

WINTER / SPRING 2019 UPCOMING RI TRAININGS

NCISI has masters' level instructors, each with over two decades of practical experience in education, workforce development, mental health and behavioral health. We can also custom design training to meet your specific needs. **All trainings are held at 200 Metro Center Blvd, #5, Warwick, RI unless otherwise noted.**

WANT US TO COME TO YOU?

Pull together enough people to cover the costs of time and travel and we are there! The more people we train the lower the cost per person!

Email Lori Norris at lnorris@fedcap.org to discuss your needs or get more info.

****NEW****

Youth and Mental Health: Signs of Suffering and Understanding Common Mental Health Conditions **

Nearly one in every five people, or 42.5 million American adults, has a diagnosable mental health condition; half of all lifetime cases of mental disorders begin by age 14. Not every young person in psychological distress has a mental

disorder however, every young person will fall along a continuum of good mental health and mental illness. The more knowledgeable people are about mental disorders common in youth, early identification, appropriate supports and intervention are more likely to occur. Participants will be exposed to the most common mental health conditions seen in youth, be able to recognize signs of emotional suffering and be able to provide healthy and supportive learning environments. In addition, through increased knowledge, help reduce stigma and discrimination related to mental health and wellness. **\$50 per person.**

February 14th, 9am - 11am

March 22nd, 9am - 11am ** ORS 1st floor conference room

Youth In Distress: Anxiety and Depression - Healthy Strategies to Assist Youth in Managing Their Symptoms and Live a Happier Life **

Being a teenager and young adult is difficult enough without the struggles of anxiety and depression getting in the way of youth being able to meet their goals and live a healthy life. Participants will learn strategies to assist youth in the process of taking control of their symptoms, build healthy coping skills and feel empowered to live a happier life of their choosing. **\$50 per person.**

January 31st, 12pm - 2pm

February 14th, 12pm - 2pm

March 22nd, 12pm - 2pm ** ORS 1st floor conference room

Code of Professional Ethics for Vocational Rehabilitation Counselors **

Vocational Rehabilitation Counselors provide services within the scope of practice for rehabilitation counseling. They demonstrate beliefs, attitudes, knowledge and

skills to provide competent counseling services and to work collaboratively with diverse groups of individuals, including program participants, programs, institutions, employers and service delivery systems. They also provide both direct (e.g. counseling) and indirect (e.g. case review, feasibility evaluation) services. This training is for Vocational Rehabilitation Counselors who hold a CRCC. The training is a full day session (9:00-4:00), which is designed to review the key components and practice guidelines of the Rehabilitation Counseling Commission's Code of Professional Ethics. Counselors will engage in group discussions, examine case studies which involve ethical dilemmas and review evaluation, assessment and interpretation processes. **\$100 per person.**

February 8th, 9am - 4pm, ** ORS first floor conference room

March 12th, 9am - 4pm, ** ORS first floor conference room

April 4th, 9am - 4pm, ** ORS first floor conference room

May 17th, 9am - 4pm, ** ORS first floor conference room

Self-care for Educators & Human Services Professionals: Recharge and Cultivate a New You! **

The health of your body, mind and spirit are essential to safe guarding your well-being. It's about being as kind to yourself as you would be to others. Self-care involves taking care of yourself both within the context of your work relationships and in your life outside of work. Educators, counselors, social workers and human service professionals really give their "empathy" muscles a workout and this can lead to burn-out, compassion fatigue and stress. Participants will learn how to identify signs of burn-out, compassion fatigue and stress and acquire self-care strategies that will assist any helping professional to maintain a healthy, balanced work/life perspective. **\$50 per person.**

January 3rd, 12pm - 2pm, ** ORS first floor conference room

February 4th, 9am - 11am

June 3rd, 9am - 11am ** ORS first floor conference room

Best Practices for Adults Aging with I/DD

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Employment, Volunteerism, Community Education & Staff Training

It is projected that by 2030 there will be 1.4 million older adults with I/DD in the United States. Individuals with I/DD are more likely to develop dementia and Alzheimer's ahead of their non-disabled peers and the onset of age related issues overall can certainly impact life in the community and the ability to be successful in the workplace. Learn how to identify and support common age related concerns to ensure that older individuals with I/DD can age in place at work and in the community. **\$50 per person.**

January 25th, 12pm - 2pm ** ORS 1st floor conference room

March 26th, 1pm - 3pm

Vocational Supports for Individuals with Asperger's Syndrome

Asperger's Syndrome is a recently recognized neurobiological disorder. People with AS have a hard time comprehending and responding to social cues. Learners will be able to identify strategies to assist individuals with AS in understanding and handling the nuances of routine workplace interactions, monitor work-related communications, analyze the "unique" culture of each workplace and identify the social competencies that will be most helpful for the individual with AS to acquire in order to successfully navigate the work environment. **\$50 per person.**

