



“Workin’ It Out” Workshops *Improving Workforce Skills*

Dr. Steve Parese PO Box 336 Danbury, NC 27016 p(336) 593-3533 f(336) 593-2299

“What Employers REALLY Want: Unspoken Rules of Work”

Overview

Inexperienced job seekers often take everyday setbacks personally, and can therefore be very difficult to deal with. Staff who work to place and support these challenging individuals can sometimes find themselves engaging in unproductive behaviors out of sheer frustration. This workshop helps staff build the awareness, skill, and empathy needed to improve difficult interactions with challenging customers.



Target Audience:

Case workers/Social workers
Educators
Office staff and administrators

Learning Objectives:

By the end of this 6-hour workshop, participants will:

- Identify soft skills in greatest demand with employers.
- Understand unspoken professional rules of work.
- Identify three reasons why many inexperienced workers fail to meet these expectations.
- Understand the dynamics of interpersonal conflict.
- Practice an empathetic problem solving approach for addressing and resolving customer issues without conflict.

**Addresses the following
Workforce Development
Competency Areas for 6 CEUs:**
Diversity
Customer Service
Collaboration & Problem Solving
Business & Employer Knowledge
Communication
Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

1. Understanding Soft Skills

Discussion of soft skills, focusing on those in greatest demand with employers. Exploration of three reasons why customers fail to use these skills.

2. Personal Beliefs vs. Professional Rules of the Workplace

Survey exploring personal beliefs and underlying values, followed by brief discussion of how these drive social behavior. A description of employers’ unspoken rules of the work, and an exploration of conflicts between personal rules and professional expectations.

3. Dynamics of Power Struggles

Exploration of the internal dynamics of conflict, using the Conflict Cycle model and illustrated by personal stories.

4. Empathetic Problem Solving

Step-by step model for resolving problems with and between upset individuals. Instructor demonstration and supervised small group role plays develop this skill in greater depth.

Contact Dr. Steve Parese about scheduling and costs.

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“Motivating Difficult Workers to Succeed”



Overview

Many inexperienced workers are motivated more by a need to avoid failure than by a desire to achieve success. Traditional “reward and punishment” approaches are often counterproductive with these individuals. This workshop offers new insights and skills to help caseworkers and employers motivate workers to succeed in job-related tasks.

Target Audience:

- Case workers/social workers
- Office staff and administrators
- Employers

Learning Objectives:

By the end of this 6-hour workshop, participants will:

- Understand theories of motivation relevant to today’s workforce, including social needs theory.
- Identify motivating and demotivating forces within any work environment.
- Understand 5 stages of lasting change, with strategies to successfully move customers along the continuum.
- Practice giving genuine praise and constructive criticism in meaningful ways.

**Addresses the following
Workforce Development
Competency Areas for 6 CEUs:**

- Diversity
- Customer Service
- Collaboration & Problem Solving
- Business & Employer Knowledge
- Communication
- Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

1. Motivation Theories

Brief overview of applied motivation theory as related to challenging individuals. Group activities exploring motivators for participants in their own personal lives.

2. Workplace Motivation Survey

Survey and discussion of factors which motivate performance, retention and loyalty at work.

3. Stages of Change

Review of research regarding stages of lasting change, with detailed discussion of specific strategies likely to move customers from one stage to the next.

4. Giving Genuine Praise & Constructive Criticism

When and how to give praise to encourage responsible workplace behavior, and to effectively confront serious behavior problems without engaging in power struggles. Includes realistic demonstrations and skill based role plays.

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“Handling Disagreements Professionally”

Overview

Disagreements and dissension are a regular part of our work lives. Some of us have difficulty expressing our concerns, and may be unable to listen to even legitimate complaints. This workshop will provide staff with valuable insights and skills to professionally offer complaints or criticism, and to successfully manage even unprofessional complaints or criticism from others.



Target Audience:

- New Workers
- Case workers/social workers and educators
- Office staff and administrators
- Employers

Learning Objectives:

- By the end of this 6-hour workshop, participants will:
- Understand the dynamics of interpersonal conflict.
 - Practice a 5-step method to express complaints to others.
 - Practice a 5-step method to deal with complaints.

**Addresses the following
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Competency Areas for 6 CEUs:**
Diversity
Customer Service
Collaboration & Problem Solving
Business & Employer Knowledge
Communication
Interpersonal Relations

Outline:

The planned agenda for this 1-day workshop includes:

1. What drives you CRAZY?

A brief discussion of irritating workplace situations.

2. Dynamics of Power Struggles

Exploration of the internal dynamics of conflict when two people disagree, using the Conflict Cycle model and illustrated by personal stories and video.

