

## WORKSHOPS

**Brown Crawshaw's (BCI's)** professional trainers are experienced in the development and delivery of educational workshops and facilitated discussions. We are able to meet the diverse training needs of organizations and specialized workforces throughout the province. A selection of recently presented sessions follows.

While the minimum length is usually 90 minutes, workshops can be customized both in content and length to suit a specific group's needs. Group size usually ranges from 12 to 40 participants. Even though we have trained larger groups, as a rule, the interaction decreases as group size increases.

### **COACHING MANAGERS / SUPERVISORS TO INTERVENE**

This workshop provides participants with the opportunity to interact with fellow managers, supervisors, or union stewards utilizing hypothetical situations that require decisions as to *what to do* (if anything), *what to say to employees*, *when to say it* and *how best to communicate their comments*. The primary focus is on emotional and behavioural concerns that emerge long before the onset of disciplinary matters. The workshop emphasizes the merits and benefits of early intervention.

### **JOINT COMMITTEE / REPRESENTATIVE TRAINING**

**BCI** has an unparalleled reputation for training Joint Committee Members and EFAP Representatives. This workshop focuses on the basic principles of an EFAP, service delivery issues, the roles of the Committee Member and the EFAP Representative, and where Critical Incident Response fits under the EFAP. Topics include: a review of program principles (personal responsibility, voluntary participation and confidentiality), the role of EFAP Representative (information giving and coaching), case studies and dealing with the difficult client (dependency and co-dependency, other behaviours and personality styles).

### **INTRODUCTION TO CRITICAL INCIDENT RESPONSE SERVICES**

This workshop is designed to provide participants with an introduction and general appreciation of what Critical Incident Response Services are, how incidents impact on those experiencing them, and approaches to dealing with its potentially harmful effects. Participants will be introduced to the basic concepts of critical incidents, post traumatic stress and the critical incident debriefing process. Topics will include: triggering situations, what is a debriefing, principles of natural recovery, and focusing CIR services on resilience and group cohesion.

### **COMMUNICATION CHALLENGES**

Most of the time, our differences enhance our lives by providing diversity and variety. However, on occasion, our differences can make working and living with each other a challenge. This workshop provides opportunities to learn and practice *how to deal with difficult behaviours*. Topics covered include: what are difficult behaviours, control / responsibility / accountability, communication patterns, strategies for being helpful and *who am I doing this for?*

### **PREPARING FOR WORK TRANSITIONS**

Every organization is vulnerable to reorganization, mergers, take-overs, downsizings and employee relocations. If individuals are to successfully negotiate these transitions, they must not only be aware of their personal responses to transition but also how these responses may change prior to, during, and after the transition. Topics include: what happens when the change is announced; why do I feel so angry, betrayed and stuck; what needs to happen for me to begin moving again; understanding transitions and transitional stress; and developing an action plan.

## **WORKING SHIFTS & STAYING WELL**

Shift work can be trying on the health and well-being of workers and their families. Participants will acquire coping skills and strategies to improve their physical and emotional wellness. Topics include: understanding your body clock and sleep cycle, improving daytime sleep and lifestyle, increasing safety and alertness at work, and fatigue and energy management.

## **JUGGLING PERSONAL & PROFESSIONAL DEMANDS**

Due to the demands on both our time and energy, for most of us, there are not enough hours in the day to do all that we would like. Sometimes, these demands can be met simultaneously, but at other times, they directly compete. Participants develop a plan to assist them in managing these demands. Topics include: stressful life events and how we express / experience our stress.

## **GRIEF: LOSS ENCOUNTERED IN THE WORKPLACE**

This workshop provides participants (as individuals and as a group) with awareness of the grieving process in response to the death of co-workers. An educational segment addresses personal processes participants may be experiencing, and a practical segment provides time to consider, *what to do or say to the survivors*. The emphasis is on individuals allowing themselves to go through the grieving process their way.

## **GETTING ALONG WITH DIFFICULT PEOPLE**

This workshop focuses on the styles and behaviours that make certain relationships (work, family or friends) difficult. Practical techniques are presented so participants learn to feel more comfortable with people even though they may not like or trust them. Topics include: what makes someone difficult, what are my goals with this person, the challenge of staying on topic and hanging in there.

## **HANDLING NEGATIVITY IN THE WORKPLACE**

Negativity in the workplace contributes to low morale, stress, and ineffective work habits. Any worksite can be affected by personality clashes or changes that come too fast to be absorbed. Whatever the reason, negativity does not need to continue. Workshop topics include: what is individual, group / team, or organizational negativity; and how to work with negative people.

