Join your peers to discuss how to help your supervisor and your organization’s management understand what you and your coworkers need to operate at your best during this important time. Learn how to engage in productive dialogue and negotiate when you need to make changes to your schedule or require other flexibility. Develop a habit of constructively suggesting changes to policies you think can be more employee-friendly, while still upholding organizational values. Engage your supervisor to discuss training and professional development priorities for your short- and long-term goals. Give your employer “first right of retention” and the opportunity to make a “match and exceed” counter offer, allowing the agency to retain your experience and organizational knowledge and avoid an extended job hiring process. Offer up your ideas and understanding of the needs of your clients and consumers, whom you serve regularly and understand. Engage your program director in using direct care staff input to plan for shift coverage in ways that best protect health and safety.

**Intended Audience:** This training is focused on the needs of direct care professionals and employees who provide organizational administrative support. Other staff and volunteers are also welcome to attend.

**Registration Fee:** The fee is \$65/participant. Both online payments and checks are accepted. If you plan to register multiple staff and need an invoice, email Becky at [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com).

**Registration Deadline:** Please register by Dec. 28, 2020 if possible. While there are no refunds for cancellations, substitutions are accepted at any point. Or, registrants may participate in a future online training. Online registration is preferred – visit [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings).

**Zoom Food Etiquette:** Participants are welcome to snack or eat a late breakfast or early lunch during the training.

**Pre-Assessment:** All registrants will receive a pre-assessment (via Survey Monkey) asking them to share issues and concerns they may wish to discuss during the training. It is also helpful to have a few brave volunteers to role-play. This is *voluntary*.

## About Your Trainer

Owner and principal consultant Rebecca (Becky) Schueller has three decades of experience working with national, urban and rural nonprofits, community groups, tribal organizations and small businesses. In addition to 30+ years of management and leadership experience with nonprofits, Becky has served multiple community agencies in Chicago and the Bemidji area in Board, committee, and consultant and training roles. She served as the primary staff member and resource development lead at three organizations for more than 25 years. Becky has trained seven-hundred+ nonprofit, tribal, county, and school staff in the past three years. She worked her way through college as an administrative assistant and receptionist.

Becky converted all of her training, planning, and meeting facilitation to online venues in 2020. She trains on topics including: Supervision & Performance Appraisal, Grant Writing Readiness, Board Governance, the Executive Director's Annual Performance Evaluation, Conflict Management & Communication Skills, and Developing Exceptional Customer Service Skills. Becky also develops custom training. Contact her at [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com) to discuss your organization's professional development needs.

## Participant Feedback on Becky's Training:

Great opportunities to ask questions and share stories. I appreciated your teaching style.

Your training is easy to listen to with good handouts and practical ideas.

I enjoyed the role playing that Becky did.

Becky has a terrific way of including her participants in the workshops which helps people feel welcomed and valued in the learning experience.

Enjoyed the pictures in the powerpoints and the bullets that can be referred back to easily.

There were a couple of things that Becky said that stood out for me: "Feedback is how we improve." "Treat clients with our best!! We are the rock they need – warmth, caring, empathy, connection." "We need to take time for ourselves."

# REGISTRATION FORM

## Managing Up: Strategies for Direct Care & Support Staff

Tues., Oct. 26, 2021 OR  Thurs., Oct. 28, 2021

10:00 am-Noon (please join by 9:55 am)

*The Zoom Meeting Link will be sent to participants*

**Note:** Please add [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com) to your email contacts so that the registration link doesn't go to spam or junk folders

**Register Online (it's preferred):** Visit [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings)

If you send a paper registration, please print your information on this form.

Please use a separate form for each individual being registered.

**Name:** \_\_\_\_\_ **Position:** \_\_\_\_\_

**Organization:** \_\_\_\_\_

**Email:**  work \_\_\_\_\_ &  personal \_\_\_\_\_

Please double check your email address as it must be exact for you to receive the Zoom meeting link. Your personal email is requested as a back-up in case your work server rejects the meeting link message.

**Cell Phone:** \_\_\_\_\_ **Work:** \_\_\_\_\_

For emergency notification/cancellation only (please include the area code for both #s)

**(W) Mailing Address:** \_\_\_\_\_

Street # & Name

City

State

Zip

**Payment:** Please indicate how you intend to pay:  check or  online with Pay Pal. Even if you do not register online, you may use the Pay Pal "Buy Now" link at [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings) - scroll down to the Pay Pal link for the Managing Up Strategies training date you chose.

**Registration:** Please register by Oct. 11, 2021 if possible. Online registration is preferred – visit [www.bemidjiconsulting.com/trainings](http://www.bemidjiconsulting.com/trainings). Paper registrations may be scanned and emailed to [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com). Substitutions accepted for cancellations. When possible, 5 days notice is appreciated for the corrections to attendance certificates.

**Registration Fees:** The cost is \$65.00/registrant. All registrations are final. While there are no refunds for cancellations, substitute attendees are accepted at any point. If a participant needs to reschedule, you may participate in a future online training at no additional charge. 2021 training dates will be posted in early December 2020.

**Questions:** Please email questions with your contact information to: [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com).

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

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