COURSE OVERVIEW SS0493-6M-IH
Trust & Empowerment
(E-Learning Module)

Course Title
Trust & Empowerement (E-Learning Module)

Course Reference
SS0493-6M-IH

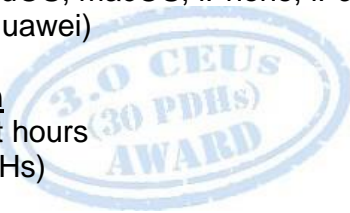### Course Format & Compatibility
SCORM 1.2. Compatible with IE11, MS-Edge, Google Chrome, Windows, Linux, Unix, Android, IOS, iPadOS, macOS, iPhone, iPad & HarmonyOS (Huawei)

Course Duration
3.0 online contact hours
(3.0 CEUs/30 PDHs)

Course Description

This E-Learning is designed to provide participants with a detailed and up-to-date overview of Trust and Empowerment. It covers the power of trust, building relationship and the tips to effective communication; the annual performance evaluations, rating scale, performance schedule guideline and employee self-evaluation; the goal setting guidelines and manager evaluation, merit schedule guideline and teamwork; the changing nature of the workplace, total quality management (TQM) and empowerment; the benefits of teamwork and synergy, teams tools, consensus and class norms; the role of the team in the workplace, characteristics of a good team member and team success factors; and the process, communication, commitment, involvement and trust.

During this interactive course, participants will learn the problem solving, collecting and analyzing data; implementing the plan and managing and addressing the conflict; the source and importance of the conflict and developing an acceptable solution; managing change effectively, applying proper communication and staff empowerment; the staff empowerment assessment tools and psychological empowerment instrument; the open communication and information sharing; the positive reinforcement, collaborative trust and confidence; and designing your own trust barometer and protecting and promoting mental health and well-being.

Course Objectives

upon the successful completion of this course, each participant will be able to:-

- Apply and gain a comprehensive knowledge on trust and empowerment

- Discuss the power of trust, build relationship and the tips to effective communication

- Carryout annual performance evaluations, rating scale, performance schedule guideline and employee self-evaluation

- Review goal setting guidelines and apply manager evaluation, merit schedule guideline and teamwork

- Discuss the changing nature of the workplace, total quality management (TQM) and empowerment

- Identify the benefits of teamwork as well as synergy, teams tools, consensus and class norms

- Recognize the role of the team in the workplace, characteristics of a good team member and team success factors

- Apply process, communication, commitment, involvement and trust

- Employ problem solving, identify and analyze the problem and collect and analyze data

- Choose the best plan, implement the plan, and manage and address the conflict

- Identify the source and importance of the conflict and develop an acceptable solution

- Manage change effectively, apply proper communication and define staff empowerment

- Recognize staff empowerment assessment tools and psychological empowerment instrument

- Apply open communication and information sharing, positive reinforcement, collaborative trust and confidence, barriers to staff empowerment

- Design your own trust barometer and protect and promote mental health and well-being

Who Should Attend

This course provides a wide understanding and deeper appreciation of trust and empowerment for all managers, leaders, employees, teams and departments, human resources professionals and all members of an organization, regardless of their position or role, can benefit from attending events

Course Fee

As per proposal

Course Certificate(s)

Internationally recognized certificates will be issued to all participants of the course who completed a minimum of 80% of the total tuition hours.

Certificate Accreditations

Certificates are accredited by the following international accreditation organizations: -

- The International Accreditors for Continuing Education and Training (IACET - USA)

    Haward Technology is an Authorized Training Provider by the International Accreditors for Continuing Education and Training (IACET), 2201 Cooperative Way, Suite 600, Herndon, VA 20171, USA. In obtaining this authority, Haward Technology has demonstrated that it complies with the **ANSI/IACET 2018-1 Standard** which is widely recognized as the standard of good practice internationally. As a result of our Authorized Provider membership status, Haward Technology is authorized to offer IACET CEUs for its programs that qualify under the **ANSI/IACET 2018-1 Standard**.

    Haward Technology's courses meet the professional certification and continuing education requirements for participants seeking **Continuing Education Units** (CEUs) in accordance with the rules & regulations of the International Accreditors for Continuing Education & Training (IACET). IACET is an international authority that evaluates programs according to strict, research-based criteria and guidelines. The CEU is an internationally accepted uniform unit of measurement in qualified courses of continuing education.

    Haward Technology Middle East will award **3.0 CEUs** (Continuing Education Units) or **30 PDHs** (Professional Development Hours) for participants who completed the total tuition hours of this program. One CEU is equivalent to ten Professional Development Hours (PDHs) or ten contact hours of the participation in and completion of Haward Technology programs. A permanent record of a participant's involvement and awarding of CEU will be maintained by Haward Technology. Haward Technology will provide a copy of the participant's CEU and PDH Transcript of Records upon request.

