



I C.A.R.E. ACADEMY

Your solution to improved
Leadership, Teamwork & Service!



Inspiring Excellence in Leadership and Service through Compassion!

The I C.A.R.E. Academy is designed to improve participants' ability to demonstrate effective emotional intelligence and compassion. These skills are essential to achieving optimal success as a leader, team member, and/or service provider. They also lay the foundation for advancing cultural humility, inclusion, and equity.

The Academy consists of 14 hours of facilitated learning activities that can be delivered in 2-full days (7-hour sessions) or in blocks of 2 or 3.5 hour sessions, whichever best supports your organization's needs. Modules 1, 2, and 3 of the I C.A.R.E. ACADEMY are designed to equip participants to deliver Service Excellence with enhanced ability to self-regulate and demonstrate effective professional presence, compassion, and emotional intelligence skills. Module 4 is designed as an additional component of the Academy to equip culture change champions and leaders in fostering and maintaining a culture of Service Excellence.



INNOVISIONS

InnoVisions is a social enterprise of the Neighborhood House Association, San Diego, CA

For more information, please contact:
Dr. Sheryl White, Lead Facilitator
swhite@neighborhoodhouse.org
619-453-8093



SERVICE EXCELLENCE:

Consistently delivering exceptional service that demonstrates I C. A. R. E.

INTEGRITY

Honesty in words and action; transparent and responsible stewardship

COURTESY

Treat all with kindness, dignity and respect

ATTENTIVENESS

Be in tune with the needs of others

RESPONSIVENESS

Respond thoughtfully and timely to meet needs

EXCELLENCE

Deliver optimal quality service and products with professionalism, effectiveness and compassion

OVERVIEW

Module 1: PREPARING FOR SERVICE

Designed to enhance participants' character, professionalism, emotional intelligence, mindfulness, and self-regulation | 3.5 hours

- Introduction to Service Excellence and the I C.A.R.E. model
- Temperament: Understanding and managing one's core needs, values, and gifted abilities in relation to others and delivering Service Excellence
- Healthy Mindset: Demonstrating noble intentions, sound character, and beneficial personal and professional values that support ethical decision-making and behavior

Module 2: RESPECTFUL ENGAGEMENT

Designed to advance participants' development of an effective interaction style, relations intelligence, mindfulness, and self-management | 3.5 hours

- Listening and responding with compassion
- Interaction Styles: Understanding/managing one's drive, engagement preferences, and communication style for greater effectiveness
- Healthy Heart: Fostering trust and building healthy relationships
- Avoiding burnout: self-care, wellness and vitality

Module 3: DELIVERING SERVICE EXCELLENCE

Designed to improve participants' ability to provide quality and compassionate service | 3.5 hours

- Serving with excellence
- De-escalating and managing difficult situations and conflict
- Embracing diversity and practicing inclusion and equity

Module 4: LEADING SERVICE EXCELLENCE CULTURE CHANGE

Culture and change leadership (This module is for Change Champions and Leaders. To be completed after completion of Modules 1, 2 and 3.) | 3.5 hours

- Understanding, activating, and leading culture change
- Championing and maintaining culture change

FEE SCHEDULE 14 Hours of Facilitated Content and Interactive Discussions/Activities

DELIVERY MODE	NUMBER OF SESSIONS	FEE PER SESSION	TOTAL FEE OF ACADEMY FACILITATION	COST PER PARTICIPANT PER SESSION (SUPPORT MATERIALS)
Full Days 7 hours	2 Sessions	\$5,500	\$11,000	\$20
Half Days 3.5 hours	4 Sessions	\$3,250	\$13,000	\$10
Quarter Days 2 hours	7 Sessions	\$2,250	\$15,750	\$5

Above fees do not include facilitator travel fees for travel outside of San Diego County, CA. Travel expenses per CONUS or actual costs apply. Discount rates are available to nonprofit and public organizations.



INNOVISIONS

InnoVisions is a social enterprise of the Neighborhood House Association, San Diego, CA

For more information, please contact:
 Dr. Sheryl White, Lead Facilitator
 swhite@neighborhoodhouse.org
 619-453-8093