



IMPACT CAPITAL
IMAGINE | DESIGN | ENGAGE

LECTURES, WORKSHOPS, AND TRAININGS

Lectures

Bouncing Forward – Post-Traumatic Growth
Collective Impact – Pearls and Pitfalls of Working Collectively
Community Engagement – Connecting and Engaging Internal and External Stakeholders
Design Thinking – Comprehensive Approach to Case Management (Workshop as Well)
Happiness as a Work Ethic - Positive Psychology at Work
Intercultural Communication & Relationships
Intergenerational Leadership – Your Resource for Increased Organizational Effectiveness
Strategic Planning – Theory & Frameworks From Purpose to Succession Planning
Program Development / Adaptation
Social Capital – Making the Most Out of Your Relationships aka Who Knows You?

Trainings

Mental Health – When Helping Others Hurts You: Strategies for Resolving Vicarious Trauma
Mental Health – De-Escalation and Mental Health Issues in Client Services
Personal Financial Wellness – Financial Literacy Training for Adults/Employees
Personal Financial Wellness – Financial Literacy Training for Youth: First Job to First Career
Performance Management
Presentation Skills
Professional Communication Skills
Maximizing Efficiency in Virtual Teams

*All of the above can be tailored to specific client needs and focus

Specifics:

MENTAL HEALTH – WHEN HELPING OTHERS HURTS YOU: STRATEGIES FOR RESOLVING VICARIOUS TRAUMA

Presenter: Elke Rechberger, PhD

Audience: Professional Service Providers, 10 minimum attendees, 50 maximum attendance

Length: 4 hours

PART I – Description of Section (2 hours):

A body of research literature has been growing in the past two decades that documents the emergence of vicarious traumatization in professionals, particularly those in the helping professions. This section is designed to increase participants' awareness about the syndrome, as well as identifying intervention strategies to help reduce vicarious traumatization symptoms in staff and organizations.

Outline:

1. Overview of research
2. Description of 5 core self/other areas affected by vicarious traumatization
3. Review of vicarious traumatization symptoms in 7 inter/intrapersonal domains
4. Strategies for mitigating vicarious traumatization in staff
5. Organizational responses to vicarious traumatization to minimize staff harm

Goals and Objectives:

1. Increase awareness about and proper identification of vicarious traumatization symptoms.
2. Provide strategies for organizations to implement as a means of reducing vicarious traumatization perpetuation in their colleagues and support staff.

At the conclusion of the plenary, the participant should be able to identify symptoms of vicarious traumatization, and list 3 organizational strategies to reduce its effects.

PART II - Description of Section (2 hours):

This section is designed as an experiential and interactive session for all participants.

Practical application of strategies to reduce vicarious traumatization in oneself is the primary focus of the session. A model for conceptualizing the development of vicarious traumatization and dissemination of resources to enhance coping skills will also occur.

Outline:

1. Self-assessment of vicarious traumatization symptoms
2. Presentation of model on the development of vicarious traumatization
3. Intra/interactive journaling & small group work (on five core self/other needs)
4. Presentation of coping strategies
5. Dissemination of resources

Goals and Objectives:

1. Participants will be able to list 4 active coping strategies to reduce the effects of vicarious traumatization in their lives.
2. Participants will have access to a number of resources to access ongoing developments in vicarious traumatization assessment tools and research developments.

At the end of the workshop, participants will be able to list 4 active coping strategies to reduce the effects of vicarious traumatization in their lives.

MENTAL HEALTH – DE-ESCALATION AND MENTAL HEALTH ISSUES IN CLIENT SERVICES

Presenter: Elke Rechberger, PhD (Independent Contractor)

Audience: Service Providers & Supervisors, 10 attendee minimum, 50 maximum attendance

Length: 4 hours

PART I - Description of Section (2 hours):

A body of research literature has been growing in the past three decades that documents the comorbid prevalence of mental health and substance abuse disorders in direct social service community-based organizations. This section is designed to increase staff awareness about various signs and symptoms of key disorders, so as to help increase discernment between client resistance to behavioral change, versus need for appropriate referral to other adjunct community services for more intensive clinical treatment.

Outline:

1. Overview of primary mental health disorders, and key symptom identification
2. Overview of primary substance abuse disorders, and key symptom identification
3. Research review on trauma, and how PTSD interferes with successful client treatment engagement and retention

Goals and Objectives:

1. Increase proper identification of mental health & substance abuse disorders for additional clinical referral and treatment
2. Learn to identify trauma in clients, and develop organizational strategies to increase staff and client safety, and reduce triggering environments and interventions.

At the conclusion of the plenary, the participant should be able to identify symptoms of various comorbid health disorders, and list at least 3 organizational strategies to reduce their effects.

PART II - Description of Section (2 hours):

This section is designed as practical skills building for all participants.

