

STAFF PROFESSIONAL DEVELOPMENT WORKSHOPS

- ★ Counseling Ethics
- ★ Maintaining Professional Boundaries
- ★ Challenging Customer Issues: Clinical Case Consultation
- ★ Job Loss Implications
- ★ Walking on Egg Shells: Talking to Customers about Sensitive Issues
- ★ Handling the Angry and Difficult Customer
- ★ Techniques and Resources for Dealing With Customers At Risk : The At Risk Suicidal Customer
- ★ Job Seekers Under The Influence: A Counselor's Guide for Dealing With Customers Who Use and Abuse Alcohol and Drugs
- ★ Helping Older Workers Succeed: The Keys to Overcoming Age Barriers
- ★ Strategies to Help the Long-Term Unemployed
- ★ Creative Approaches To Current Challenges: Transitions
- ★ Managing Job Stress
- ★ Heal the Healer
- ★ Introduction to the Myers-Briggs Type Indicator
- ★ Case Consultation and Getting Support from Others

STAFF PROFESSIONAL DEVELOPMENT WORKSHOPS

COUNSELING ETHICS

This workshop is designed to inform career counseling staff of the ethical traditions and guidelines of their profession, and to heighten awareness of ethical issues involved in the customer-counselor relationship through exploration of the moral, intellectual and emotional complexities of these issues.

MAINTAINING PROFESSIONAL BOUNDARIES

This workshop is designed to provide participants with an understanding of the role of boundaries in the professional counseling relationship. They will learn to identify strong and weak boundaries in both the customer and themselves, and will learn ways to strengthen weak boundaries while maintaining or establishing a workable relationship with the customer.

CHALLENGING CUSTOMER ISSUES: CLINICAL CASE CONSULTATION

This workshop is designed to teach participants specific strategies in managing challenging customers (e.g., angry and/or entitled customers, needy customers, depressed or anxious customers, etc.). Participants will learn techniques for assertive and effective communication with customers, and will learn to set appropriate expectations and limits with customers.

JOB LOSS IMPLICATIONS

This workshop is designed to educate employment counselors about the emotional stages individuals typically experience during the job loss and job search process, and to learn how to recognize and effectively work with these stages when counseling job seekers.

WALKING ON EGG SHELLS: TALKING TO CUSTOMERS ABOUT SENSITIVE ISSUES

This workshop is designed to assist career center staff in how to identify, understand and manage difficult as well as sensitive customer issues. Sample topics include how to talk with customers about personal hygiene, inappropriate but non-threatening behaviors, alcohol/drug use, as well as misuse of center resources. Through the use of discussion, case scenarios and interactive exercises, participants will learn practical strategies that they can apply in their day-to-day work with customers.

HANDLING THE ANGRY AND DIFFICULT CUSTOMER

This workshop is designed to assist staff in developing effective customer service and interpersonal skills for use in their work with angry/difficult customers. Through the use of presentation, discussion, exercises and role-plays, participants will learn communication and listening skills that will aid in the identification, understanding and diffusing of a customer's anger.

STAFF PROFESSIONAL DEVELOPMENT WORKSHOPS (cont.)

TECHNIQUES AND RESOURCES FOR DEALING WITH CUSTOMERS AT RISK: THE AT RISK SUICIDAL CUSTOMER

This workshop is designed to provide staff with an overview of factual information on suicide, including warning signs, and to assist staff in developing appropriate protocol and strategies for intervention with at-risk, suicidal customers in their work setting.

JOB SEEKERS UNDER THE INFLUENCE: A COUNSELOR'S GUIDE FOR DEALING WITH CUSTOMERS WHO USE AND ABUSE ALCOHOL AND DRUGS

This workshop is designed to provide participants with an overview of facts and information about alcohol and drug abuse as it effects program customers, and to assist program staff in developing strategies for intervention with identified customers in their work settings.

HELPING OLDER WORKERS SUCCEED: THE KEYS TO OVERCOMING AGE BARRIERS

This workshop is designed to provide staff with a greater understanding of potential age-related biases (both internal and external), which may impact on a customer's job search, and will provide specific strategies for coaching customers on how to develop a successful job search campaign. Through the use of discussion and exercises, staff will be able to help customers identify the positive qualities and strengths of the older worker, as well as how to appropriately respond to age-related questions on interviews and in their overall job search efforts.

STRATEGIES TO HELP THE LONG-TERM UNEMPLOYED

This workshop is designed to assist career counselors in their direct work counseling the long-term unemployed worker. The workshop will improve the counselor's abilities to recognize the practical, environmental and emotional barriers that are faced by the long-term unemployed worker. The counselor will learn practical intervention strategies, which they can use in their work with this population of job seekers.

CREATIVE APPROACHES TO CURRENT CHALLENGES: TRANSITIONS

This workshop is designed to provide participants with information regarding the key concepts of change and transition, and assists in the identification of positive and successful coping skills.

MANAGING JOB STRESS

This workshop is designed to assist participants in identifying sources of stress in their work environment, and to teach basic techniques for relaxation and stress reduction.

STAFF PROFESSIONAL DEVELOPMENT WORKSHOPS (cont.)

HEAL THE HEALER

This workshop is designed to assist participants in identifying the current challenges / stresses in their work and guides them in developing effective and balanced responses to these challenges. Through the use of presentation, discussion and exercises, participants will identify their strengths, how to measure a job well done, methods for staying energized and avoiding burnout. Participants will also learn and have an opportunity to practice basic techniques for relaxation and stress reduction.

INTRODUCTION TO THE MYERS-BRIGGS TYPE INDICATOR

The Myers-Briggs Type Indicator is an effective self-assessment tool, based on one's personality type, which allows participants to identify their preferences, strengths and weaknesses, and to better understand how they apply in one's work environment. This workshop is designed to provide participants with an introductory overview of the MBTI, with emphasis as to how it can be applied to team building and communication skills.

CASE CONSULTATION AND GETTING SUPPORT FROM OTHERS

This workshop is designed to assist career center staff / managers in learning the essential components for facilitating successful case consultation sessions, and a model for presenting cases. Through the use of presentation, discussion and exercises, participants will learn how to develop / expand existing case consultation mechanisms to address the specific needs of career center staff and their customer populations. Participants will engage in an actual Case Conference Session as part of the workshop.