

Improve U



Reaching for Excellence!

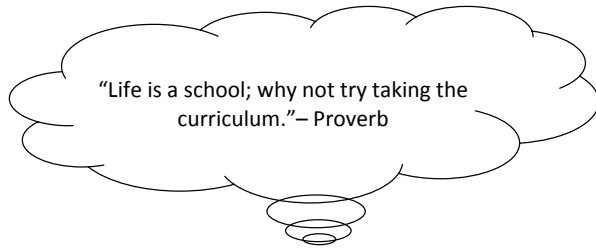
Associate Training Program Course Catalog

Summer 2010
May, June, July & August

John Knox Village

Improve U Training Enrollment Form	
Send the completed form to Human Resources or FAX to 347-2760. You will receive a confirmation via email or inter-office mail. Enrollments must be received at least <u>three business days</u> in advance.	
Name (print)	Department Name:
Title:	Associate ID Number:
Course Name:	Date:
1.	Daytime phone:
2.	Time/Location:
3.	
4.	
5.	
Associate's Signature/Date:	Manager's Signature/Date:

Improve U



Mission

The associate training program provides the resources for each associate to understand the importance and value of their contribution, to accept responsibility, and to make a personal commitment to the success of John Knox Village.

Background

The associate training program concept was developed to provide direction to all associates in the areas of education and career planning. The program emphasizes long-range goals and planning to build skills and develop talent inside the company. Improve U meets this challenge through a philosophy of continuous learning. The first day an associate begins work at the Village, he/she is continuously enrolled in the Improve U. The Improve U Training Schedule is divided into the following three focus areas:

1. **Organizational Focus Area**
2. **Management Focus Area**
3. **Individual Focus Area**

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JKV's Management Core Competencies

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Below are John Knox Village's ten management core competencies and their respective key knowledge, skills and behaviors.

CREATE ALIGNMENT: Conceptual Ability: Explains how the Village's mission, vision, strategy, and operational philosophy defines the culture; explains the link between organizational goals and department objectives; explains the principal functions of each department and how they support each another; demonstrates an understanding of the Village's management strategy. **Communication:** Identifies the key, consistent messages about business/department priorities; delivers enthusiastic, persuasive messages; leads by example; listens for understanding without becoming defensive; connects daily work of direct reports to the village's mission and values.

CUSTOMER FOCUS: Building Relationships: Coaches staff to provide service in accordance with quality standards and protocols; monitors the quality of the department's service efforts; selects areas of focus for improved service that are consistent with the Village's brand; solves issues; allocates resources to meet appropriate service levels.

EXECUTING: Managing Work: Develops workable plans to support key objectives; focuses and or aligns resources to support key objectives; gets work done within the framework of the Village and or each department's objectives; keeps projects on track; accomplishes objectives consistent with established procedures; knows when to ask for help.

Improving Operations: Analyzes and identifies causes of shortfalls; ensures that existing work processes are meeting standards; adapts new and existing processes to meet regional or local business conditions; identifies and implements best practices; removes non-value-adding work; successfully communicates and implements new processes.

Working Effectively With Others: Negotiates with other operating departments, seeking to resolve potential problems in advance; works collaboratively across functions and departments; effectively resolves conflicts; makes good and honorable business decisions; considers all information and its impact on other components of the organization before a decision is made.

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JKV's Management Core Competencies Continued

COLLABORATION: Works effectively with others in the organization outside the lines of formal authority (such as peers in other units or senior management) to accomplish organizational goals and to identify and resolve problems; cooperates with and obtains cooperation from other departments; exchanges information needed to achieve common goals and objectives; anticipates the impact and consequences of one's activities and decisions on other departments

PROBLEM SOLVING: Timely identifies and resolves problems; gathers and analyzes information to develop solutions to organizational problems; works well in group problem solving situations; considers all information and its impact on other components of the organization.

BUILDING VALUE: Understanding Business Operations: Understands basic financial concepts and metrics that drive the Village's business; understands the industry's competitive environment. **Encouraging Innovation:** Asks the right questions to size up situations; seeks out data from multiple sources; identifies patterns by filtering and or sorting through information; generates alternative solutions.

FINANCIAL KNOWLEDGE: Understands basic financial concepts; manages and develops budget; communicates financial information.

TECHNOLOGY SKILLS: Uses technology to enhance and manage department data as well as communicate information to other departments.



Need additional training hours?

- Visit your association's website for free webcasts.
- Check out the JKV Resource Library.
- Consider the Community Resources on pages 23, 24 and 25.

