

Compassion *in* Action Program

Subject	CIA all modules	Run Time	227 minutes
Facilitator		Time: Start	
Location		Time: End	
Time	Content	Media	
1	How to use this workbook	PowerPoint/Workbook	
2	Welcome	PowerPoint/Workbook	
2	Let's get started, get to know your instructor	PowerPoint/Workbook	
10 (15)	Icebreaker- Five Ways to Say Hello	Activity	
	Module 1		
3	Module 1- Our Shared Mission	PowerPoint/Workbook	
5	Our Shared Values	PowerPoint/Workbook	
5	Discover your personal values	Activity	
5	Match your values exercise	Activity	
3 (21)	Module 1 Table Quiz	PowerPoint/Workbook	
	Module 2		
2	Module 2- Our Best Friends Culture	PowerPoint/Workbook	
3	Icebreaker- Think about your own best friend	Activity	
5	The importance of empathy	PowerPoint/Workbook	
10	Empathy Exercise- Minnie Remembers	Activity	
5	How to develop empathy video	Video	
2	Tips for becoming more empathetic	PowerPoint/Workbook	
3 (30)	Module 2 Table Quiz	PowerPoint/Workbook	
	Module 3		
5	Module 3- An insider's guide to understanding aging	PowerPoint/Workbook	
10	Icebreaker- Video/debrief	Video	
2	Our diverse resident population	PowerPoint/Workbook	
20	All About Aging Exercise/presentations	Activity	
3 (40)	Module 3 Table Quiz	PowerPoint/Workbook	
	Module 4		
3	Module 4- You Are Empowered to Deliver WOW!	PowerPoint/Workbook	
10	Icebreaker- Greatest Fan	Activity	
10	A WOW Experience Exercise/Open mic	Activity	
2	Growth Mindset	PowerPoint/Workbook	
3	WOW Service Motto & Steps of Service	PowerPoint/Workbook	

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5	WOW Preparation Tips	PowerPoint/Workbook
10	WOW First Impressions Practice Session	Activity
10	Rapid Compliment Competition Throwdown	Activity
2	WOW Service Etiquette Guidelines	PowerPoint/Workbook
10	Steps to Empowerment Exercise	Activity
3 (68)	Module 4 Table Quiz	PowerPoint/Workbook
	Module 5	
	Module 5- Turning Problems into Solutions	PowerPoint/Workbook
10	Icebreaker- Stay in the Game!	Activity
5	The LASSIE Service Recovery Model	PowerPoint/Workbook
10	LASSIE Roleplays	Activity
3	Module 5 Table Quiz	PowerPoint/Workbook
5	My Compassion in Action Plan	Activity- PowerPoint/Workbook
10	Circle of Appreciation	PowerPoint/Workbook
10 (53)	ADD TIME FOR BREAK AT 2 HOURS	
	TOTAL TIME	227 minutes