

FALL 2009 YMCA TRAINING OPPORTUNITIES

Communication: Beyond the Basics

Recommended Participants: Employees who would like to improve their communication skills in order to be even more successful at work.

Course Description: On the job success relies on how well we communicate our thoughts, feelings, and ideas. In this workshop, identify common blocks to communication: what we say that stops others from listening to us, from cooperating with us and even from wanting to talk with us. Then learn what to do differently. Identify and practice using components of assertive and democratic communication.

Date: Wednesday, August 19, 2009

Time: 9:00am—11:00am

Cost: \$25 to cover the cost of materials
*Add \$5 if after the deadline

Registration Deadline: August 5, 2009

Facilitated by Debra Roberts

Debra Roberts, M.A., has been teaching youth and adults about communication, behavior management, conflict resolution, parent education and life skills since 1998. She is currently the Project Administrator of the YMCA Youth and Family Services *TLC Family Institute*. Debra is certified as a Redirecting Children's Behavior and Redirecting for a Cooperative Classroom Instructor through the International Network for Children and Families.

Facilitating Success in the Workplace

Course Description: Do you know what it takes to be successful at work? Learn 5 necessary elements of success and common mistakes people make. Identify roadblocks to success and define your next steps in transforming your current situation.

Date: Tuesday, September 22, 2009

Time: 1:00pm—3:00pm

Cost: \$25 to cover the cost of materials
*Add \$5 if after the deadline

Registration Deadline: September 8, 2009

Conflict Resolution: Your Piece of the Puzzle

Recommended Participants: Employees who struggle with conflict or those who want to learn new ways to approach conflict that lead to a more positive outcome.

Course Description: Conflicts can arise anywhere and with anyone. Prepare yourself for challenging situations and practice conflict resolution skill building. Identify what we do to keep conflicts going, why we get into conflicts and how to effectively approach and resolve conflicts.

Date: Wednesday, December 2, 2009

Time: 1:00pm—3:00pm

Cost: \$25 to cover the cost of materials
*Add \$5 if after the deadline

Registration Deadline: November 18, 2009

Trainings held at:

YMCA of
San Diego County
Corporate Office
3708 Ruffin Road
San Diego, CA 92123

Behavior Management

Recommended Participants: Employees who work with children (e.g. after school staff).

Course Description: Become aware of the underlying causes of behavior. Learn necessary tools and techniques to prevent and redirect undesired behaviors. Promote positive behavior. Group discussion and role-plays occur throughout this training!

Date: Monday, November 9, 2009

Time: 9:00am—11:00am

Cost: \$25 to cover the cost of materials
*Add \$5 if after the deadline

Registration Deadline: October 26, 2009

Name: _____ YMCA Branch: _____

Title: _____ Daytime Phone: (____) _____ Email Address: _____

Training(s) Selected (check all that apply) : Communication: Beyond the Basics Conflict Resolution
 Facilitating Success in the Workplace Behavior Management

Amount Enclosed/Attached (add late fee if after deadline) _____ JV Attached (employees ONLY): _____

Supervisors/Executives signature (**REQUIRED for employees**): _____

- ◆ Payment **MUST** accompany your registration and be received by the deadline
- ◆ For additional information, please contact Hilary McBurney at (858) 292-9622 or hmcburney@ymca.org
- ◆ **Are there any specific scenarios and/or challenges you would like discussed?** If so, please include them on the reverse.

Return to: YMCA of San Diego County
3708 Ruffin Road, San Diego, CA 92123

YMCA OF SAN DIEGO COUNTY
IT'S FOR EVERYBODY
We build strong kids, strong families, strong communities.