Outline:

1. Learn grounding techniques, to assist clients to de-escalate when triggered
2. Learn 80+ healthy safe coping strategies
3. Learn 15+ common cognitive distortions, and how to respond differently
4. Dissemination of resources

Goals and Objectives:

1. Participants will be able to list 4 active coping strategies to help clients better cope with daily life stressors in healthier ways.
2. Participants will be able to utilize 3 different grounding methods to de-escalate clients

At the end of the workshop, participants will be able to utilize at least 4 new active coping strategies and 3 grounding techniques with clients.

PERSONAL FINANCIAL WELLNESS – FINANCIAL LITERACY TRAINING FOR ADULTS/EMPLOYEES

Presenter: Bryan Schwartz, CFP

Audience: Adults

Class Size: 10 person minimum class size, 15 ideal, 30 maximum class size

Length: 6 sessions at 1-2 hours apiece

These workshops will provide dynamic, value and goal-based personal financial education which seeks to foster financially capable adults regardless of income level or individual goals. At its core, participants will address and understand their personal relationship with money by addressing their history with money, its value and purpose as a tool, in order to make smart money decisions.

This workshop can be presented in either 1-2 hour topic-based sessions or an entire series of 6 one-hour workshops covering the following topics:

- Your Money Mind
- Personal Banking & Budgeting
- No Debt About It (Credit & Debt)
- The ABCs of Insurance: Life, Health, & Medical
- Feed Your Future: Investing & Saving
- Your Money & Uncle Sam: Taxes

Goals and Objectives

Participants will:

- Assess and understand their personal relationship and connection to financial resources and how that affects their view of money and personal decision making.
- Develop a personal spending/saving plan through various cash flow strategies.
- Review banking and online tools for effective/efficient personal money management.
- Create a debt reduction plan for eliminating consumer, student loan, and mortgage debt.
- Assess their current risk protection plan for life, health, and disability.
- Learn about options for investing for retirement, higher education, and long term savings/accumulation.
- Review tax planning strategies for minimizing tax liability.

PERSONAL FINANCIAL WELLNESS – FINANCIAL LITERACY TRAINING FOR YOUTH: FIRST JOB TO FIRST CAREER

Presenter: Bryan Schwartz, CFP

Audience: Young Adults 15-24 years of age

Class Size: 10 minimum class size, 15 ideal, 30 maximum class size

Length: 6 sessions at 1-2 hours apiece

Young adults are rarely equipped to make smart financial decisions. While there are large amounts of financial literacy resources, very few young adults are presented with the tools and resources in a meaningful way during their secondary education. These workshops will provide dynamic, value and goal-based financial education which seeks to foster financially capable first job to first career young adults regardless of income level or individual goals. At its core, participants will address and understand their personal relationship with money by addressing their history with money, its value and purpose as a tool, not as an end goal.

This workshop can be formatted for youth or young adults (1st job to 1st career) in either 1-2 hour topic-based sessions or an entire series of 6 one-hour workshops covering the following topics:

- Your Money Mind, Financial Goals & Budgeting

- Economics, Current Events, & How They Impact You
- Credit & Managing Debt
- Career Connections & Earning Power
- Preparing for College (Life After College)
- Protect What You Have

Goals and Objectives

Participants will:

- Assess and understand their personal relationship and connection to financial resources and how that affects their view of money and personal decision making.
- Understand the importance of tracking spending and be able to develop a budget.
- Be able to interpret economic/market news and how it relates to their personal financial decisions.
- Understand the basics of credit and debt and be able to assess best practices for its proper use for future opportunities.
- Evaluate career/job earning potential.
- Evaluate college/higher education funding options.
- Learn practical tips for avoiding common financial pitfalls and evaluate personal goals/priorities in controlling financial decisions.

PERFORMANCE MANAGEMENT

Hours: Total of Four 4-hour sessions

Number of Participants: 16

Includes: DiSC Assessment

This interactive course is designed to improve *Communication Skills & Performance Management for Leaders*. Participants start with an assessment (DiSC) to build self-awareness on their communication styles and behavioral tendencies. This course will then provide practical frameworks for feedback and coaching, which are essential in driving effective communication. This includes a common understanding, language, and tools for participants to apply on the job.

Class 1: Intro to Communication & Performance Management

1. Setting the stage – Course purpose, objectives, and expectations.
2. Emphasis on link between Performance Management, Feedback, Coaching
3. Obligations of a leader
4. Building blocks activity and debrief
5. DiSC Assessment – Start with self-awareness of communication style and tendencies

Class 2: Feedback and Coaching

1. Introduction of feedback and coaching framework
2. Activities to better understand effective/ineffective feedback and coaching
3. Overcoming barriers to feedback and coaching
4. Application of coaching and feedback framework

Class 3: Performance Management

1. What does it mean to be a leader

2. Driving management accountability
3. Review of Performance Management process, timeline, and expectations
4. Leverage tools and resources for effective performance management

Class 4: The topics covered in this class will be determined based on the needs of participants. Classes 1, 2, & 3 will help uncover developmental areas most pertinent to participants.