3. How to Express Complaints Professionally

Step-by-step model for successfully setting up and delivering a complaint in a professional manner. Instructor demonstration and supervised small group role plays develop this skill in greater depth.

4. How to Handle Complaints with Dignity

Step-by-step model for successfully handling even unfair complaints in a professional manner. Instructor demonstration and supervised small group role plays develop this skill in greater depth.

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“Solving Workplace Problems Logically”



Overview

On the average, we face 3-5 minor interpersonal problems each day in the workplace. Busy, stressed out people sometimes rely on strong emotions and erroneous assumptions rather than balanced facts and insights to solve problems. This workshop will provide staff with valuable insights and skills to logically identify and resolve problems in the workplace.

Target Audience:

- New Workers
- Case workers/social workers and educators
- Office staff and administrators
- Employers

Learning Objectives:

By the end of this workshop, participants will master a step-by-step problem solving approach to logically:

- a. Identify the real problem a reasonable goal.
- b. Avoid assumptions by gathering relevant facts.
- c. Consider various choices and consequences.
- d. Make choices which actually resolve problems.

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- Diversity
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- Business & Employer Knowledge
- Communication
- Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

1. Hot Spots and Impulse Reactions

Brief discussion of typical workplace problems and our destructive impulse reactions to them.

2. Dynamics of Conflict

Description of the Conflict Cycle, which illustrates how small problems can be blown out of proportion.

3. Problem Solving Pt 1

Step-by-step model for avoiding conflicts. Focuses on steps 1 & 2: Stop & Think, and Identify the real problem and goal. Realistic stories and exercises applying steps to actual hot spots situations.

4. Problem Solving Pt 2

Focuses on steps 3 - 5: Gather Facts, Explore Choices & Consequences, and Evaluate. Realistic stories and exercises applying steps to actual situations. Concludes with humorous role plays.

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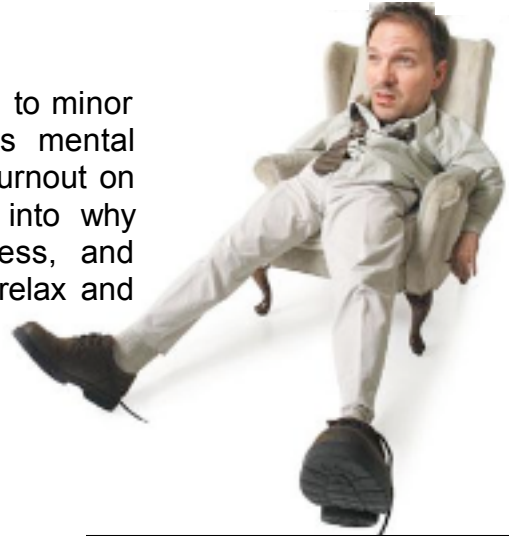
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"Relieving Stress and Burnout"

Overview

When we are anxious and stressed, we often overreact to minor problems in the workplace. Long-term stress causes mental and physical health problems, and frequently leads to burnout on the job. This useful 6-hour workshop offers insight into why human service providers are especially prone to stress, and provides fun, practical, proactive steps we can take to relax and reduce our risk of suffering from burnout.



Target Audience:

Case workers/social workers and educators
Office staff and administrators

Learning Objectives:

By the end of this workshop, participants will:

- a. Recognize 4 types/sources of stress.
- b. Understand causes of burnout.
- c. Understand strategies to manage stress and reduce risk of burnout.

**Addresses the following
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Customer Service
Collaboration & Problem Solving
Communication
Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

1. Stress and Conflict

Brief survey of on- and off-the job stress, and discussion of the impact of general stress on health, personal life, and work performance.

2. Triggers and Warning Signs

Discussion and personal exploration of triggers and signs of building stress and burnout.

3. Relieving Stress

Discussion and actual practice with four creative strategies for visualizing goals, releasing tension and relieving stress.

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"Managing Anger - Staying Professional"



Overview

Anger is a natural reaction to challenging individuals and situations, but can be a difficult emotion for many of us to deal with. This useful workshop approaches anger as a normal human emotion, and offers specific techniques to help professionals manage and express angry feelings.

Target Audience:

New Workers
Case workers/social workers and educators
Office staff and administrators

Learning Objectives:

- By the end of this workshop, participants will:
 - a. Recognize internal and external sources of anger.
 - b. Identify 5 common anger triggers in helping professionals.
 - c. Explore one anger-provoking situation.
 - d. Develop personal strategies to stay calm when stressed or angry.
 - e. Learn methods to express anger effectively.

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 Communication
 Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

1. Internal and External Sources of Anger

Discussion and personal exploration of externally-provoked anger versus internally-generated anger. Discussion of effects of anger on one's body and mind.