May-July ⁷

Material Safety Data Sheet Training (MSDS) (Web-Based)

Learn how to navigate the web-based MSDS system for quick access in case of an emergency. OSHA requires every employer to maintain a MSDS for every chemical and train their associates in MSDS access and understanding.

Objectives:

1. Quick overview of the MSDS for better understanding.
2. Be able to download the correct MSDS on either JKV or 3E system.

Competency: Improving Operations

Who Should Attend:

Supervisors, leads, managers, department assistants and/or designated department personnel who could handle obtaining the MSDS for their department.

Dates & Locations:

May 14, 10:00 to 11:00 am	Improve U Training Room
May 26, 3:00 to 4:00 pm	Improve U Training Room
June 11, 9:00 to 10:00 am	Improve U Training Room
June 23, 5:00 to 6:00 am	VCC Lobby Classroom
July 09, 9:00 to 10:00 am	VCC Lobby Classroom
July 14, 3:00 to 4:00 pm	Improve U Training Room
July 22, 3:30 to 4:30 pm	VCC Lobby Classroom

Class Size: Min. 5 Max. 15

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May

CPR: Heartsaver

A credentialed course designed for first responders in the workplace whose job expectation is to handle emergency situations. Following ample practice time, skills are evaluated. Upon successful completion, the two-year AHA Heartsaver CPR card is issued.

Who Should Attend:

This class is appropriate for healthcare providers and non-healthcare providers.

Dates & Location: Wednesday, May 19, 10:00 am to 12:00 pm
Ambassador Meeting Room
OR
Wednesday, May 26, 4:00 pm to 6:00 pm
Ambassador Meeting Room

Fee: \$15 Associate
\$20 Family (Associate family member or resident)
\$35 Community

Class Size: Min. 5 Max. 10



Risk Watch Reporter Training (RW101)

Periodic training and re-training is necessary to maintain Risk Watch reporting skills and competencies and to ensure compliance with occurrence/incident and claims reporting prescriptive and loss prevention. Please support this effort by ensuring attendance. RW reporting will expand to CHS this year.

Appreciate your support. Specifics/schedules/locations to Follow...

June-August

Interviewing & Selection ABC's

This class is an update class on the Village's Onboarding program. Interviewing and selection tips and reminders will be shared.

Objectives:

1. Review Policy & Procedures for interviewing and selection
2. Review legal considerations for hiring managers
3. Receive tools for managers interested in reducing turnover

Competency: Improving Operations

Who Should Attend:

This class is required for all managers as well as anyone responsible for interviewing and hiring associates or participation in the selection process.

Dates & Locations:

June 8	2:00 to 3:30 pm	Improve U Training Room
June 16	9:30 to 11:00 am	VCC Lobby Classroom
July 8	1:30 to 3:00 pm	Improve U Training Room
July 14	9:30 to 11:00 am	VCC Lobby Classroom
August 3	2:30 to 4:00 pm	Improve U Training Room
August 11	9:30 to 11:00 am	VCC Lobby Classroom

June

Microsoft Word 2000: Level 2

This class is designed for associates who want to learn how to create and control section breaks, tables, merges, styles, templates. This is a two-part class.

Objectives:

1. Use section breaks to format a document and format text in columns.
2. Create, modify, and use tables.
3. Merge documents and data sources using merge fields to make variations of one document.
4. Create, modify, and use styles to change a document's appearance.
5. Create and use templates.

Competency: Technology

Who Should Attend: Any JKV Associate who works with Microsoft Word 2007.

Instructor: Teresa Wedel, HR Consultant

Dates & Location: Tuesday, June 1, 9:30 am to 12:30 pm
AND
 Tuesday, June 8, 9:30 am to 12:30 pm

Learning Resource Center—Longview Community College (500 SW Longview Road). A campus map will be sent with your enrollment confirmation.

Class Size: Min: 5 Max: 20

June

CPR: Basic Life Support (BLS) for Healthcare Providers

The BLS for Healthcare Providers Course covers core material such as adult and pediatric CPR (including two-rescuer scenarios and use of the bag mask), foreign-body airway obstruction, and automated external defibrillation.

Who Should Attend:

This class is appropriate for healthcare providers and non-healthcare providers.

Dates & Location: Tuesday, June 8, 10:00am to 12:00pm
Missouri Room (Lakeside Grill)
OR
Tuesday, June 15, 4:00pm to 6:00 pm
VCC Lobby Classroom

Fee: \$15 Associate
\$20 Family (Associate Family Member or Resident)
\$35 Community

Class Size: Min. 5 Max. 12



Training Topic Suggestion

If you have a suggestion for a training topic, e-mail your idea(s) to Karen Harris at kharris1@jkv.org.

