



Website: www.arcofdc.org

This is a sample of the professional development programs that can be provided. Length can be varied dependent upon need. Each is self-standing and non-repetitive. The programs will be customized to match the organization where they are presented. The sessions follow the “active training” model and are interactive. This allows them to focus on solving real problems for the group. If a topic listed is needed, total customization is possible. Sessions can occur at your location or in the Arc conference room.

Professional Development Programs for Human Services or Business

1. Anger
2. Assertiveness
3. Stress Management
4. Dealing with Diversity
5. Quality Service
6. Giving Feedback
7. Values and Behavior
8. Advocating for What You Need
9. Obtaining Happiness
10. Motivation
11. Delegation
12. Basic Supervision
13. Supervisory Problem Solving
14. Staff Retention/ Creating a High Energy Workplace/ Making A Better Place to work
15. Recognizing and Dealing with Abuse
16. Empowerment/ Getting What You Want When You Are Not in Charge
17. Quality Supervision
18. Communicating in Groups/ Quality Communication in a Work Group
19. Telephone Skills
20. Dealing with Conflict
21. Teaching New Staff
22. Problem-Solving
23. Decision Making
24. Teambuilding for Staff
25. Leadership
26. Listening
27. Learning to Train (Taming Training Terrors)
28. Documentation and Writing
29. Creative Thinking (Thinking Outside the Box)
30. Organization (Real World Style)
31. Dealing with Difficult People/Coworkers/Customers – Strategies for Controlling, Feeling, and Supporting Self-Esteem
32. Staff Renewal Retreat
33. Meeting Management
34. Dealing with Negative Feelings
35. Making Your Job Better for You
36. Dealing with Workplace Violence/ Death of Co-workers

Professional Development for Human Services/Education Only

- 1. Community Integration for Individuals with Challenges**
- 2. Non-Verbal Communication for Individuals with Severe and Profound Challenges**
- 3. Positive Approaches to Problem Solving and Crisis Management**
- 4. Making Everyday Activities Possible for Individuals with Severe and Profound Challenges**
- 5. Working with consumers with severe and profound challenges**
- 6. Contemporary & Historical Trends and How They Impact working with people with Challenges**
- 7. Dealing with Death and Dying**
- 8. Ethics in the Workplace**
- 9. Building**
- 10. Relationships with Families**
- 11. Supporting Individuals in Obtaining Social and Friend-Making Skills**
- 12. Supporting Choice Behavior**
- 13. Sexuality**
- 14. Creating a Sexuality Policy with the Help of Staff and Families**
- 15. Focus on Behavior/ Dealing with Difficult Behavior**
- 16. Positive Behavior Support**