

REGISTRATION FORM

First Name _____

Last Name _____

Cert/License (type) _____

Current Title _____

BUSINESS ADDRESS

Organization _____

Address 1 _____

Address 2 _____

City _____ State _____

ZIP _____

Phone _____

Email _____

HOME ADDRESS

Address 1 _____

Address 2 _____

City _____ State _____

ZIP _____

Home phone _____

Cell phone _____

E-mail _____

OTHER TRAINING AND SERVICES AVAILABLE

Executive Leadership Training and Support

Peer Mentoring Programs for Direct Care Workers

Coaching Supervision Train the Trainer with NC Certification Option

1-Day Coaching Based Communication Skills Training Seminar for Direct Care Workers

Staff Satisfaction & Retention Assessments and Toolkits

For More Information About Programs and Services Available Through

WIN A STEP UP Contact:

Tara Green-Royster

WIN A STEP UP Project Manager

919-218-1192

troyster@schr.unc.edu

FOR REGISTRATION INFORMATION CONTACT

WIN A STEP UP
UNC Institute on Aging
720 Martin Luther King, Jr. Boulevard
CB # 1030
University of North Carolina
Chapel Hill, NC 27599-1030
Phone: 919-843-2984
Fax: 919-966-0510

**Coaching Supervision:
Introductory Skills for Supervisors in
Home and Residential Care**



WIN A STEP UP

**13 HOURS CEU CREDIT
FOR NURSES AND
LONG-TERM CARE
ADMINISTRATORS
NC NOVA APPROVED**



Enhance Direct Care Worker Retention and Quality of Care In Your Organization

Coaching is a relational approach to managing and supporting direct care workers that helps them to develop problem-solving skills—for example, the ability to think critically, prioritize more effectively, and communicate more effectively.

The interactive and highly participatory nature of the training ensures ample practice in the following areas:

Active Listening—Paraphrasing and Asking Open-Ended Questions to Obtain Workers’ Perspectives

Self-Awareness—Identifying Personal Style, Blocks to Listening, etc.

Self-Management—Developing Strategies for Pulling Back During Stressful Workplace Interactions, etc.

Presenting the Problem—Using Objective Language that is Free From Blame or Judgment During Supervisory Interactions

Why Coach?

*Enhanced Retention of Direct Care Workers Which Leads to Decreased Operating Costs, Improved Performance, and Better Quality of Care .

*Improved Problem Solving and Teamwork With More “Buy In” and Less Friction Among Workers and Supervisory Staff.

CEU Credit Awarded: 13.0 contact hours
CEU Credit will be awarded to nurses and long-term care administrators who attend 100% of this program.

This continuing nursing education activity is approved by the North Carolina Nurses Association, an accredited Approver by the American Nurses Credentialing Center’s Commission on Accreditation, as well as the NC Board of Examiners for Long Term Care Administrators.

Registration Fee:

Early Bird Registration Fee, prior to date \$175.00, after date \$200.00

Registration fee includes lunch each day, conference materials, and certificate of continuing education credit.

Attire: Comfortable clothing and shoes that will allow freedom and ease of movement.

**** Overnight Accommodations**

Participants are responsible for their own accommodations. Please reserve your hotel well in advance. The primary accommodation is:

Holiday Inn Express
202 Cardinal Dr
Hillsborough, NC 27278
(919) 644-7997

** Be sure to request the state rate

Payment method:

Personal check--send to the address below with completed registration form.

Agency check--please send to the address below with completed registration form.

By credit card--please call 919-843-2984 to give us your credit card information.

Make check payable to
Win A Step Up
and send to:

WIN A STEP UP
UNC Institute on Aging
720 Martin Luther King, Jr. Boulevard
Campus Box 1030
University of North Carolina
Chapel Hill, NC 27599-1030

Cancellation: If you cancel at least **14 days** prior to the beginning date of the course, your payment will be refunded.
Please call to cancel: 919-843-2984

