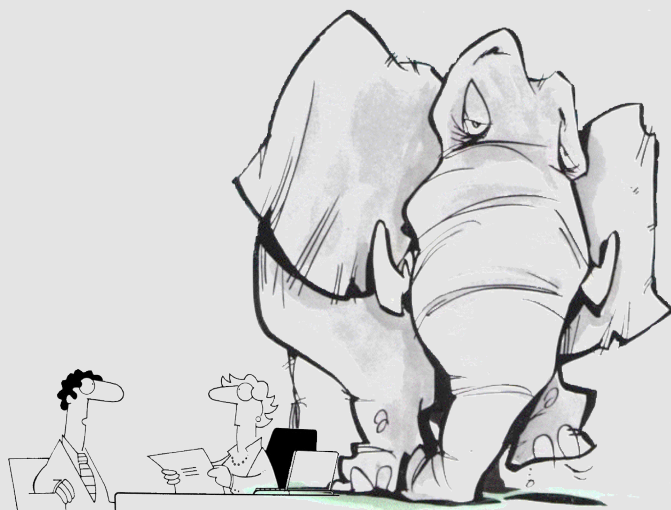


ON-SITE TRAINING FOR FRONTLINE STAFF

The March '07 issue of SBW Notes, *Reflections on Gerontological Social Work Supervision: The Past, The Present, The Future*, concluded: "The gap between practice knowledge and what is happening in the field will not and cannot be solved by a return to old ways. A new model of on-site supervision is needed. A model that recognizes agency constraints without succumbing to them. A model that bridges the gap by adapting tried and true on-site gerontological supervision practices to present day realities. We need it to better serve our clients. We need it to better serve our profession."

Today, we are proud to announce the **Resident Trainer Model**® which was developed and piloted over the past year. **It appears on page 2.**

Our July 12th showcase, *Communicating For Improved Service Delivery*, co-sponsored with Robert Carpenter of InSight Management Development, presented us with an opportunity to share a brief section of the **Resident Trainer Model**®, entitled "Increasing Ease with Difficult Conversations." We used an experiential exercise we call "the elephant in the room." The "elephant" is an unacknowledged issue that is difficult to address.



The conversation you have with a worker, or the worker has with a client goes something like this:

*Why don't you try...
It wouldn't work because...*

*It could work if you...
Yes, but if I do this...*

*OK, but what if you try...
I did it before and it didn't work because...*

*Well maybe this time you could...
No, it won't work because...*

As we role-played and discussed the exercise, we became aware of many "elephants," as well as many ways of bringing them into the open where we can discuss and work with them.

SBW Partners is a fee-for-service firm devoted to advancing social work practice in aging. Services are provided by Dr. Barbara Silverstone and Dr. Ann Burack-Weiss, the firm's founding partners, and a group of associates. We provide consultation and staff development for agencies, supervision for practitioners and corporate training programs. For more information, please visit www.sbwpartners.com or call 212.337.2555.



The Resident Trainer Model[®]

*On-Site Training of Front Line Staff
Serving Older Adults and their Families*

What does your staff need to know in order to better serve older adults and their families? How can your agency meet these needs on-site - in a time frame that works for you? How can you insure that gains in staff effectiveness will be continuous and cost effective?

Consider preparing members
of your own staff
to become **Resident Trainers.**

Resident Trainers

Resident Trainers are social workers, nurses, or other human service professionals employed by social service and case management agencies, senior centers, home health agencies, acute care hospitals, assisted living and sub-acute/long-term care facilities. Resident Trainers have the knowledge, values, and skills to offer on-going supervision/mentoring/consultation to front-line staff.

The Resident Trainer Model[®]

The Resident Trainer Model[®] was developed by SBW Partners and piloted with the staff of Catholic Charities Neighborhood Services. The model features a curriculum of three-hour modules that can be used flexibly and differentially according to agency need. It prepares potential Resident Trainers to assume an educative and supportive role within the organization and offers them support as they do so. The model includes:

- Assessment of organizational training needs and identification of potential Resident Trainers
- Design and leadership of agency-based seminars for potential Resident Trainers
- On-going consultation and support to Resident Trainers as they put seminar knowledge and skills into practice

Training Modules include, but are not limited to*:

I. Learning to:

- Enhance the strengths of older adults
- Help families in distress
- Handle problematic care situations
- Recognize issues of diversity as they affect service delivery
- Promote values and attitudes of the helping professions

II. Supervising, Managing, and Consulting through:

- Dynamic individual conferences
- Improved group and staff meetings
- Increasing ease with "difficult conversations"
- Enhanced inter-disciplinary team meetings
- Better inter-agency collaborations

III. Expanding Staff Capability by:

- Identifying individual learning patterns
- Mastering a range of teaching strategies
- Using principles of adult learning theory
- Increasing skills in assessment and interviewing
- Understanding and using different communication styles

** Each of these modules is adapted to agency needs through experiential exercises drawn on "real life" practice and supervisory issues posed in the setting.*

If you are interested in adapting the Resident Trainer Model[®] for your staff and to your budget, please contact us by e-mail at information@sbwpartners.com or call 212.337.2555. We would be glad to meet with you to discuss the potential of the program for your organization.