June

Excel 2000: Level 2

Participants will learn various advanced techniques for analyzing and manipulating data in Excel. This is a two-part class.

Objectives:

1. Customize toolbars and create styles and templates.
2. Analyze worksheet data by creating pivot tables.
3. Compare and contrast workbook files.
4. Record and modify macros.

Competency: Technology

Who Should Attend: Any JKV Associate who works with numbers and is interested in learning spreadsheets.

Instructor: Teresa Wedel, HR Consultant

Dates & Location: Thursday, June 17, 9:30 am to 12:30 pm
AND
Thursday, June 24, 9:30 am to 12:30 pm

Learning Resource Center—Longview Community College (500 SW Longview Road). A campus map will be sent with your enrollment confirmation.

Class Size: Min: 5 Max: 20

June

Microsoft Office Outlook 2003: Level 2

Participants will learn the intermediate skills of Microsoft Outlook 2003.

Objectives:

1. Customize the calendar by setting various calendar options.
2. Modify message options.
3. Make folder information available to other Outlook users.
4. Assign and track tasks.
5. Customize the Outlook environment.
6. Sort, find and color-code items in your mailbox and calendar.

Competency: Technology

Who Should Attend: This class is open to all JKV Associate who use Outlook at work.

Instructor: Teresa Wedel, HR Consultant

Dates & Location: Tuesday, June 29, 9:30 am to 12:30 pm
JKV Computer Center

Class Size: Min: 5 Max: 8

July

T.A.K.E. Self Defense Class

T.A.K.E. is all about your education, safety and peace of mind; things that every young girl and woman should have and hold dearly. T.A.K.E. Defense Training provides girls and women of all ages with unique reality-based, hands-on self-defense training. Such training provides safety awareness that everyone needs and deserves.

Objective:

Participants will learn safety, awareness, and hands-on personal protection skills.

Competency: Problem Solving

Who Should Attend:

Females only (minimum age 12, no maximum age) / wear comfortable clothes.

Dates & Location: Thursday, July 15, 4:00 pm to 6:00 pm
Pavilion

Fee: \$10 (donation at the door) Proceeds go to T.A.K.E.



Introducing *The Improve U Book Club*



Join the book club to have fun, make friends, stimulate the brain cells and receive one-hour credit for training.

Stay tuned for more details in the May 28 *Training Connections*.

July

CPR: HeartSaver

A credentialed course designed for first responders in the work- place whose job expectation is to handle emergency situations. Following ample practice time, skills are evaluated. Upon successful completion, the two-year AHA Heartsaver CPR card is issued.

Who Should Attend:

This class is appropriate for healthcare providers and non- healthcare providers.

Dates & Location: Tuesday, July 6, 10:00 am to 12:00 pm
Ambassador Meeting Room
OR
Tuesday, July 13, 4:00 pm to 6:00 pm
Marketing Conference Room (155)

Fee: \$15 Associate
\$20 Family (Associate Family Member or Resident)
\$35 Community

Class Size: Min. 5 Max. 12



Department Specific Training

If you see a class in the training schedule that you would like to offer to your department, contact Karen Harris (kharris1@jkv.org) or Sarah Boehm (sboehm@jkv.org).

July

Building Leadership & Accountability

This class will increase your awareness and confidence in your personal leadership style.

Objectives:

1. Learn the different leadership styles.
2. How your style relates to coaching and understanding your team.
3. Learn how to hold yourself as a leader and others accountable.

Competency: Collaboration; Building Relationships

Who Should Attend: Any manager interested in learning more about leadership skills, trust and accountability.

Dates & Location: Wednesday, July 7, 2:00 to 4:00 pm
VCC Lobby Classroom
OR
Monday, July 19, 9:00 to 11:00 am
Improve U Training Room

Class Size: Min. 5 Max. 20

July

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Harmony at Work Diversity Training

Gary Jenkins, a Kansas City attorney, will present the documentary film "Negroes To Hire" that he made about the complex legacy of slavery in Missouri. Gary will then lead a discussion about the film and slavery in our state. Learning about local people and sites in Missouri adds to our understanding of a past national issue that has affected race issues to today.

Objectives:

1. Learn about slavery as it happened in Missouri.
2. Learn how our local history affects present diversity interactions.

Competency: Building Relationships

Who Should Attend: This is class is open to all associates and residents who are interested in building positive diversity interactions.