2. Common Anger Traps

Lecture and examples of five common sources of anger in human service professionals. Non-judgmental, open group exploration of individual anger-provoking situations.

3. Stay-Calm Strategies

Lecture, discussion, and role play practice with 10 useful strategies for controlling anger.

4. Maintaining Professionalism

Strategies to mentally switch from personal to professional perspective in challenging circumstances.

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"Managing Customer Behavior Problems"

Overview

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 a potentially explosive situation. This 6-hour workshop offers specific techniques to help professionals control angry situations in the safest way possible.



Target Audience:

Case workers/social workers and educators
Office staff and administrators
Employers

Learning Objectives:

By the end of this powerful workshop, participants will:

- a. Recognize two types of behavior problems.
- b. Recognize four phases of escalation in a crisis.
- c. Use verbal and nonverbal skills to calm an emotionally overwhelmed person.
- d. Use effective behavior management to influence a deliberately disruptive person.

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Outline:

The planned agenda for this 6-hour workshop includes:

1. Making Decisions in Crisis

An overview of a model to guide decisions with classroom and office problems.

2. Emotional vs. Deliberate Problems

Group and individual activities exploring the different natures of deliberate (needs-driven, intentional) and emotional (crisis-driven, irrational) misbehavior.

3. Phases of Escalation

Discussion of four phases of an escalating crisis, applied to fictitious and real scenarios.

4. Listening and Limit-Setting

Lecture, discussion, and role play practice with listening strategies to calm emotional situations and limit-setting strategies to contain deliberate problems.

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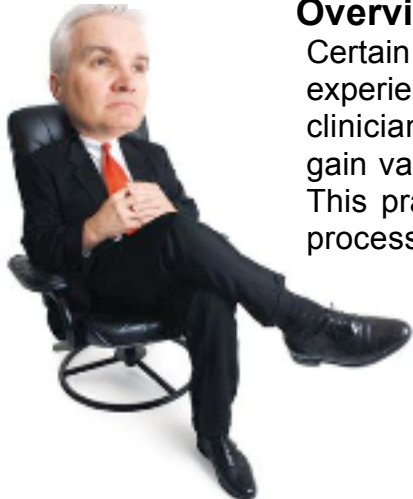
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“On-the-Spot Counseling with Customers”



Overview

Certain customers/employees have chaotic home situations and experience daily trauma in their lives. Staff members need not be clinicians to help these individuals process troubling situations and gain valuable insights into repeating patterns of self-defeating behavior. This practical workshop offers an opportunity to build essential skills in processing problems with customers/employees after a crisis.

Target Audience:

Case workers/social workers and educators
Administrators
Employers

Learning Objectives:

By the end of this 6-hour workshop, participants with basic listening skills will be able to:

- a. Skillfully draw out a customer’s/employee’s story.
- b. Sensitively identify central issues.
- c. Tactfully offer key insights.
- d. Collaboratively explore solutions.

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 Communication
 Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

1. Dynamics of Distress

Understanding emotional distress, with video, case studies and discussion of actual problems.

2. Establishing a Timeline

Specific strategies for using basic listening and decoding skills to draw out a speaker’s story, with instructor demonstration and scripted small group role play practice.

3. Three Self-Defeating Patterns

Three specific behavioral-perceptual patterns common to stressed-out individuals: (a) Taking out (displacing) anger on others, (b) Attributing hostile intent, and (c) Taking excessive blame on self.

4. Offering Insights and Solutions

Specific strategies for addressing each of the three patterns, each with instructor demonstration and scripted small group role play practice.

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"Code-Switching: Helping Ex-Offenders Transition to Work"

Overview

Ex-offenders face unique challenges when transitioning from corrections to work. Already significant barriers (substance abuse, homelessness, work history) 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 cognitivebehavioral 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.

Target Audience:

Case workers/social workers and educators
Administrators Employers

Learning Objectives:

By the end of this 6-hour workshop, participants with basic listening skills will be able to:

- a. Describe the skills needed and the barriers facing ex-offenders seeking employment.
- b. Identify thinking patterns justifying ex-offenders' self-defeating behaviors, in contrast to the unspoken expectations of employers in the workplace.
- c. Identify and practice with successful cognitive-behavioral strategies to address these issues, including cognitive skills instruction and cognitive restructuring.



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 Communication
 Interpersonal Relations

Outline:

The planned agenda for this 6-hour workshop includes:

- 1. **Predictors of Criminality & What Works**
- 2. **Need for Prosocial Skills**
- 3. **Underlying Antisocial Thinking**
- 4. **Stages of Personal Change**
- 5. **Using Cognitive Skill Building Strategies**
- 6. **Using Cognitive Restructuring Strategies**

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