

Instructor Bio's

Brenda J. Ellingboe is an intercultural communication specialist with a PhD degree in Comparative and International Development Education. She has conducted intercultural training sessions for clients in education, manufacturing, financial services, healthcare, state agencies, county governments, and transportation.

Lisa Lynn is a psychological consultant with more than 25 years of experience. Her work encompasses leadership development, team effectiveness, at-risk performance coaching, supervisory development, performance assessment, communication, customer service, time/project management, conflict resolution, and much more. She is a Licensed Psychologist in Minnesota.

Deena McMahon, MSW, LICSW, is a family and attachment therapist. She has been working with families and children for more than 25 years and has developed expertise in the areas of childhood trauma, childhood sexual abuse, grief and loss, family violence, adoption and attachment.

Jim Tift, MA, Community Services Director, ECRA, has been an adjunct faculty member teaching gerontology, human services, and family studies courses in a number of Minnesota state universities and community colleges for more than 30 years. Jim has a Bachelor's degree in psychology and a Master's degree in gerontology.

Harbir Kaur, MA, Director Elder Justice Services, ECRA, provides advocacy for elders who are victims of abuse, neglect or financial exploitation. She educates law enforcement, health professionals, and community members on elder abuse and neglect awareness, and prevention and intervention strategies.

Janine McQuillan, BS, Council Services Director, ECRA, has worked in long term care for 21 years. She was a Therapeutic Recreation Coordinator, Resident Council Liaison, and actively involved with Culture Change as a Neighborhood Coordinator. After completing training with the Alzheimer's Association, she hired and trained staff for a secured dementia unit.

Paul Buckley has been helping at-risk children and the thoughtful adults who care for them for 25 years. As a regional trainer and national speaker on topics of anger in the family and marital preservation, he conveys pragmatic information with an entertaining style using

vivid metaphors and video segments to help explain complex concepts into memorable and practical knowledge.

Ernest Boswell, PhD, LP, has worked for a division of Veterans Affairs for 22 years. His specialization is assessment, diagnosis and treatment of PTSD. He has worked with over 5,000 trauma survivors and is a recognized forensic expert on PTSD in state and federal court.

Cheryl Como has 17 years of program development and facilitation experience, and is certified in mediation, conflict resolution and as a trainer in emotional intelligence. She leads the Client Services department for the Lupus Foundation of MN where services include raising awareness, case management, individual and group sessions, resource referral, outreach, and implementing educational programs for professionals, patients and families in an effort to improve lives touched by lupus.

Elizabeth Rezek, LICSW, LADC works at the Minneapolis VA Medical Center as a Clinical Social Worker in the Homeless Programs. She has 20 years of community organizing experience around issues pertaining to the homeless populations. She is a Licensed Independent Clinical Social Worker and Licensed Alcohol and Drug Counselor.

John H. Driggs is a Licensed Clinical Social Worker who has been in private practice as a psychotherapist in St. Paul since 1981. He provides individual and family therapy, group therapy for men, and marital therapy, all of which are intensive and personalized. He specializes in long-term work with people with personality disorders and their partners. He has co-authored a book, *Intimacy Between Men*, published by Dutton Press in 1990.



ADHD and the Maddening Effects on Parents and the Family

The goal of this workshop is to increase the caregivers' ability to gain cooperation, reduce conflict, and increase nurturing with ADHD-affected children. This workshop focuses on parenting practices that recognize and engage two domains of a child's intrinsic motivational center: self-interest and yearning for attachment.

The Board of Social Work has approved this training for three hours of continuing education.

> 6870 (1 class)	Jun 10 only
Fri, 9:00 am - 12:00 pm	East Rm 2561
Buckley, Paul	\$65

Substance Abuse Disorders

This course provides an overview of classification of mood altering addictions, signs and symptoms of addicted behavior, treatment, prevention, and cultural issues. Substance abuse theories will also be addressed as well as ethical decision-making practices using a strengths-based perspective to address client's goals and objectives.

The Board of Social Work has approved this training for three hours of continuing education.

