

*As an educator, author, and speaker, Dr. Steve Parese provides several levels of training for staff working with challenging populations.*

## **I. TRAINING OF TRAINERS in SOFT SKILLS:**

Competency-based 3-day instructor certification seminars in the Workin' It Out series, a set of soft skills programs for non-traditional employee, grounded in evidence-based cognitive behavioral principles.

1. **“Workin’ It Out”** for inexperienced or dislocated workers;
2. **“Learning to Work It Out”** for individuals with multiple barriers (TANF recipients);
3. **“Beginning to Work It Out”** for at-risk youth and young adults;
4. **“Makin’ It Work”** for formerly incarcerated individuals transitioning back to work;
5. **“Workin’ with Tradition”** for Native American job-seekers; and
6. **“Managing to Work It Out”** for struggling supervisors.

*For more detailed information about each of these programs, visit [WorkinItOut.com](http://WorkinItOut.com). Onsite and regional training available, email [SBParese@aol.com](mailto:SBParese@aol.com).*

## **II. CONFERENCE WORKSHOPS:**

Engaging and informative 75-90 minute conference presentations for 30-100 people. Most are also available as half-day or full-day professional development sessions.

### **1. What Employers Really Want: Grasping the Hidden Code of Work**

Employers seldom explain their unspoken rules to new employees; to them, such expectations are just “common sense.” But inexperienced job seekers often do not intuitively grasp these rules, and may violate their boss’ hidden code and lose their jobs without ever realizing exactly what they’ve done wrong.

Skilled case workers can help new workers understand these unspoken expectations and sharpen the people skills needed to succeed in the workplace. This workshop explains what employers really want, then offers specific strategies for (1) coaching new soft skills and (2) challenging unproductive attitudes in difficult customers.

### **2. “From Jails to Jobs: Helping Ex-Offenders Mentally Transition to Work”**

Ex-offenders face unique challenges when transitioning from corrections to work. Already significant barriers are often overshadowed by antisocial thinking and behavioral patterns that helped them succeed in the chaotic world of criminality -- but sabotage attempts to gain employment. This interactive workshop explores some of the cognitive behavioral patterns keeping ex-offenders from finding success in today's world of work. Participants gain new insights into these dynamics, and explore strategies for helping them make the switch.

### **3. “Their Own Worst Enemies: Connecting with Hard-to-Serve Adults.”**

Welfare reform efforts in the past decade have left TANF caseworkers with a new generation of much harder to serve individuals. In addition to other significant barriers, many of these individuals think, feel and behave in ways that sabotage their own success. This workshop explores four common self-defeating beliefs, then prepares staff with the skills needed to establish rapport and informally counsel challenging customers through emotional issues.

### **4. “Kids These Days: Preparing At-Risk Youth for Workplace Success.”**

Troubled youth often have difficulty with peers and authority figures -- difficulties sure to cause problems in the workplace. This highly interactive workshop explains why at-risk youth and young adults have trouble adjusting to the culture of the workplace. It then offers cognitive-behavioral strategies for teaching them how to work through workplace problems rather than blowing them out of proportion.

### **5. “Say WHAT? Building Problem Solving Skills in Challenging Customers.”**

Hard-to-serve customers present a unique challenge to caseworkers and employers. Proud, defensive, and secretive, many would rather be unemployed than admit to making mistakes. This activity-based workshop first explores some of the barriers facing today's most challenging customers. It then teaches a 6-step interpersonal problem solving process based on principles of cognitive skill-building and restructuring. Participants practice some of the essential listening and problem resolution skills needed to better understand and communicate with their most challenging customers.

### **6. “Skillful Supervision: Tips and Tricks for Difficult Caseworkers.”**

Challenging workers often have difficulty getting along with coworkers, accepting limits, and dealing with authority. Some were raised in harsh or disadvantaged environments, and simply never learned these skills. Others have overwhelming issues in their personal lives and bring them to work, seemingly unaware of professional boundaries. This workshop offers new insights and skills to help supervisors and employers understand and motivate workers to succeed in job-related tasks.