January 28th, 9am - 11am

March 1st, 12pm - 2pm

April 9th, 9am - 11am

Mental Health Challenges & Work: Overcoming Barriers to Employment

Most people with mental health challenges do not work, despite the research which supports that work assists in successful recovery. With appropriate supports, individuals with mental health diagnosis are able to include work within their recovery, achieve self-sufficiency, and have the opportunity to live as independently as possible within their community. This training will help learners identify common barriers to employment and learn strategies to assist individuals overcome these barriers, obtain competitive employment and take charge of their own rehabilitation. **\$50 per person.**

January 25th, 9am - 11am ** ORS first floor conference room

March 1st, 9am - 11am

April 26th, 9am - 11am

Managing Challenging Behaviors Associated with Autism Spectrum Disorder

Behavior is a form of communication and many individuals with Autism Spectrum Disorder express their needs, wants or concerns through behavior rather than words. Core features of autism are identified by qualitative impairments in areas of social interaction and communication often leading feelings of frustration, confusion, anxiety or lack of self-control resulting in behavioral responses. Learners will understand the function of behavior, identify challenging behaviors commonly exhibited by individuals with autism and learn positive strategies to support

behavioral improvements in the community and workplace. **\$50 per person.**

February 7th, 9am - 11am

April 2nd, 9am - 11am

Surviving Change

It is often said that “the only constant is change” yet the notion of organizational change often results in stress, mistrust and dread. Let’s face it, the global economy and contemporary labor market are changing at record speed and the reality is that if we are to stay relevant, then change is inevitable. Learners will understand why change is happening, the reasons for change, the common reasons people resist change and tools to use to get through the change. **\$50 per person**

January 3rd, 9am - 11am ** ORS first floor conference room

March 15th, 9am - 11am

April 16th, 9am - 11am ** ORS first floor conference room

Resume Basics: Writing a Results Oriented Resume

A resume is a sales pitch! You have one shot to hook the reader and be granted an interview. It is critical that job seekers craft a resume that highlights their experience and accomplishments in a way that is relevant to a prospective employer. Join us to create a powerful resume guaranteed to grab attention! **\$50 per person.**

January 7th, 12pm - 2pm

April 30th, 9am - 11am

June 28th, 12pm - 2pm ** ORS first floor conference room

Job Development & Retention Nuts & Bolts

Learners will develop the skills to use business development as a long term employer relationship strategy, discover networking and other resources for job leads, understand the difference between job development, job creation, job carving, and job sharing and learn retention strategies to be sure the job sticks. **\$75 per person.**

May 9th, 9am - 12:30pm

June 21st, 9am - 12:30pm

Using Labor Market Information to Find Jobs

Participants will learn to use Labor Market Information (LMI) to find work experiences and placement opportunities. Learners will discover LMI tools to help them speak the lingo of the employer and determine the knowledge, skills and abilities needed to be successful in the job. .

\$50 per person.

March 15th, 12pm - 2pm

Communicating and Documenting with Clarity

This training provides guidance and instruction on the appropriate way to convey observations, document events and write case notes without bias. Learners will uncover the three components of neutral communication (language, thinking and writing) as well as explore "I VS You" statements. **\$50 per person.**

March 5th, 9am - 11am

Digging Into Discovery

Join us as we explore the nuts and bolts of the discovery process. Learners will engage in discovery through person centered thinking and learn about neighborhood mapping, networking, informational interviewing, job shadowing, job search planning and family engagement. **\$50 per person.**

February 11th, 9am - 11am

April 18th, 9am - 11am

Customized Employment

Participants will learn how to create community networks, engage with employers, use Labor Market Information (LMI) to create employment opportunities, make business proposals, engage in job creation, job carving and authentic "customized employment" opportunities. **\$50 per person.**

February 11th, 2pm - 2pm

April 18th, 12pm - 2pm

Job Coaching In the Workplace

This training is based on the ACRE (Association of Community Rehabilitation Educators) evidence-based core competencies. This is a fun and interactive three day training that teaches the fundamentals of coaching people in the workplace. This training is ideal for anyone who provides coaching supports for youth and adults with disabilities. This 21 hour training is offered monthly and results in a certificate of completion. Classes run from 9am - 4pm. **\$125 per person.**

January 10th, 17th and 24th (Thursdays)

February 5th, 12th and 19th (Tuesdays)

March 4th, 11th and 18th (Mondays)

April 5th, 12th and 19th (Fridays)

May 7th, 14th and 21st (Tuesdays)

June 6th, 13th and 20th (Thursdays)

Employment Specialist Training - ** APPROVED BY STATE OF RI **

This training is based on ACRE (Association of Community Rehabilitation Educators) competencies, which are evidence based competencies that an Employment Specialist should possess in order to perform quality supported employment services. This training includes 7 days of classroom instruction, structured performance based employment activities (field work), and ongoing monitoring of each learner's benchmarks in order to improve the practical application of knowledge acquired during instruction. Classes run from **9am - 3:30pm. \$200 per person.**