- British Accreditation Council (BAC)

    Haward Technology is accredited by the **British Accreditation Council** for **Independent Further and Higher Education** as an **International Centre**. BAC is the British accrediting body responsible for setting standards within independent further and higher education sector in the UK and overseas. As a BAC-accredited international centre, Haward Technology meets all of the international higher education criteria and standards set by BAC.

Training Methodology

This Trainee-centered course includes the following training methodologies:-

- Talking presentation Slides (ppt with audio)
- Simulation & Animation
- Exercises
- Videos
- Case Studies
- Gamification (learning through games)
- Quizzes, Pre-test & Post-test

Every section/module of the course ends up with a Quiz which must be passed by the trainee in order to move to the next section/module. A Post-test at the end of the course must be passed in order to get the online accredited certificate.

Course Contents

- The Power of Trust and Building Relationship
- Trust Affects Two Things: Speed and Cost
- The Research
- Filters - They Never Empower us
- Core 1 – Integrity
- Core 2 – Intent
- Impact   vs. Intent
- Operating in Reality
- Core 3 – Capabilities
- Core 4 – Results
- Tips to Effective Communication
- Behaviors to Building Trust
- Summary
- Quiz
- Annual Performance Evaluations
- Overview Principles
- Rating Scale
- Performance Schedule Guideline
- Employee Self-Evaluation
- First Section: Job Competencies

- Second Section: This Year's Goals

- Third Section: Goals for Next Year

- Goal Setting Guidelines

- Fourth Section: Overall Rating

- Fifth Section: Supporting Documents

- Manager Evaluation

- First Section: Job Competencies

- Second Section: This Year's Goals

- Third Section: Goals for Next Year

- Fourth Section: Overall Rating

- Fifth Section: Supporting Documents

- Manager and Employee Meet

- Manager Acknowledgement

- Employee Acknowledgement

- Employee Review Status Summary

- Merit Schedule Guideline

- Quiz

- Teamwork

- Changing Nature of the Workplace

- Total Quality Management (TQM)

- Empowerment

- Benefits of Teamwork

- Synergy

- Teams Tools

- Consensus

- Class Norms

- Role of the Team in the Workplace

- Stages of Teams

- Stage 1: Forming

- Stage 2: Storming

- Stage 3: Norming

- Stage 4: Performing

- Characteristics of a Good Team Member

- Team Success Factors

- Process
- Communication
- Commitment
- Involvement
- Trust
- Team Success Factors – Crossword Puzzle
- Teams: Constructive and Destructive Roles
- Seven Constructive Team Member Roles
- Six Destructive Team Member Roles
- Five Ways to Inhibit Destructive Roles
- Complete Worksheet – Examining Team Roles
- Problem Solving
- What is a Problem?
- Problem Solving Steps
- Identify and Analyze the Problem
- Criteria and Constraints
- Example: Identifying the "Late Arrival" Problem
- Collect and Analyze Data
- Consider Possible Solutions
- Choose the Best Plan
- Implement the Plan
- Observe, Evaluate and Adjust
- Aids to Problem Solving
- More Aids
- One More Aid
- Complete Worksheet – Problem Solving in Action
- Managing Conflict
- Conflict – An Essential Ingredient for Team Growth
- Steps in Managing Conflict
- Know When to Intervene
- Address the Conflict
- "I" Messages
- Restate the Conflict-Causing "You" Messages Into "I" Messages
- Identify the Source and Importance of the Conflict

- Identify Possible Solutions

- Develop an Acceptable Solution

- Implement and Evaluate

- Five Styles of Dealing with Conflict

- Avoiding

- Accommodating

- Competing

- Compromising

- Collaborating

- Suggestions for Dealing with Conflict

- Quiz

- Managing Change

- Learning Outcomes from this Chapter

- Reasons why Employees may be Resistant to Change

- Strategies for Managing Change Effectively

- Communication

- Change from a Controller Manager to a Facilitator Manager

- Employee Empowerment

- Adequate Resource Provider

- Emphasis on Quality – TQM and Quality Assurance

- Lead by Example

- Teamwork

- Employee Participation

- Implications of Technology for a Business

- Quiz

- Staff Empowerment

- What is Staff Empowerment?

- Organizational Factors for Staff Empowerment

- Staff Empowerment Assessment Tools

- Psychological Empowerment Instrument

- Why is Staff Empowerment Important?

- Relationship Between Resident Quality of Life and Staff Empowerment

- Importance of Empowering Nursing Staff

- Characteristics of an Empowered Frontline Staff

- Curiosity

- Interest in Improvement

- Knowledge of Nursing Home Resources and Infrastructure

- What Builds Staff Empowerment?

