

Training Curriculum Grid – Hawaii Training			
Code	Subject Areas of Training	Outcome	Training Method
	<b>Basic knowledge training for all ADRC Staff</b>		
BK/IP/COM	<ul style="list-style-type: none"> <li>Define ADRC vision and goals</li> <li>Define Function</li> <li>Define ADRC Standards of Services and service quality</li> </ul>	<p>Be able to clearly articulate who the ADRC agency is and what services ADRC offers?</p> <p>Describe the role and goals of the ADRC.</p> <p>Embrace the philosophy and high standards of service</p>	Lecture, power point presentation
	<b>Sequence of Service training for Volunteers</b>		
	1. Opening	<p>Ensure area is properly lighted and clean</p> <p>Fill vendor brochure and information racks</p>	
IP/COM IP/COM	2. Make eye contact 3. Offer inviting and warm welcome 4. Do self introduction using your first and last name	<p>Present a nonverbal welcome</p> <p>Understand appropriate and inappropriate welcomes</p> <p>Break down communication barriers and create an interpersonal rapport with the client</p> <p>Understanding communication gaps and strong suits</p> <p>Be attentive to family members</p>	Lecture, discussion, role playing, practice,

BK	5. Give brief overview of ADRC services & offer appropriate brochure and literature	Be able to clearly state who the ADRC agency is and what services ADRC offers?	
	6. Escort client to interview area	Provide escort or wheel chair assistance to client to specified area	
	7. Make client comfortable and prepare client for interview and discussion	How can this be done? Need to get employee input and feedback.	
<b>Sequence of Service training for Hired Help</b>			
IP/COM	1. Make eye contact 2. Offer inviting and warm welcome 3. Do self introduction using your first and last name	Present a nonverbal welcome  Understand appropriate and inappropriate welcomes  Break down communication barriers and create an interpersonal rapport with the client  Understanding communication gaps and strong suits  Be attentive to family members	Lecture, discussion, role playing, practice,
IP/COM /INTV	4. Appraise client's needs through the interview process	Understand the interview process Define effective interviewing skills? Establish elder care needs, what they are and what vendor can provide the services	
	5. Prepare and provide a response	Question: during this time, does the ADRC staff leave the client to	

		determine what kind of services are needed, and return with a contact list? Does the ADRC staff make the call / appointment for the client?	
	6. Assess your success	Did we address your concerns?	
	7. Provide information on ADRC follow up services	Define what the follow up services are  Inform client of what the follow up services will be	Open for discussion with staff
IP/COM	8. End session with invitation for client to return and or to call in for more ADRC services	Develop closing steps Offer contact information Use your name Remind them of your hours of operations	
	<p><b>Communication Skills Training Using Verbal &amp; Nonverbal communication effectively</b></p> <p><u>Rationale for communications skills training:</u></p> <p>There is growing research evidence linking provider-patient communication and relationship with a range of measurable indices of patient outcome.</p> <p>Health service providers need to manifest high levels of skills in dealing with associates at an interpersonal level.</p> <p>Health Services Commissioner's Annual Report identifies poor or inadequate communication between patients and health professionals as a source of many of the grievances dealt with.</p> <p>Empathic communication is closely associated with patient-</p>		

	<p>centered care.</p> <p>Attention to choice of words is important both to expansion of the capabilities attributed to older people and to perceptions of society in general</p>		
	<p><u>Communication Skills Training objectives:</u></p> <p>Develop effective interpersonal communication skills</p> <p>Develop effective interpersonal communication skills</p> <p>Develop relational and relationship building skills</p>	<ol style="list-style-type: none"> <li>1. ADRC skilled elder-care centered staff</li> <li>2. ADRC staff develop unhindered two-way communication flow with elder associates for information gathering</li> </ol>	
	<p><b>Customer service skill training</b></p> <p><b>A good customer service provider fully understands what duties, tasks and services they provide in order to meet and exceed their customer's expectation. ADRC training subcommittee needs to identify the following:</b></p> <p><b>What kind of services will ADRC provide?</b></p> <p><b>What are the volunteer duties?</b></p> <p><b>What are the hired staff duties?</b></p> <p><b>Customer Service Training</b></p> <ol style="list-style-type: none"> <li>1. Volunteer staff need to understand and learn what their duties and daily task are</li> <li>2. Regular and hired staff will need to obtain and deduct information from associates (elder community)</li> <li>3. Regular and hired staff needs to learn all services available to the elder community <ul style="list-style-type: none"> <li>• Who are the vendors</li> </ul> </li> </ol>		

	<ul style="list-style-type: none"> <li>• What services do vendors provide</li> </ul> <ol style="list-style-type: none"> <li>4. Regular and hired staff will need to be detailed oriented and efficient in making contacts with appropriate vendors, confirming time and services</li> <li>5. Regular and hired staff will need to log and regulate suggested vendor services</li> <li>6. Regular and hired staff will need do follow up and follow through services on the vendor services they refer associates to.</li> </ol>		
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(Bowlby, 1958) Interpersonal & Communication Skills, (BK) Basic Knowledge, (INTV) Interview Skills