> 6871 (1 class)	Jun 14 only
Tue, 9:00 am - 12:00 pm	East Rm 2561
Rezek, Elizabeth	\$55

Avoiding the Slippery Slope to Ethical Violations

The most typical client violations by professionals are not done with malice or intent to harm. They are done inadvertently by helpers who become engaged in a slippery slope of misguided clinical judgments, role reversals with clients, and inattention to client and self harm. Goodhearted helpers can get duped into serious client violations due to mismanagement of the therapeutic alliance, unresolved stressors in the professional's personal life and a lack of support to handle challenging dynamics in the therapeutic relationship. An ounce of prevention

is worth more than a pound of cure. *The Board of Social Work has approved this training for three hours of continuing education.*

> 6872 (1 class)	Jul 13 only
Wed, 9:00 am - 12:00 pm	East Rm 2561
Driggs, John	\$55

Infant Adoption Awareness Training Program

Do you work with women and teens facing unplanned pregnancies? This course is designed to increase your knowledge and skills in providing accurate information regarding adoption on an equal basis with other pregnancy options: termination or parenting. It is based on the belief that in the situation of an unintended pregnancy, women should be provided equal information and counseling regarding all options in a nondirective, noncoercive manner in order to make an informed decision. Each participant will be provided a manual and list of Minnesota pregnancy resources. **Lunch is included.**

The Board of Social Work has approved this training for five hours of continuing education.

> 6863 (1 class)	Jul 22 only
Fri, 9:30 am - 3:00 pm	East Rm 2561
Romanoski, Valerie	\$5



Five Easy Registration Options

• **Online:** www.century.edu/continuinged

• **Phone:** 651.779.3341

• **Fax:** 651.779.5802

• **Mail to:** Century College, CECT Dept.
3300 Century Avenue North
White Bear Lake, MN 55110

• **In Person:** East Campus, Rm E2521
Mon–Thu 8:00 am–7:00 pm
Fri 8:00 am–4:00 pm

Questions?

Contact **Anne Turnbull**,
Helping Professionals Manager,
at anne.turnbull@century.edu
or **651.773.1785**.

Century College is an affirmative action, equal opportunity employer and educator. This document can be available in alternative formats to individuals with disabilities by calling 651.779.3354, 1.800.228.1978 x3354, 651.773.1715 TTY or through the MN Relay Service at 1.800.627.3529.

All Helping Professionals
& Social Work classes
are approved by
the Board of Social Work
for continuing
education hours.

century.edu
3300 Century Avenue North
White Bear Lake, MN 55110



Nonprofit Org.
U.S. Postage
PAID
Permit No. 4323
St. Paul, MN



Helping Professionals & Social Workers

Continuing Education & Customized Training

Becoming a Skillful Intercultural Trainer

Today, more than ever before, educators and trainers must have the ability to adjust their programs and communication styles to meet the needs of their multicultural audiences. This course will provide you with a knowledge base and skills set to become more inter-culturally competent in training design and delivery for diverse audiences. *The Board of Social Work has approved this training for three hours of continuing education. (Qualifies for IC Leadership Certificate Program)*

> 6847 (1 class)	Jan 29 only
Sat, 9:00 am - 12:00 pm	East Rm 2561
Ellingboe, Brenda	\$59

Customer Service for Global Business

When it comes to customer service, whether public or private, providers need to be there for both internal and external customers. The focus of this training is to raise awareness regarding how daily actions, attitudes and behaviors affect the quality of individual performance, work relationships and interactions with all customers. You will review basic skills, learn new ones, and begin a reflective process, which should become part of your daily routine—to think about your values and attitudes regarding community relations and to assess ways to improve your interpersonal effectiveness. *The Board of Social Work has approved this training for four hours of continuing education.*

> 6848 (1 class)	Feb 8 only
Tue, 8:30 am - 12:30 pm	East Rm 2561
Lynn, Lisa	\$62

Ambiguous Loss: Learning to Live with Unresolved Grief

This presentation will explore the many complex losses a child in foster care experiences as a



result of placement. Aside from the obvious and visible changes a child must manage, there are daily reminders for the child that they are not like everybody else. This will be discussed from the child's perspective and will include suggestions and recommendations for professional helpers.

The Board of Social Work has approved this training for two hours of continuing education.

