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Brought back by popular demand !!

The King County Non-Profit Staff Development Coalition Project presents....

BUILDING CLIENT (CUSTOMER) SELF-EFFICACY

Wednesday | September 20, 2006 | 8:30am – 4:00pm

Location: The 2100 Building | 2100 24th Avenue South | Seattle WA 98144

Self-efficacy refers to our **belief** about our capability to perform a specific task or manage a situation. Simply stated, people who “succeed” in a given area are not necessarily the smartest, best educated, most clever, or most skilled. They are successful because **they believe** they will be successful.

This full day interactive workshop will help participants understand the importance of self-efficacy, especially when working with individuals who need special assistance in a specific area. Participants will learn how self-efficacy influences our behaviors, and acquire strategies for increasing this trait, both in themselves and in their (clients) customers. Examples will include mind mapping strengths, skills and talents (SSTs); and engaging people at the “heart and soul” levels.

TOPICS WILL INCLUDE:

- Major influences of self-efficacy.
- How self-efficacy affects identity, resilience, outcome expectancy, decision-making, and goal setting.
- How our communication with customers affects self-efficacy.

At this workshop, participants will gain tools they can use to build self-efficacy in their clients (customers).

“ This training has helped me learn how to have customers recognize their beliefs and value in their path towards self-sufficiency”

“I feel renewed to return to my work with a consciously positive, hopeful attitude expecting good outcomes by focusing on client successes, goals and skills”

“Wonderful and enlightening ... the trainer had my full attention from start to finish! “

(This workshop has been designed for frontline, supervisory staff as well as case managers)

Trainer - Cal Crow, Ph.D

Workshop Fee

Coalition Member Organization

\$75.00 per participant [for 1-2 staff from member organization]
\$65.00 per participant [for 3-5 staff from member organization]
\$55.00 per participant [6 or more staff from member organization]

Non-Member Organization

\$100.00 per participant

Lunch will be your own.

Continuing Education Units / Clock Hours

Participants can register for Highline Community College **Continuing Education Units (CEUs)**. The cost is \$10.00 per course. CEU forms are available at the workshop.

Free Clock Hours available at the workshop.

REGISTER ONLINE TODAY !! *(space is limited)*

To register online, go to: http://www.learningconnections.org/coalition/workshops/september_20_2006/

Contact

For more information about this workshop, contact
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A project of