Dates & Location: Monday, July 26, 1:30 to 2:30 pm
Courtyard Community B

Class Size: Min. 5 Max. 75



"MyJKV" Training Session
Associate Self Service Portal

Have you gotten access to My JKV and still have questions about it's functionality? Do you want to know how to manage your profile or your team's profiles? Attend any of the sessions below for more information:

Thursday July 22, 1:30 to 2:30 pm
Monday, July 26th, 9:30 to 10:30 am

August

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Healthcare Reform

The new law will have significant impact on employers and the health care marketplace over the coming decade and beyond. This class will give you the information of how this law will affect you and John Knox Village.

Objectives:

1. Learn what healthcare reform means to you personally.
2. Learn what healthcare reform means to John Knox Village.

Competency: Understanding Business Operations

Who Should Attend:

Anyone interested in learning more about healthcare reform.

Dates & Location: Thursday, August 5, 9:30 to 11:30 am
VCC Lobby Classroom
OR
Wednesday, August 18 to 2:00 to 4:00pm
Improve U Training Room

Class Size: Min. 5 Max. 20



Introducing
Improve U Discussion Group

Crucial Confrontations
July 30, 2:00 to 3:00
Improve U Training Room

If you read the book Crucial Confrontations, or, if you'd like to read it, join us for a group discussion about the book and receive one-hour credit for training.

Self-Study

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JKV Interviewing & Selection

Hiring the right job candidate is critical to the success of your work group and the Village! These on-line courses provide managers with sound guidelines for selecting new associates, and ensuring needed information to make good and legal hiring decisions.

Objectives:

1. Understand the legal aspects of employment interviewing.
2. Learn the value of using behavioral-based interviewing techniques to gather quality information about job candidates.
3. Understand the employment procedures and processes at John Knox Village.

Competency: Building Value, Working Effectively with Others

Who Should Complete This Class: These classes are required for all John Knox Village Associates who conduct or participate in job interviews.

Registration:

Complete an enrollment form and the course instructions will be emailed to you.



Resource Library

Books, tapes and videos are available to check out. Topics include General Business, Customer Service, Management, Sales and Personal Development. If you are interested in checking out any of these resources, please call Sarah Boehm, ext. 2127.



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Self Study

The following are self study classes available on DVD. If you are interested in getting more information on these two topics, contact Sarah Boehm, ext. 2127. If you need a DVD player to view these classes, also ask about checking out the portable DVD player.

Delivering Feedback: Fixing Performance Problems

Objectives:

1. Develop awareness of the importance of giving negative feedback effectively.
2. Develop understanding of the principles of giving negative feedback effectively.
3. Develop skill in giving negative feedback effectively.

The 24-Carrot Manager: Recognition Toolkit

Objectives:

1. How to choose the right reward for each associate.
2. Learn how to time the giving of a reward to motivate performance.
3. Learn how to present the reward to motivate associates.

NOTE: If you need a DVD player to view these classes, ask about checking out the portable DVD player.



C.N.A. Career Advancement Skills Training

- VCC is state of the art with Certified Nursing Assistant (C.N.A.) career advancement skills training. If you are a C.N.A. wanting to develop the most advanced skills within your profession, look into the Village Care Center's advanced training programs for C.N.A.s. The program includes advanced training and certification in restorative nursing, leadership nursing and geriatric care specialist training.
- All programs are offered as part of two unique national partnerships between John Knox Village/Village Care Center, the National Association of Health Care Assistants.
- For more information contact Tami Hoversten, Director of Nursing, ext. 2414

Upstairs Solutions

Upstairs Solutions Training (May-July)

Note: All scheduled classes should **be completed** by July 31, 2010.

Summer Improve U is offering on-line training for selected departments each month.

Associates will have the option of taking the course **individually** or in a **group setting** within their department (can do group sessions in staff department meetings).

Please ensure your department completes the training in the allocated month.

If you need any help with Upstairs Solutions training, please call Karen Harris, ext. 3745 or Sarah Boehm, ext. 2127.

Abuse & Neglect

Who MUST Participate: ENTIRE VILLAGE. This course should be completed by July 31, 2010.