> 6849 (1 class)	Feb 15 only
Tue, 10:00 am–12:00 pm	UAW-Ford Rm 255
McMahon, Deena,	\$49

NEW! Dealing with Grief, Loss and Death

In this workshop, you will learn the stages of grief and death, identify attitudes, understand key concepts of grief work and death education, learn strategies for working with those facing or suffering from a loss, and become more familiar with resources to support patients and their families. *The Board of Social Work has approved this training for three hours of continuing education.*

> 6850 (1 class) Tue, 9:00 am - 12:00 pm Tift, James	Feb 22 only East Rm 2311 \$55
---	--

Leading Diverse Teams

Facilitating productive, effective, and successful teams in a diverse environment requires a skillful and knowledgeable team leader. You will practice several leadership skills and interactive team activities aiming to build both awareness and skills on maximizing the benefits of differences within teams. The leadership framework for this session is from *The Leadership Challenge* by James Kouzes and Barry Posner. The cross-cultural frameworks come from anthropologists, intercultural leadership and management researchers, organizational theorists, and intercultural communication researchers. Team leaders, team members, and interested others are welcome. *The Board of Social Work has approved this training for six hours of continuing education.* (Qualifies for IC Leadership Certificate Program)

> 6851 (1 class) Sat, 9:00 am - 4:00 pm Lynn, Lisa, Ellingboe, Brenda,	Feb 26 only East Rm 2301 \$110
--	---

NEW! Dealing with Ethical Issues in Long Term Care

In this class, you will identify personal values and biases that influence ethical decision-making and steps involving making ethical decisions. You will learn to differentiate ethical issues

from legal issues and demonstrate the ability to make decisions based on studies of dilemmas facing long-term care staff. *The Board of Social Work has approved this training for two hours of continuing education.*

> 6852 (1 class) Tue, 10:00 am - 12:00 pm Tift, James	Mar 1 only East Rm 2313 \$45
--	---

Intercultural Conflict Style Assessment

The Intercultural Conflict Style Inventory by Dr. Mitch Hammer is the main focus of this course. You will take and self-score this assessment tool and will learn about different conflict styles and cultural factors that influence a person's conflict style. You will also learn about intercultural negotiation skills and strategies for leaders who deal with conflict in their workplaces. A person's cultural background, communication style, and first language often affect a person's style. You will learn about different conflict styles and how they may appear in workplace settings.

The Board of Social Work has approved this training for three hours of continuing education. (Qualifies for IC Leadership Certificate Program)

> 6853 (1 class) Sat, 9:00 am - 12:00 pm Ellingboe, Brenda	Mar 5 only East Rm 2313 \$69
---	---

NEW! Elder Abuse Intervention and Prevention

You will gain a comprehensive understanding of Minnesota's Vulnerable Adult Law including changes effective August 1, 2009, the process and aftermath of making a maltreatment report, and to improve your ability to assess the risk for abuse by staff, care recipients and facilities. You will also learn how to address these challenges and create innovating abuse prevention plans. *The Board of Social Work has approved this training for three hours of continuing education.*

> 6854 (1 class) Tue, 9:00 am - 12:00 pm Kaur, Harbir	Mar 8 only East Rm 2311 \$55
--	---

Reducing Hiring Bias

The recruitment and retention of a diversified staff is one of the most difficult challenges facing many organizations yet it is also imperative for long term success. Having a lack of diversity will not only affect the workforce's effectiveness, but also the customer's view. Organizations must understand and focus on the ever-changing social environment. During this session, we will review areas such as personal and organizational diversity strengths

and opportunities, unconscious biases, and learn more about recruiting and hiring a diverse workforce to help you succeed into the years ahead. *The Board of Social Work has approved this training for four hours of continuing education.* (Qualifies for IC Leadership Certificate Program)

> 6855 (1 class) Thu, 8:30 am - 12:30 pm Lynn, Lisa	Mar 10 only East Rm 2311 \$62
--	--

NEW! Communication Techniques for Elders Living with Dementia

This is an intensive workshop intended for Memory Care Unit staff, Neighborhood Coordinators, Directors of Nursing, Activity staff, Social Workers, or Administrators of nursing homes and assisted living communities with memory care/Alzheimer's units. This workshop is designed to explore ways to communicate and validate in a caring, non-judgmental environment for residents with memory issues, Alzheimer's or identified dementias. You will recognize ways to diffuse situations through increased awareness of communication techniques.

The Board of Social Work has approved this training for three hours of continuing education.

> 6859 (1 class) Fri, 10:00 am - 12:00 pm Tift, Neil	Mar 25 only East Rm 2561 \$52
---	--

NEW! Raising Healthy Sons

Fathers have a significant impact upon growing healthy boys. The messages of masculinity they teach their sons influence how they form relationships and relate to others across their life span. This workshop will discuss 21 tips for raising healthy sons.

The Board of Social Work has approved this training for 1.5 hours of continuing education.

