

## 1199 Training Fund Labor-Management Training Initiative



## iCare Management

On September 30 through October 1, 2013 over 60 Westside Care Center staff members, both union and management, attended workshops by **Denise Scott** called “**Happier Residents, Happier You!**” In the coming months, Denise (a former CNA, experienced administrator and “passionate motivator”) will be holding these workshops at all of the other iCare facilities as part of the 1199 Training Fund’s new Labor-Management Training Initiative.

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The workshops consisted of activities designed to help employees communicate better with each other, to trust each other more, and to put each other into the shoes of the residents. After each activity, Denise led a group discussion to help everyone think about how the activities would help them both at work and outside of work.

### *Comments afterwards included:*

“Reminders of how our residents feel are very important. It makes me feel good that I treat my residents with respect and do all the things we learned today.”

“I will explain things slowly and try to understand what my residents are telling me.”

“This was very helpful. I will practice what I learned today.”

“Wonderful and inspiring. Thank you.”



*“The 1199 Training Fund is breaking down barriers and promoting understanding, team work and unity. I found it extremely rewarding to utilize the Training Fund for such a good cause.”*

*-Darryl LeCours, Ed. M.*

*Administrator, Westside Care Center*

## Look for more *engaging* workshops in 2014!

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