



Institute for  
Professional  
Development

**Frontline  
HealthCare Worker  
Center For Excellence**

**2010**

**Educational Schedule**



## Institute for Professional Development Course Information

### **Registration**

To register for a class, speak with your supervisor and call Kathleen Scott, Program Coordinator at extension 47689.

### **Cancellation Policy**

Because space in our classes is limited, we ask that all employees who must cancel their registration prior to start of the course do so three days prior to the start of class. This will allow us to offer your seat in the class to your colleagues.

### **Cost and Payment**

Classes are free for all Lancaster General employees. Payment for Non-LG attendees is due prior to the start of the class. Cost of educational events is subject to change.



FrontLine Healthcare Workers

Continued

**Target Audience:** FrontLine workers in non-supervisory positions. Choose one date from each desired topic.

Courses/ Events	Date and Time	Location
<p><b><u>Multi-generational Diversity (Level II)</u></b> Understanding the generational differences in handling situations, to improve the workplace environment.</p> <p><b>Presenters:</b> Kathleen Scott</p>	<p>Tuesday January 5 7:00 am – 8:30 am</p> <p>Wednesday January 13 8:00 pm – 9:30 pm</p> <p>Wednesday January 20 2:00 pm – 2:30 pm</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>
<p><b><u>Understanding Myself and Others (Level I)</u></b> Self- exploration of characteristics and behaviors and their impact on others.</p> <p><b>Presenters:</b> Susan Sterkenberg and Kathleen Scott</p>	<p>Tuesday January 5 2:00 pm – 3:30 pm</p> <p>Tuesday January 12 7:00 am – 8:30 am</p> <p>Thursday January 21 8:00 pm – 9:30 pm</p> <p>Wednesday January 27 11:00 pm – 12:30 am</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>



FrontLine Healthcare Workers

Continued

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Courses/ Events	Date and Time	Location
<p><b><u>Healthy Food Choices (Level I)</u></b> Healthy, nutritional and appealing food choices .</p> <p><b>Presenters:</b> The Wellness Center</p>	<p>Wednesday February 3 2:00 pm – 3:30 pm</p> <p>Thursday February 18 8:00 pm – 9:30 pm</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p>
<p><b><u>Workplace Communication (Level II)</u></b> Techniques for listening and showing initiative in the workplace and clinical language for non-clinicians.</p> <p><b>Presenters:</b> Varies</p>	<p>Thursday February 4 7:00 am – 8:30 am</p> <p>Tuesday February 23 2:00 pm – 3:30 pm</p> <p>Wednesday April 28 8:00 pm – 9:30 pm</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>



FrontLine Healthcare Workers

Continued

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Courses/ Events	Date and Time	Location
<p><b><u>Earth Conscious/Money Conscious (Level II)</u></b> What people can do in their home to conserve resources and save money.</p> <p><b>Presenters:</b> Tabor Community Services</p>	<p>Wednesday March 3 7:00 am – 8:30 am</p> <p>Tuesday March 9 2:00 pm – 3:30 pm</p> <p>Thursday March 18 8:00 pm – 9:30 pm</p>	<p>LGH, Classroom Y&amp;Z</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>
<p><b><u>Healthy Communication (Level I)</u></b> Communication skills that build respect and gain cooperation.</p> <p><b>Presenters:</b> Kathleen Scott</p>	<p>Thursday March 4 8:00 pm – 9:30 pm</p> <p>Wednesday March 10 7:00 am – 8:30 am</p> <p>Wednesday March 10 2:00 pm – 3:30 pm</p> <p>Wednesday March 24 11:00 pm – 12:30 am</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>



FrontLine Healthcare Workers  
Continued

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Courses/ Events	Date and Time	Location
<p><b>Team Building (Level II)</b> Using the strengths of fellow-employees to cooperatively accomplish the departmental tasks.</p> <p><b>Presenters:</b> Kathleen Scott</p>	<p>Tuesday March 30 7:00 am – 8:30 am</p> <p>Wednesday April 7 2:00 pm – 3:30 pm</p> <p>Wednesday April 14 11:00 pm – 12:30 am</p> <p>Thursday April 22 8:00 pm – 9:30 pm</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>
<p><b>Time Management</b> Skills to successfully manage tasks and structure daily activities.</p> <p><b>Presenters:</b> Kathleen Scott</p>	<p>Thursday April 1 8:00 pm – 9:30 pm</p> <p>Thursday April 8 7:00 am – 8:30 am</p> <p>Thursday April 15 11:00 pm – 12:30 am</p> <p>Tuesday April 20 2:00 pm – 3:30 pm</p>	<p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p> <p>LGH, Classroom W</p>

**Questions:** Please contact [Kathleen Scott](#), Program Coordinator, Frontline HealthCare Worker Center for Excellence, Lancaster General College of Nursing and Health Sciences. Phone: 544-7689