> 6857 (1 class) Wed, 12:30 pm - 2:00 pm Tift, Neil	Mar 23 only East Rm 2561 \$42
--	--

NEW! Assisting Fathers of Children with Special Needs

This session addresses the emotional impact that a child with special needs may have on a father, what family support programs can do to encourage father involvement, and how to employ father-friendly practices in the delivery of services.

The Board of Social Work has approved this training for 1.5 hours of continuing education.

> 6858 (1 class) Wed, 2:30 pm - 4:00 pm Tift, Neil	Mar 23 only East Rm 2561 \$42
---	--



NEW! Raise Your Family, Not Your Fist: A Father's Role in Ending Violence

You will examine the emotional impact fathers have on their children and recognize male socialization factors that contribute to appropriate and inappropriate expressions of emotions. You will explore conflict resolution, healthy methods of expressing anger, and examine the consequences of conflict and violence upon families.

The Board of Social Work has approved this training for two hours of continuing education.

> 6859 (1 class) Fri, 10:00 am - 12:00 pm Tift, Neil	Mar 25 only East Rm 2561 \$52
---	--

NEW! Ethical Applications in Social Service Agencies

These days, social service agencies are being asked to do more with less. As your caseload expands and resources dwindle, you struggle with complex ethical decisions on a regular basis regarding client confidentiality, personal safety, staff boundaries, fiscal management, working with undocumented families, program eligibility, and allocation of scarce resources. This workshop will outline a process for assisting providers to resolve ethical situations confronted in the workplace. A case study process will help you examine difficult issues and provide guidelines for the application of decision-making for a wide range of client populations.

The Board of Social Work has approved this training for three hours of continuing education.

> 6860 (1 class) Fri, 1:00 pm - 4:00 pm Tift, Neil	Mar 25 only East Rm 2561 \$62
---	--

NEW! Depression in the Elderly

This workshop will clarify some misunderstandings about depression and equip you with strategies and approaches for recognizing and treating depression in the elderly. You will learn to differentiate symptoms of depression from similar mental health issues such as delirium and dementia, identify common tools for assessment and learn how they can be

used for residents in long-term care facilities. *The Board of Social Work has approved this training for three hours of continuing education.*

> 6861 (1 class) Tue, 9:00 am - 12:00 pm Tift, James	Apr 5 only East Rm 2311 \$55
---	---

Infant Adoption Awareness Training Program

Do you work with women and teens facing unplanned pregnancies? This course is designed to increase your knowledge and skills in providing accurate information regarding adoption on an equal basis with other pregnancy options: termination or parenting. It is based on the belief that in the situation of an unintended pregnancy, women should be provided equal information and counseling regarding all options in a nondirective, noncoercive manner in order to make an informed decision. Each participant will be provided a manual and list of Minnesota pregnancy resources. **Lunch is included.** *The Board of Social Work has approved this training for five hours of continuing education.*

> 6862 (1 class) Fri, 9:30 am - 3:00 pm Romanoski, Valerie	Apr 8 only East Rm 2561 \$5
---	--

Managing Conflict in a Diverse Workplace

Workplace conflict has an impact on more than the individuals involved. It usually creates a ripple effect and repercussions are felt throughout the organization. Recent studies show that managers and supervisors spend on average 25-42 percent of their time dealing with conflict including discord, hostility, competition, incompatibility, clashes, opposition, and struggles. Although there is no appropriate or inappropriate strategy to deal with conflict, detecting initial symptoms and adopting the most effective behavior to resolution is essential in resolving it easily and effectively. This session is intended for anyone who is interested in learning effective ways of dealing with tensions, problems, and conflict in the workplace. *The Board of Social Work has approved this training for three hours of continuing education.* (Qualifies for IC Leadership Certificate Program)

> 6864 (1 class) Sat, 9:00 am - 12:00 pm Lynn, Lisa,	Apr 9 only East Rm 2561 \$55
---	---

NEW! Sexual Abuse: Intervention and Prevention

In this workshop, you will gain a comprehensive understanding of Minnesota's Vulnerable Adult

Law as well as the process and follow-up when making a maltreatment report. You will also learn to assess the risk for abuse in staff, care recipients, and facilities, and learn how to address these challenges creating innovative abuse prevention plans for individuals and families.

The Board of Social Work has approved this training for three hours of continuing education.

> 6865 (1 class) Tue, 9:00 am - 12:00 pm Kaur, Harbir	Apr 12 only East Rm 2311 \$55
--	--

Intercultural Communication Strategies

Learn the concept of culture through self-awareness activities, the iceberg theory, the communication style framework, and high and low context video clips. The focus will be on recognizing different communication patterns. Culturally sensitive strategies will be introduced, along with a knowledge base, mindset, and skill set for intercultural competence.

