



OTTAWA EDUCATION GROUP

Care Leadership & Excellence

Empower Your Business. Upskill Your Workforce.

For frontline supervisors, PSWs, RPNs, dietary staff, and operational leaders working in retirement and long-term care. Built and delivered by industry-experienced instructors, this upskilling pathway is immersive and interactive by design with case studies, role-play, and peer presentations.



Learning Outcomes for Participants:

1. **Strengthen** leadership and teamwork across care environments.
2. **Improve** safety, quality, and operational consistency.
3. **Develop** practical skills for coaching and conflict resolution.
4. **Support** accountability, engagement, and continuous improvement.



Class size is minimum 6 participants (in-person or virtual). Graduates receive an OEG Certificate of Completion, a LinkedIn badge, and a premium ChatGPT subscription for 3 months.





★ **Specialized Pathway**

Care Leadership and Excellence

Flexible delivery: in-person, virtual, or hybrid

Potential Modules

(8-12 hours per module)

Session 1 - 8 Core Leadership Competencies

- + Lead with resident-centred, cross-department teamwork
- + Ensure safety, quality, and LTC compliance
- + Integrate emotional intelligence and conflict resolution

Session 2 - Practical Negotiation in Operations

- + Master BATNA and Harvard principled negotiation
- + Build agreement through strategic negotiation tactics
- + Apply real cases (agreements, unions, family conversations)

Session 3 - Infection Prevention & Control (IPAC)

- + Understand LTC microbiology (MRSA, C. diff, Norovirus) and the chain of infection
- + Apply TACT, correct chemistry, DIN numbers, contact time, and microfibre technique
- + Ensure quality through high-touch priorities, PPE protocols, and ATP/KPI audits

Session 4 - Employee Career Development

- + Own your direction, pace, and progress with full engagement every day
- + Communicate clearly for stronger goals and fewer errors
- + Stay adaptable and accountable — measure, track, adjust

Session 5 - Occupational Health & Safety

- + Treat safety as a strategic outcome, not a checklist
- + Apply OHS legislation with a prevention-first mindset/design
- + Build a shared safety culture that communicates at every level

Session 6 - Dining Room Service

- + Deliver resident-centred dining experiences
- + Coordinate front- and back-of-house operations for safe, timely meals
- + Support nutrition, dignity, and choice at every meal

Choose the modules that match your goals. Modules can be swapped to fit your needs.

Email: info@ottawa.education Phone: +1 613-861-8881
1525 Princess Patricia Way, Ottawa, Ontario K1S 3W7 Canada