### **7. “Stop That! De-Escalating and Managing Customer Behavior Problems”**

Dealing with rude, belligerent, challenging individuals can be an everyday occurrence in the human service profession. Effective staff members use verbal and nonverbal techniques to de-escalate potentially explosive situations and to manage minor misbehaviors before they become crises. This intriguing workshop explores two psychological sources of misbehavior, and offers specific techniques to help professionals manage problems in the safest way possible.

### **8. “What Matters Most: Reducing Stress by Reprioritizing”**

Human services professionals often have a strong desire to help others. Unfortunately, this generous motive puts us at high risk for stress and burnout. This interesting workshop will first explore four types of stress which can easily overwhelm helpful staff. To remedy this, it offers specific strategies for prioritizing work tasks according to what is truly important, rather than what is simply most urgent. Attendees leave with a deeper understanding of their own motivations and a plan to stay focused on what matters most.

### **9. “When I was your age...” Today's Multigenerational Workforce**

Stodgy GI gens, bossy Boomers, selfish Gen X'ers and needy Gen Y'ers.... and now the iGeneration, too? OMG, how confusing! It can be easy to rely on such negative stereotypes when we lack a deeper understanding of the historical, social, and media forces which shaped each generation's unique values and perspectives.

This workshop explores the challenges of working with customers and coworkers from a variety of generations. Through humorous activities, entertaining music, and relevant research, attendees compare and contrast the needs, perspectives, and issues of each group. The presentation closes with strategies to reach each group, focusing especially upon helping the newest generations adapt to employers' needs and expectations.

### **10. “Leave me alone!” How childhood trauma impacts adolescent behavior**

Many at-risk youth have experienced childhood traumas, and have learned to become relationship-wary. To avoid deeper loss and pain, these teens have developed patterns of behavior that allow them to control disappointments by sabotaging relationships. Unaware, staff may find themselves feeding into these patterns, rejecting children instead of correcting behavior.

This workshop begins by exploring four common patterns of self-defeating behavior, then goes on to examine the incidence and impact of childhood trauma. Finally, it offers opportunities to discuss and practice relationship building listening skills. Through music, video, and powerful stories, participants gain valuable insights and skills needed to maintain a helping role in challenging situations.

*For more detailed information about the contents and costs of these workshops, email SBParese@aol.com.*

### III. KEYNOTE ADDRESSES

Intriguing and inspirational 35-50 minute presentations for 100-500 people.

#### **1: “You Can Lead a Horse to Water: The Challenge of Personal Change”**

This keynote offers attendees powerful insights into five predictable stages of change that all people must traverse when attempting to make serious changes in their lives. Through intriguing stories, colorful visuals, and insightful commentary, attendees will gain awareness of how difficult lasting change can be, consider numerous strategies for encouraging positive change at each stage, and leave with valuable insights to better maintain a professional perspective with challenging customers.

#### **2: “Workforce Sudoku: Understanding the Unspoken Code of the Workplace”**

This keynote helps attendees to understand why some customers/clients respond to work-related issues so personally. Through humorous stories and a colorful visual presentation, attendees compare clients’ personal perspectives to the unspoken expectations of employers. The presentation closes with an inspirational call to use respectful relationships rather than punitive measures to motivate difficult clients.

#### **3: “From Wing-Tips to Text-Wars: Comprehending Today’s Multigenerational Workforce”**

This keynote explores the challenges and rewards of working with customers and coworkers from a variety of generations. Through humorous stories, intriguing video, and relevant research, attendees compare and contrast the needs, perspectives, and issues of four different age groups found in many modern workplaces. The presentation closes with strategies to reach and teach each group, focusing especially upon helping the newest generation adapt to employers’ needs and expectations.

#### **4: “Burning Bridges: Helping High Risk Populations Succeed at Work”**

This keynote helps attendees develop a greater understanding of the impact of poverty and criminality upon pre-work and workplace behavior. Using powerful stories supported by poignant statistics, attendees examine numerous barriers to employment associated with poverty and incarceration. We delve more deeply into the impact of these barriers upon an individual’s thinking, feelings, and behavior. This thought-provoking presentation closes with strategies for effective intervention.

*For more detailed information about the costs of these keynotes, email SBParese@aol.com.*