Sensitive strategies

**Date**: TBD

**Location/Time: On-site w/ time TBD**

**Facilitator**: YOUR ORGANIZATION $3750 + customary travel expenses

# **Audience Recommended**

All levels of staff who work with residents, patients residing in SNF, NH or ALFs

# Methods of Instruction

Audience Polling’s, Role Play Ops, Experience a Case Study, and Lecture

# Short Summary

# Sensitive Strategies - In today’s fast paced world of Thinking Big, orders To Go, Political Correctness, Independence, Diversity, Pronouns, etc a person may have a difficult time understanding the generation(s) they serve. Gen Z, Gen X, or Millennials alike are having to get used to the common state we live in. One thing that hasn't changed and we can all identify with is that we're all human first. This program will help individuals connect to positive outcomes in caregiving.

# Content Summary

Learning of culturally appropriateness, common courtesies, and acceptance can be demonstrated and displayed through interactive exercises offered in this program through the thoughtfulness role play and audience polling on several care related topics while using a case study for participants to experience firsthand resident and patient realities on the end of care giving. It is a dynamic hands-on life exercise that brings self-awareness to the jobs we do while providing strategies that prevail due to empathetic understanding.

*Audience Polling’s* will provide insight to fears, anxiety and feelings of status quo along with input on industry improvements.

*Role Play Ops* will have twists and turns to solve care issues using clues provided by willing participants. A special focus will be on falls and workforce challenges.

*Case Study* experiences will include a variety of examples such as advance directives, dealing with the cognitively challenged, a lost item and discharge of a resident.

*Lecture* will be focused from a 30+ years perspective of being in the industry to provide insight and generational bridge building blocks that have proven successful in my career.