- An Empowered Team

- Leader Support and Teams

- Teamwork and Support

- Communication and Information Sharing

- Open Communication

- Positive Reinforcement

- Confidence

- Collaborative Trust and Confidence

- Just Culture

- Barriers To Staff Empowerment

- Key Concepts Review

- References

- Trust in an Age of Transparency

- 6 Minutes to Demonstrate

- Communication Strategy is Deceptively Simple

- Here's the Problem: Trust is Eroding in our Societies

- The Evidence is Overwhelming

- 2020 Edelman Trust Barometer

- Worry Technology is out of Control

- Worry About Quality Information

- Societal Leaders Not Trusted to Address Challenges

- Trust is Built on Competence and Ethcis

- Ethical Drivers 3x More Important to Company Trust than Competence

- CEOs Must Lead

- Trust is Local: Employees Expect to be Heard

- Building Trust for the Future

- 2019: Employer Takes Center Stage

- No Longer Top Down Control – Employee Empowerment

- Engagement Integrity

- Employee Expectations Now Include Societal Change Percent of Employees who Expect each from a Prospective Employer

- Design your Own Trust Barometer

- Communication Strategy with an Audit of your Interactions

- What Goes into your Script?

- EQ 101:Sustain your Resources

- Move to Radical Transparency: Open Up and Listen

- Recovery and the Right to Health

- WHO Qualityrights: Goals and Objectives

- A Few Words About Terminology in This Training – 1

- A Few Words About Terminology in This Training – 2

- What We Aim to Achieve During This Module

- Topic 1: What Is Mental Health?

- Presentation: What Does Mental Health Mean? – 1

- Presentation: What Does Mental Health Mean? – 2

- Presentation: What Does Mental Health Mean? – 3

- Presentation: What Does Mental Health Mean? – 4

- Presentation: What Does Mental Health Mean? – 5

- Presentation: What Does Mental Health Mean? – 6

- Presentation: What Does Mental Health Mean? – 7

- Presentation: What Does Mental Health Mean? – 8

- Presentation: What Does Mental Health Mean? – 9

- Exercise 1.1: What Helps You to Enjoy Mental Health and Well-Being? – 1

- Exercise 1.1: What Helps You to Enjoy Mental Health and Well-Being? -2

- Presentation: Protecting and Promoting Mental Health and Well-Being -1

- Presentation: Protecting and Promoting Mental Health and Well-Being -2

- Presentation: Protecting and Promoting Mental Health and Well-Being -3

- Presentation: Protecting and Promoting Mental Health and Well-Being -4

- Presentation: Protecting and Promoting Mental Health and Well-Being -5

- Presentation: Protecting and Promoting Mental Health and Well-Being -6

- Presentation: Protecting and Promoting Mental Health and Well-Being -7

- Presentation: Protecting and Promoting Mental Health and Well-Being -8

- Presentation: Protecting and Promoting Mental Health and Well-Being -9

- Topic 2: Promoting the Right to Health in Mental Health and Social Services

- Exercise 2.1: Grand Designs – 1

- Exercise 2.1: Grand Designs – 2

- Exercise 2.1: Grand Designs – 3

- Exercise 2.1: Grand Designs – 4

- Exercise 2.1: Grand Designs – 5

- Exercise 2.1: Grand Designs – 6

- Exercise 2.2: Does this Service Adequately Support Mental Health? – 1

- Exercise 2.2: Does this Service Adequately Support Mental Health? – 2

- Presentation: The Role of Mental Health and Social Services in Promoting Physical Health – 1

- Presentation: The Role of Mental Health and Social Services in Promoting Physical Health – 2

- Exercise 2.3: Does My Service Adequately Support Physical Health? – 1

- Exercise 2.3: Does My Service Adequately Support Physical Health? – 2

- Topic 3: What is Recovery?

- Exercise 3.1: Feeling Better – 1

- Exercise 3.1: Feeling Better – 2

- Exercise 3.1: Feeling Better – 3

- Exercise 3.1: Feeling Better – 4

- Presentation: Recovery – 1

- Presentation: Recovery – 2

- Presentation: Recovery – 3

- Presentation: Recovery – 4

- Presentation: Recovery – 5

- Presentation: Recovery – 6

- Presentation: Recovery – 7

- Presentation: Recovery – 8

- Presentation: Recovery – 9

- Presentation: Recovery – 10

- Presentation: Recovery – 11

- Presentation: Recovery – 12

- Presentation: Recovery – 13

- Presentation: Recovery – 14

- Presentation: Recovery – 15

- Topic 4: Promoting Recovery
- Presentation: What Supports Recovery? – 1
- Presentation: What Supports Recovery? – 2
- Presentation: What Supports Recovery? – 3
- Presentation: What Supports Recovery? – 4
- Exercise 4.1: The Role of the Individual as well as Families, Friends and Other Supporters in Promoting Recovery – 1
- Exercise 4.1: The Role of the Individual as well as Families, Friends and Other Supporters in Promoting Recovery – 2
- Exercise 4.2: Personal Recovery Stories
- Topic 5: The Role of Practitioners and Mental Health and Social Services in Promoting Recovery
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 1
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 2
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 3
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 4
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 5
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 6
- Practices to Promote Recovery in Mental Health and Social Services – 6
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 7
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 8
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 9
- Exercise 5.1: Improving Practices to Promote Recovery in Mental Health and Social Services – 10
- Concluding the Training – 1
- Concluding the Training - 2