## **WHAT MAKES WORKPLACES / TEAMS FUNCTION WELL?**

This workshop offers practical suggestions on how to initiate and maintain working well together. It helps staff know how to stay out of each other's problems and triangles, and maintain clear boundaries. It explains the differences between passive aggressive, passive, assertive and aggressive behaviours.

## **SUBSTANCE ABUSE ISSUES**

Every workplace has to deal with problems associated with the use of alcohol and / or other drugs. Yet our social attitudes towards drug use often have us enabling rather than helping. This workshop focuses on: what is a drug, who uses, dependency, co-dependency, enabling, is this really an illness, does this illness have genetic or hereditary traits, how to successfully deal with dependency, legal and arbitration issues and family issues.

## **TOO MANY CHOICES: THE STRESS OF DECISION-MAKING**

There is so much information available that it is easy to become immobilized by the smallest decisions. This workshop looks at ways to manage the volume of decision-making participants face and how to obtain closure on these decisions. Topics include: the problem of taking in too much information, prioritizing, the cost versus the fuss dilemma, overcoming self-doubt, getting the help or support participants need, letting go of resentments and overcoming procrastination.

## **THE POWER OF DAILY LIVING**

Are you spending your life in the past (lamenting failures or lost opportunities) or in the future (*I will be happy when I pay off my mortgage or see my kids through school*) or perhaps you are living in the present through others (by watching your children/friends or famous people)? This workshop looks at the thoughts, feelings and actions that can serve to help participants move from a life on hold to a life of active and daily fulfilment.

## **ARE YOU ANXIOUS? WORRIED? IS THIS A PROBLEM?**

Too often we worry about things well beyond what is necessary or practical. We dwell on things in a repetitive, nagging manner that offers no creative insight - only more anxiety. This workshop looks at ways to acknowledge fears, worries, and preoccupations with an increased sense of self-control by sorting out the worries, thought interruption, positive use of distractions, etc. Participants will learn it is possible to have negative thinking and remain relaxed, focused and resilient.

## **MAINTAINING A BALANCE IN WORK / LIFE**

We are pulled in many different directions causing immense amounts of stress. While maintaining a healthy balance is important, it is often difficult. This workshop helps participants discover what they need individually to maintain equilibrium. Topics include: what are our stressors, how to let something go when we take on something new, how to break old rules that no longer work, and carrying out promises to ourselves.

## **IS DIVORCE PREVENTABLE? IS A HEALTHY MARRIAGE POSSIBLE?**

Dr. John Gottman and his associates at the University of Washington claim to be able to accurately (94% of the time) predict the incidence of divorce by observing a couple's interaction for as little as ten minutes. This workshop for individuals or couples reviews Gottman's research as well as contributions from other relationship therapists regarding the building blocks needed to solidify a lasting and intimate relationship.

## **STRESS AND COUPLES: COPING WITH THE STRESSES OF EVERYDAY LIFE**

Couples encounter stress everyday in their individual lives as well as in their relationship. This is especially true in families where children / adolescents are involved. This workshop provides information and tools needed to more effectively manage stress and support each other as a couple when confronting the stressors of everyday living. Topics include: what is stress, how do we know if we are stressed, breaking the stress cycle, recurring issues for couples, and positive habits that make relationships healthy.

## **POSITIVE DISCIPLINE FOR CHILDREN & PRE-TEENS**

Children learn what they live. Family values are set when children are young and problems with adolescents begin long before the teenage years. Effective parenting must be based on love (unconditional positive regard), firmness and consistency. Parents cannot effectively nurture their children without agreeing on discipline. Topics include: being clear on childrearing practices, four mistaken goals of behaviour, and four steps for winning co-operation.

## **SURVIVING ADOLESCENCE: THE MILLENNIUM GENERATION**

The nature of raising adolescents is one of reaffirming and revising boundaries. The journey toward adult autonomy and ego differentiation is both rocky and intense. Both adolescents and parents are overwhelmed. They are hopeful yet fearful, elated yet depressed, eager yet reluctant, and loving yet angry. While getting through this period can be very tough, this workshop provides some strategies. Topics include: why does my teenager think he / she knows everything, giving your teenager responsibility for his / her life, why it is difficult, and strategies for success (*stand back, take a stand*).