Onboarding

New Associate Orientation Dates & Location

May:

- Tuesday, May 4, 8:30 to 4:30, Improve U Training Room
- Wednesday, May 5, 8:30 to 4:30, Marketing Room 155
- Tuesday, May 18, 8:30 to 4:30, Improve U Training Room
- Wednesday, May 19, 8:30 to 4:30, Marketing Room 155

June:

- Tuesday, June 1, 8:30 to 4:30, Improve U Training Room
- Wednesday, June 2, 8:30 to 4:30, Marketing Room 155
- Tuesday, June 15, 8:30 to 4:30, Improve U Training Room
- Wednesday, June 16, 8:30 to 4:30, Marketing Room 155
- Tuesday, June 29, 8:30 to 4:30, Improve U Training Room
- Wednesday, June 30, 8:30 to 4:30, Marketing Room 155

July:

- Tuesday, July 13, 8:30 to 4:30, Improve U Training Room
- Wednesday, July 14, 8:30 to 4:30, Marketing Room 155
- Tuesday, July 27, 8:30 to 4:30, Improve U Training Room
- Wednesday, July 28, 8:30 to 4:30, Marketing Room 155

Note: Dates and times are subject to change or cancelled if fewer or no hires. VCC Orientation will be Thursday following Wednesday Orientations.

Additional Reading

Love'Em or Lose'Em: Getting Good People To Stay by Beverly Kay and Sharon Jordan-Evans

Crucial Confrontations by Kerry Patterson, Joseph Greenny, Ron McMillian, Al Switzler

Check out these books and many others from the JKV Resource Library located in the Administrative Center Human Resources Lobby. Contact Sarah Boehm, ext. 2127.

Village Resources

WHOLE/Wellness Fitness Center

Learn how to maximize your physical strength through structured programming which includes state of the art fitness equipment. Moderate exercise is proven to reduce blood pressure, body fat, reduce or relieve stress, increase ones energy and mental alertness and increase cardiovascular capacity. Take advantage of the fitness center and enjoy the benefits of better health. For enrollment paperwork call ext. 2187.

Fitness Center Hours:

Monday - Friday: 7 am to 5 pm
Saturday: 7 am to 12 noon



Payment Options

Associate: The fitness center is free to all JKV Associates.

Family: Family members (18+) of the JKV Associates that are fitness center members can enroll to use the fitness center.

Family Payment Option #1: One time enrollment fee \$25, \$25 monthly fee/payroll deduct from associate family member only.

Family Payment Option #2: One time enrollment fee \$25, \$8 per visit fee.

Personal Training :

Sessions are designed to help you evaluate your fitness level and goals, provide a balanced program, watch you closely, reassess your goals and measure your progress. For more information, please call the fitness center at ext. 2187 (additional fee will apply).

Community Resources

Business Brain Food 2010 Greater Kansas City Chamber

These seminars are offered every Wednesday. For detailed information log on to:

<https://www.kcchamber.com/Calendar/ChamberEvent.asp>

Highlighted Classes:

Wednesday, May 12, 2010

Giving & Receiving Employee Feedback

Presenter: Alisa Henley, Destiny Consulting, LLC
Location: Workforce Partnership
9221 Quivira Rd. Overland Park, KS
Time: 11:30am to 1:30 pm
Cost: \$15 (lunch served)

Wednesday, May 26, 2010

I Just Want to Be H.E.A.R.D.

Presenter: Mary E. Redmond; Independent Lease Review, Inc
Location: Chamber Board Room
911 Main, 26th Floor KCMO
Time: 8:30am to 10:30 am
Cost: \$15 (breakfast served)

Wednesday, June 9, 2010

Marketing To Your Brain

Presenter: Allen Clouse, Nimlok-Kansas City
Location: GreenSoft Solutions, Inc.
10828 NW AirWorld Dr. KCMO
Time: 11:45am to 1:00pm
Cost: \$15 (lunch served)

Wednesday, June 23, 2010

Creating a Wellness Culture

Presenter: Dr. Robin
Location: Chamber Board Room
911 Main, 26th Floor KCMO
Time: 8:30am to 10:30 am
Cost: \$15 (breakfast served)

Community Resources ²⁵

Business Brain Food 2010 **Greater Kansas City Chamber**

Wednesday, July 7, 2010

Building Workplace Harmony

Presenter: Jason Brensdal, Metropolitan Community College

Location: MCC-Penn Valley
3200 Broadway KCMO

Time: 8:30am to 10:30am

Cost: \$15 (breakfast served)

Wednesday, August 4, 2010

Web Sites for Today's Markets

Presenter: Sarah Woody Bibens, Lisa Kliethermes &

Emily Bibens: Woody Bibens & Associates

Location: Chamber Board Room
911 Main, 26th Floor KCMO

Time: 8:30am to 10:30 am

Cost: \$15 (breakfast served)

Wednesday, August 18, 2010

A Compelling Business Case for Work-Life Flexibility

Presenter: Cheryl Flood, Teva Neuroscience

Location: Teva Neuroscience
901 E. 104th St. Ste. 900 KCMO

Time: 8:30am to 10:30am

Cost: \$15 (breakfast served)