

At the heart of **Care Crowd VT** are 4 pillars that *define what it means to be a Care Crowd member*. These simple principles establish a framework that make it possible for you to **maximize your efforts** as a care professional so you can bring **solution-oriented, positive outcomes** to your customers, your co-workers and the care profession as a whole.

Each of these 4 courses is comprised of 12 Chapters which highlight key concepts that are **critical for success** in that specific area. These brief lessons are loaded with information, techniques and ideas that will help you take your career, as well as the care profession itself, to the next level. As such, you may wish to revisit lessons repeatedly, as you will find additional, more subtle layers of content to master as you integrate these concepts into your daily work-life.

While each of these courses is a free standing element designed to bring improvement and efficiency to their specific area, when the 4 pillars are mastered together as a whole, you will find they form a **super-strong foundation** upon which you can build lasting success *no matter what path you take in the care profession*.

Additional courses will be added to **Care Crowd VT** in the future to further develop on specific areas and niches within the care profession. These additions will build upon the foundation you lay here.

Master these core building blocks and enduring success will be yours!

Course: *Care is Cool!*

1. Your Personal Success Stories
2. The Controversy Caused
3. Constant Learning
4. Your Career Advancement
5. Look at the Technology
6. Be an Advocate
7. Principle Centered Focus
8. The Outcomes
9. Self Motivation is Critical!
10. Constant Change
11. All Kinds of Partnerships
12. The 50/50 Equation

Course: *Customers are Great!*

1. Keep Them First
2. Needs, Wants and Desires
3. Measuring Service Excellence
4. The "No Excuse Policy"
5. The "Internal" Customers
6. Positive "Handoffs"
7. Creating Positive First Impressions
8. Handling Difficult Customers
9. Getting More Customers
10. Getting Testimonials
11. Celebration of Success
12. Asking for Referrals

Course: *Teaming Makes it Easier*

1. Why Teaming?
2. Using Team Targets
3. Inter-shift Relations
4. Interdepartmental Relations
5. Leadership and Teaming
6. Team Problem Solving
7. Handling Interpersonal Conflict
8. Team-Based Interventions
9. Using Super Teams
10. Learning from Tough Times
11. "We or Our"
12. Team Celebrations

Course: *I (personally) Make a Difference*

1. P=S as a Point of View
2. Dealing with Negative Attitudes
3. Helping New Co-Workers
4. Serving on Teams
5. Developing Positive Self-Esteem
6. Promote Your Organization
7. Make Someone's Day
8. Advancing Your Knowledge
9. Handling Leadership Situations
10. Make a Bad Day Better
11. Know the Numbers
12. Advance the Profession