PROFESSIONAL COMMUNICATION SKILLS

Hours: Total of Six 4-hour sessions

Number of Participants: 20 maximum

Includes: DiSC Assessment

This course is designed to improve Communication Skills across various modes, which include individual, group, or technologically-based interactions. Particularly in a world with reliance on rapidly expanding technologies, building effective and professional communication skills require a set of skills to achieve desired outcomes. Participants start with an assessment (DiSC) to build self-awareness of their own communication styles and their impact on others. Students will highlight common barriers to effective communication, while exploring fundamental skills and tools to enhance verbal, written, and presentation skills.

Open to anyone, this course can be suitable for managers, supervisors, frontline employees, human resources professionals, undergraduate, or graduate students interested in developing or enhancing professional communication skills.

Topics and Course Content:

- Going Beyond Words – Skills Needed for Effective Communication
- It Starts With YOU – Building Self-Awareness and Impact on Others Through DiSC
- Building Interpersonal Skills Through Active Listening
- Accelerate Alignment Through Verbal, Written, and Presentation Skills
- Demonstrate Professionalism in Various Settings (e.g. Work, Home, Digital)

Learning Goals and Results:

At the conclusion of the course, participants will be able to:

- Better understand what effective communication means in today's world
- Build awareness on various communication styles, techniques, and processes (DiSC)
- Follow email etiquette and written communication techniques
- Improve business writing skills in areas such as business letters, proposals, filling forms, agreements, business emails, etc.
- Learning ways to flex and adapt your style based on your audience
- Develop communication skills, including verbal, nonverbal, listening, and preparation
- Apply appropriate methods of communication for various modes of delivery (verbal, email, instant messenger, social media, meeting etiquette, presentations, etc.)
- Understand cultural implications on communication styles
- Recognize professional communication as a reflection of self and their organization

Please note: Course content and time investment can also be customized to an individual company's needs.

PRESENTATION SKILLS - LIVE EVENTS

Hours: 3 - 4

Number of Participants: 20 maximum

Includes: Clinic for Your Current Projects

This course is designed to improve live Presentation Skills, which include individual, group, or technologically-based interactions. Students will focus on overcoming common barriers to effective presentation skills and gain tools to enhance verbal, nonverbal, focus, and presentation skills. Video or recorded presentation skills are taught separately.

Open to anyone, this course can be suitable for managers, supervisors, frontline employees, human resources professionals, undergraduate, or graduate students interested in developing or enhancing professional presentation skills.

Topics and Course Content:

- Beginning at the End – Understanding Where You Want Your Audience to Land
- Start Your Engines – Strengthen Your Mechanics
- Building Self-Awareness - Non-verbals and Relaxation
- Getting Out of Your Own Way - Cues That You're Self-Editing
- Let's Get Clinical - Working on One Main Point of Personal Coaching Through Current Project

Learning Goals and Results:

At the conclusion of the course, participants will be able to:

- Better understand what effective communication means in today's world
- Build awareness on various presentation styles, techniques, and processes
- Improve verbal skills in areas such as diction, presence, posture, self-editing
- Learning ways to flex and adapt your style based on your audience
- Recognize professional communication as a reflection of self and their organization
- Focus on individual points of growth through their current work or project

Please note: Course content and time investment can also be customized to an individual company's needs.

MAXIMIZING EFFICIENCY IN VIRTUAL TEAMS

Hours: 1.5

Number of Participants: 20 maximum

This course is designed to improve your management and facilitation skills in virtual teams. While virtual work is common, it is an entirely new way of working for many. We are human and have innate needs for socialization and interaction. In aligning with practicing distancing and in building new skills, we must adapt to new ways of working. Particularly for those who are working from home

for the first time, it is an adjustment. It may take a moment to find a setup and rhythm that works for you. Both at the individual and group levels and it can certainly be done!

In this course, you will build new skills and practices in running engaging virtual meetings. This course will provide you with practical methods in facilitating virtual meetings that are highly productive. Additionally, understanding the benefits of virtual meetings can help you and your teams with adopting a new way of working. Some of the benefits include the efficiency it creates for all members to connect from practically any location and save time. Virtual meetings can also result in significant reduction in costs for organizations, along with a reduction of environmental impact.

If done right, by incorporating practices, processes, and structure to virtual meetings can help us adapt quicker to changes and allow teams to efficiently and effectively reframe how we look at new ways of working.

Open to anyone, this course can be suitable for managers, supervisors, frontline employees, human resources professionals, undergraduate, or graduate students interested in developing or enhancing skills in managing virtual teams.

Topics and Course Content:

- Adapting to Quicker Changes
- It's all in the Prep – Review processes and steps to best prepare the experience
- Inclusion- Deliberate practices to humanize meetings and maintain emotional connections
- Facilitation Skills
- Elevating the Engagement

Intergenerational Leadership

Hours: Total 4-hour session

Number of Participants: Up to 20

Includes: Team Leadership Assessment

This interactive course is designed to improve *Intergenerational Leadership Skills & Performance Management*. Participants start with an assessment to build self-awareness on their leadership styles from the perspectives of both senior and "millennial" leaders. This course will then provide practical frameworks for feedback and coaching, which are essential in driving organizational effectiveness and leadership.