The Board of Social Work has approved this training for three hours of continuing education. (Qualifies for IC Leadership Certificate Program)

> 6866 (1 class) Sat, 9:00 am - 12:00 pm Ellingboe, Brenda	Apr 16 only East Rm 2561 \$59
---	--

Engaging the Disturbed Child... Dragons and Monkeys, They're Everywhere!

A disturbed child implies a distressed family. Learn four practices in guiding parents to become a more influential partner in the therapeutic journey. Borrowing from the Readiness to Change, Motivational Interviewing, and affect-based therapeutic models; we will highlight methods to track affect (dragons) and heal fractured narrative (befriend the monkeys).

The Board of Social Work has approved this training for three hours of continuing education.

> 6867 (1 class) Fri, 9:00 am - 12:00 pm Buckley, Paul	May 6 only East Rm 2561 \$65
---	---

NEW! Etiology, Diagnosis and Treatment of Post-Traumatic Stress Disorder (PTSD)

Post-Traumatic Stress Disorder or PTSD is recognized as a collection of specific symptoms that can occur following an individual's exposure to or witnessing of a life-threatening event such as military combat, natural disasters, terrorist incidents, serious accidents, or violent personal assaults. It involves physiological, cognitive,

affective and behavioral alterations in the individual's functioning and frequently involves other difficulties like depression, substance abuse and panic symptoms. You will learn the relevant etiological and diagnostic issues related to PTSD, review effective treatment modalities, and learn to identify prevalent medications as well as provide appropriate treatment referrals for individuals with possible PTSD. **Lunch is included.** *The Board of Social Work has approved this training for 7.5 hours of continuing education.*

> 6873 (1 class) Sat, 8:30 am - 4:30 pm Boswell, Ernest	May 7 only East Rm 2313 \$125
--	--

Working Effectively with Generational Diversity in the Workplace

Our workplace has become a playing field of competing viewpoints and values as five generations share the same space. It is vital to an organization's success to find ways to maximize the performance of every person. In this session, you will learn to understand and identify generational viewpoints, be aware

of your own perspectives and biases, learn to coach and manage intergenerational teams to maximum performance, and learn to deal with conflict. *The Board of Social Work has approved this training for four hours of continuing education.* (Qualifies for IC Leadership Certificate Program)

> 6868 (1 class) Sat, 8:30 am - 12:30 pm Lynn, Lisa	May 14 only East Rm 2561 \$59
--	--

Managing Chronic Disease: Professional Partnering with Patients

The patient's experience with a chronic condition is not just one of disease but of illness which can alter perceptions, challenge belief systems, and create psychosocial stressors and changes not present prior to disease manifestation. These changes may have a significant impact on the patient's ability to communicate, partner with professionals and engage in healthy management of the disease. In this workshop you will examine the patient/professional relationship and options for building a collaborative partnership. Techniques and tools can help you move patients



toward shared purpose and common goals while working together to reduce the impact of chronic disease. This program is applicable to any profession who works with chronic disease. *The Board of Social Work has approved this training for six hours of continuing education.*

> 6869 (1 class) Fri, 8:30 am - 3:30 pm Como, Cheryl	May 20 only East Rm 2313 \$110
---	---

Helping Professionals & Social Workers Registration Form

Code: Help11W

Please fill out all information completely. Date of birth **or** social security number is required. This data is for student tracking purposes only, and will not be released or used for any other purpose.

Name _____ Date of Birth ____/____/____ Home Phone (____) _____

Home Address _____ City _____ State _____ Zip _____

Social Security # _____ - _____ - _____ (Confidential—to be used in registration system as your Student ID.) ___ Male ___ Female

Business Name _____ Business Phone (____) _____

Business Address _____ City _____ State _____ Zip _____

E-mail address _____

Course Number	Course Name	Course Fee
1. _____ - _____	_____	\$ _____
2. _____ - _____	_____	\$ _____
3. _____ - _____	_____	\$ _____
4. _____ - _____	_____	\$ _____

Total Course Fees: \$ _____

PAYMENT INFORMATION

- Check(s) Enclosed (Please write a separate check for the exact amount of each course, payable to Century College).
- Business purchase order attached
- Please charge to my: ___ VISA ___ MasterCard ___ Discover Account # _____ - _____ - _____ - _____

Cardholder's Name _____ Exp. Date ____/____/____