January 9th - February 20th (Wednesdays)

March 6th - May 1st (Wednesdays)

May 8th - June 26th (Wednesdays)

**** FOR SUPERVISORS OR MANAGERS ****

How to Handle Difficult Individuals

Difficult personalities can be disruptive and upsetting to the entire workplace. While co-workers can ignore them, change their routine to avoid them or commiserate with others about them, you don't have that luxury if one of these difficult individuals works for you. Managing difficult people can be a nightmare if you don't understand the motivation behind their behaviors and the strategies needed to manage them. During this three-hour session participants will learn:

- The common types of difficult people and their characteristics
- The motivation behind their behavior
- The steps supervisors can take to mitigate the behavior and manage the person
- Strategies to flip the script on challenging individuals

\$50 per person.

March 28th, 9am - 11am

April 16th, 12pm - 2pm ** ORS first floor conference room

Performance Management and Performance Evaluations

Employees don't always do what we want them to do. On the one hand, they act as if they are competent professionals. On the other, they procrastinate, miss deadlines, and wait for instructions. Sometimes they even blame others when their work is unsuccessful. As their manager, it is up to you to figure out exactly why the employee isn't meeting your expectations and put a plan in place to course correct the problem. During this two-hour session participants will learn about:

- The Performance Management Cycle
 - Planning (goal setting – performance plans)
 - Monitoring (measuring performance and providing feedback)
 - Developing (skills or motivational)
 - Rating (evaluating)
 - Rewarding
- Planning for performance evaluations (process and procedures)
- Goal setting and giving feedback

\$75 per person.

February 15th, 12pm – 3pm

May 2nd, 9am - 12pm ** ORS first floor conference room

Team Building for Supervisors

Most managers are met with eye rolls when they suggest “team building” to their staff. Employees often view it as a silly exercise but team building gets a bad rap. It is one of the most important things you can do it as manager. It builds trust, mitigates conflict, encourages communication, and increases collaboration. Effective team building means more engaged employees, which is good for organizational culture and achieving goals. During this two-hour session participants will:

- Discover the features of an effective team and symptoms of an ineffective team
- Get an overview of team dynamics and team roles
- Determine how personality types impact position and contribution on teams
- Learn the team building process and techniques for building a better team. **\$75 per person.**

February 26th, 12pm - 3pm

April 22nd, 9am - 12pm

Practical Supervisory Tools & Tips For Human Services Professionals

This training is designed to focus on the supervisory training and development needs of human services, behavioral health and education professionals. Learners will dig into common issues faced by supervisors, whether new to their role or a seasoned supervisor, and learn strategies and skills to maximize performance and minimize problems.

Lesson #1 – From Buddy to Boss

- Making the transition from individual contributor to manager
- What employees want and expect from you – roles and expectations
- Explore and learn how to use different leadership styles.

Lesson #2 – Coaching & Feedback Skills

- How to develop others
- When to inspire, motivate, support and provided meaningful recognition
- How to develop, coach and train your employees

Lesson #3 – Conflict Mgmt. & Resolution

- Know your conflict handling styles
- Develop the right conflict approach for each situation
- Construct resolution strategies
- Understand and minimize the nature of conflict

\$100 per person.

January 29th, 9am - 1pm

March 8th, 9am - 1pm

Supervisory Styles and When to Use Them

"Great leaders choose their leadership style like a golfer chooses his/her club-with a calculated analysis of the matter at hand, the end goal and the best tool for the job."-Robyn Benincasa

Too often new managers apply a "one size fits all" approach to managing members of their team. Because we are all humans, it doesn't mean we are all motivated , inspired, encouraged or course corrected by the same intervention or approach. What works for one employee my backfire completely for another. Second, the situation and the response time that is available matters, as well. All good leaders know that the right leadership approach is based on the people, the task and the situation to be managed. This session will build on the lessons learned from "Buddy to Boss" and further demonstrate the common leadership

styles and their characteristics; the forces that influence the leadership style to use; potential problems of each style and the circumstances when they are the most appropriate to use and how personality types influence leadership styles. In addition, the group will discuss leadership approaches in action case studies. **\$50 per person.**

January 18th, 12pm - 2pm

February 1st, 12pm - 2pm ** ORS first floor conference room

April 16th, 12pm - 2pm ** ORS first floor conference room

Don't wait to register - classes fill up fast!

[CLICK HERE TO ENROLL \[servantek.us3.list-manage.com\]](http://servantek.us3.list-manage.com)

Trainings are FREE for educators and vendors of ORS due to a grant. If you are an educator simply click the "educator" button for payment at registration. If you are a vendor for ORS simply click the "ORS" button for payment at registration.

The training can be paid by cash, check or Paypal. Payment must be received by the first day of training. Checks are to be made payable to Fedcap Rehabilitation.

Check the **Practice Improvement Guide** often for new additions. Go to ncisi.fedcap.org and click the link.