

Professional Development Workshops

Half-day Sessions – 3 hours

A. Active Listening and Communication

Discover seven key listening skills that can help staff communicate more effectively and learn to recognize and understand each client's diverse needs.

Training Outline

- a) Why Communicate Actively?
- b) Characteristics of an Active Listener
- c) 'Group of 7 Listening Skills' (matching, reflection, affirmations, open and closed questions, verbal tracking, minimal encouragers and summarizing)
- d) Case Studies Scenario Practice

NOTE: These scenarios will be based on situations and challenges that are suggested in advance by the client.

B. Empathic Assertiveness: Responding to Challenging Behaviour

This session is ideal for professionals who may be interacting with clients or other staff who are upset, angry or at times abusive. The session seeks to explore strategies which will help staff address challenging behaviours both assertively and empathically.

Training Outline

- a) Cues that Signal Beginnings of Conflict and How to Respond/Diffuse
- b) Responding vs. Reacting to Challenging/Aggressive Behaviour
- c) When anger turns to abuse
- d) Model of Gentle Refusal: Setting limits assertively and empathically
- e) Case Studies Scenario Practice

NOTE: These scenarios will be based on situations and challenges that are suggested in advance by the client.

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C. Stress and Crisis: How Much is Too Much?

This practical workshop will guide participants through the development of a crisis period as well as the timetable of a crisis, looking at how stress builds to distress, and can eventually leave a person vulnerable to a state of crisis. Participants will explore stress management techniques and crisis intervention tools.

Training Outline

- a) The Stress Response
- b) The Timeline of a Crisis
- c) What a Person in Crisis Needs: Practical Intervention Skills
- d) Case Studies Scenario Practice

NOTE: These scenarios will be based on situations and challenges that are suggested in advance by the client.

Trainer Deliverables

- Facilitation of English or bilingual training session at a location chosen and arranged by the client.
- Provision of training materials that include work-specific scenarios for a maximum of 30 people per session.
- Provision of written participant feedback forms for each training session.
- Provision of workshop completion certificate for all participants.

Cost

- Half-day training services are billed at \$800 per session.
- Full day of training services are billed at \$1,500 per session.

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safeTALK: A LivingWorks Education Workshop

safeTALK prepares anyone to identify persons with thoughts of suicide and connect them to suicide first aid resources. Participants learn to: move beyond common tendencies to miss, dismiss or avoid suicide; identify people who have thoughts of suicide; apply the TALK steps to connect a person with suicide thoughts to suicide first aid intervention caregivers.

LivingWorks Applied Suicide Intervention Skills Training (ASIST)

LivingWorks Applied Suicide Intervention Skills Training (ASIST) is the most widely used suicide intervention training program in the world. Over one million caregivers have participated in this two-day, highly interactive, practical, practice-oriented workshop.

ASIST prepares caregivers of all backgrounds to provide emergency first-aid, life-assisting interventions to persons at risk of suicide. Intervention attitudes, knowledge, skills and resources are presented during two days of practical and intense training.

Trainer Deliverables

- Facilitation of English training sessions at a location chosen and arranged by the client.
- Facilitation by LivingWorks Master Trainers.
- Provision of all training materials and participant certificates.

Cost

- The two-day ASIST workshop is \$250.00 per participant and requires a minimum of 14 participants. This fee includes two Trainers and all training materials.
- The half-day safeTALK workshop is \$60.00 per participant and requires a minimum of 12 participants. This fee includes all training materials.

Contact

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