

New Perspectives

PERFORMANCE ENHANCEMENT SERVICES

Training Services

Psychological Services

Managerial and Staff
Consultation Services

Training Services

Customer Training Workshops Staff Professional Development Workshops

New Perspectives offers a comprehensive range of training services designed to enhance performance of our customers in the areas of personal and professional development. We have developed over 35 Customer Training Workshops for the customers of the One-Stop Career Centers and over 35 Staff Professional Development Workshops for the managers and staff of the career centers.

Training to enhance personal performance improves the well being, goal achievement and personal growth of the participants. Examples of our Customer Training Workshops include topics such as, “Stress Management”, “Coping with Job Loss and the Job Search”, “Goal Setting”, and “Assertive Communication”. Further, we have developed and customized a number of our Customer Training Workshops for use with specific populations, such as welfare to work, ESOL and entrepreneurial training students.

Training to enhance professional performance build the capacity of individuals to maximize their professional potential. Our Staff Professional Development Workshops include modules which train career center staff in basic counseling competencies needed to work with today’s diverse workforce. Examples of these workshops include topics such as “Ethics and Boundaries for Career Center Staff”, “Solution Focused Strategies for Career Consultants”, and “Building Successful Work Relationships”.

Our Staff Professional Development Workshops also include modules that provide specialized training to develop staff capacity to deal with key problem areas. Examples of these workshops include topics such as, “Handling the Angry or Difficult Customer”, “Job Seekers Under the Influence: A Counselor’s Guide to Working with Customers Who Use/Abuse Alcohol or Drugs” and “Effective Strategies: Helping Customers Move from Welfare to Work”.

Psychological Services

Assessment and Referral Solution Focused Brief Therapy Psychological Performance Counseling Referral for Concrete Resources Crisis Stabilization

Transitions can bring about change, both personally and professionally. New Perspectives offers on-site individual psychological services to assist individuals in identifying and removing barriers to success.

This New Perspectives service is confidential and private for registered customers at One-Stop Career Centers. Consultations are by appointment only and referrals are made either directly by the customer or through center staff. This is an entirely voluntary service and may be ended by the customer at any time.

Our services include Assessment and Referral, Solution-Focused Brief Therapy, Psychological Performance Counseling, Referral for Concrete Resources, and Crisis Stabilization. Through our specialized skill building with individuals, we seek to improve motivation, assertiveness, one's ability to set and achieve goals, the reduction of stress, attitude shifts and improvement in overall performance.

Our clinical psychotherapy and psychological performance counseling services are based on a brief solution focused model. These services are targeted for those customers who present with barriers to employment. These barriers may include the need for referral to concrete resources (e.g. fuel assistance, food pantries, health care programs, etc.), and/or may include emotional barriers, which would best be alleviated through short-term clinical counseling and/or referral to appropriate mental health community resources.

New Perspectives maintains an up-to-date list of emergency services such as 24-hour crisis numbers, local hospital emergency rooms and crisis centers. In addition, New Perspectives provides a current and comprehensive list of private and community counseling resources as well as experience in dealing with managed mental health care networks to assist customers in navigating that process.

Community liaison work is also integral to our Psychological Services. The Clinical staff assists the center staff in the identification and use of community agencies and organizations that can help with provision of concrete resources such as legal assistance, food pantries and health care.

Community Connections: A Handbook of Resources for the Job Hunter was developed by New Perspectives and provides both career center staff and their customers easy access to information on a wide variety of resources that might ease the transition period for job seekers between jobs. The handbook includes information on budgeting and financial issues, health care alternatives, housing and food programs, public benefits programs, career resources, statewide listings of emergency resources and hotlines, and much more. It has become an invaluable resource to career centers and their customers, providing thousands of employed and unemployed workers in the Commonwealth access to vital resources needed during their job search or period of unemployment. The *Community Connections* handbook is broken down into ten individual chapters, each devoted to a broad area of needs commonly identified by our customers, and which become crucial to the emotional and financial security of individuals and their families, especially during a prolonged period of unemployment.

Our Psychological Services are governed by the code of ethics espoused by the National Association of Social Workers (NASW), the American Psychological Association (APA), and the American Mental Health Counselor Association (AMHCA). Ethical and legal standards dictate respect for customer confidentiality.

Managerial and Staff Consultation Services

Comprehensive Coaching for Managers and Staff Best Practices Case Conferences Development of Counseling Strategies

The new workplace requires organizations to develop creative strategies to manage staff-to-staff and staff-customer relationships. New Perspectives offers consultation services that build the capacity and enhance the professional development of the managers and staff of the One-Stop Career Centers.

New Perspectives offers comprehensive face-to-face coaching of managers and staff to help the organizations they work in run more effectively. Customized consultation supports reflection on the strengths of the management and staff to assist the organization so that it can operate more effectively at a higher level of functioning to meet the needs of its customers.

Working closely with managers, New Perspectives assists managers in the development of more effective leadership styles and the use of skills needed to facilitate improvement of staff productivity and organizational growth. Our expert coaching process offers managers the opportunity to blend the hard skills of management with the soft skills of effective interpersonal relations.

Individual consultations with managers and staff may include discussions regarding program planning, strategies for working with difficult customers or challenging situations, interventions for working with specific populations, as well as the sharing of resources that may assist staff in working with their customers.

Best Practices Case Conference sessions offer a structured and facilitated opportunity for career center staff to develop best practices in their work with customers. These sessions assist career center staff who work together to develop their skills in dealing with difficult customers and related challenging situations. The case conference model that has been developed includes a facilitator with clinical expertise who can provide this professional input. The model also recognizes that the staff group itself has a wealth of knowledge from which solutions can be developed. The “group learning” that results from this collaboration enhances the professional development of the individual staff members and of the work group as a whole.