

The Herb Amster Center

Training Courses and Descriptions

With wide-ranging experience and passion helping organizations committed to truly serving their employees and clients, Amster Center training and development programs are customizable to your organization's processes, needs and goals and fall within four distinct areas:

Cultural Sensitivity & Diversity

As workplaces become more diverse, having the skills to work with, serve, and support people of different cultures is crucial to your organization's success.

Health & Wellness

Weaving well-being into the culture of your organization has been proven to produce profound results for your employees, your clients, and your bottom line.

Teamwork & Leadership

Teamwork fosters personal growth. Understanding how to resolve conflicts and trust teammates, empowers your team to create more impressive, sustainable results.

Executive Coaching

Without a clearly defined leader, team foundation may crumble. Professional coaching is a way for your organization to invest in your leaders' success.

Benefitting from a Multigenerational Workforce

A new generation of workers has entered the workforce and will make up roughly 50% of the US workforce by 2020. By 2030, this cohort will represent 75% of the global workforce. This training offers methodology for making the most of your multigenerational workforce, and tools for deepening understanding of and appreciation for these particular generations. Considering what matters most to these workers (engagement, experiences, and a personalized and flexible approach) this training will explore definition of the generations, work to break down stereotypes, and provide practical tips for enhanced productivity and cooperation between cohorts in a multigenerational workforce. Participants will dig into points of tension between generations, managers' perceptions and competencies team members need to succeed in a multigenerational workforce.

This is a half-day workshop with 3 full hours of content, one 15-minute break, and 15-minutes for evaluation and Q&A.

"Better Sleep, Better You"

You know that sleep is important. You know that getting enough high-quality sleep is critical to your overall health and mind-body wellness. Yet, sleep remains elusive and many of us struggle with disturbed sleep, problematic sleep behaviors and insomnia. Participants in this class will learn principles of good sleep hygiene and tips and suggestions to sleep and feel better.

Caregiving for Cancer and Chronic Illness

Nearly 3 million Americans care for a loved one with cancer in the home; each spending an average of over 30 hours per week providing care. This educational workshop from the Cancer Support Community of Greater Ann Arbor will explore the process and emotional impact of caregiving, as well as, strategies to support a loved one or colleague who is a caregiver to someone with cancer or chronic illness.

Common Emotional Responses to Cancer

Coping with cancer is emotionally challenging as well as physically, whether you're a patient, caregiver, family or friend. This course will explore the common emotional responses to cancer, strategies to manage them, how to find help, and the power of hope.

Communicating Through Foreign Language Interpreters, Best Practices

Providing effective, high-quality services to those in need within a diverse population can be challenging when faced with language and cultural barriers. To ensure that all are able to access services to help improve quality of life, the use of interpreters has proven to be a critical tool in accessing and serving groups for whom communication in English is a barrier. Clients for whom English is not their primary language are a growing population throughout Michigan.

Trained interpreters can help ensure effective communication and increase client adherence and satisfaction with services provided. Trained interpreters also help to support efficient use of time during the encounter and improve outcomes. This course will explore best practices for communicating, explore the difference between 'translating' and 'interpreting' and teach attendees practical tips for professional application.

1. Improve skills for working with interpreters
2. Improve client outcomes through better communication
3. Teach tips for practical and professional application

Conflict Management

Through discussion and exercises participants gain insight into their own conflict behaviors and styles. Participants learn if they are prone to compete, avoid, compromise, give in or collaborate when faced with a conflictual situation. More importantly, they will understand the efficacy of these conflict approaches and begin to think of them as strategies.

To enhance the application of style strategies, participants will be introduced to a communication format that will allow them to address a conflict either with another person(s) or between other people. This format will focus on identifying the problem, handling emotions, brainstorming ideas, and deciding on solutions in a balance and inclusive way.

Suggested Format: Two-hour workshop

Conflict Prevention

Miscommunication causes conflict; conflict which, gone unaddressed, spirals into larger conflicts. Given the cost of conflict, much attention is focused on skills for resolving conflict. Rather than focusing efforts on how to resolve conflict, in this half-day training participants learn common sources of miscommunication and strategies to prevent conflict from ever occurring in the first place.

Conflict prevention incorporates methods from the fields of conflict resolution and human resource management. Instructor guided activities and role-playing allow participants to

practice new skills in low-stakes environments and leave prepared to implement new strategies in their daily professional and personal lives.

Suggested Format: Half-day workshop with 3 full hours of content, 15-minute break, and 15-minute evaluation and Q&A portion.

Cultivating Resilience

The study of resilience, the ability to succeed and bounce back when coping with challenge or adversity, is a core concept in Positive Psychology. Resilience is universally regarded as an important quality for professionals. Resilient employees better manage stress, are more flexible and inspired, and manage change better than those less resilient. Our trainer will teach participants principles, tools and exercises required to enhance and cultivate resilience.

Suggested Format: Two-hour (two-part) course enables hands-on applications.

Cultural Competence Training: Understanding Islam

To respond to current and projected demographic changes in the U.S. and our community, this course teaches trainees the theoretical background for cross-cultural studies with a deep review of the culture and religion of Islam. Clients that undergo this type of cultural sensitivity training gain a competitive edge in the marketplace, as it enables improved quality of services. This culture-specific competence takes the knowledge, information and data provided in the curriculum and transforms it into skills, approaches to service, techniques, effective marketing, and business standards that increase quality and appropriateness of services.

Suggested format: Three-hour course familiarizes trainees with aspects of Islam including history, religion, terminology, demographics, dress, food. Participants receive the necessary foundation to become more inclusive and understanding; adding cultural sensitivity to their competencies and improving personal communication and business process results.

Cultural Sensitivity Training: Diversity as a Strength

This training is based on a core principle: that each member of our workforce brings to the team their own unique skills, background and experience and that this is vital to the success of the organization. Participants will learn the theoretical background for cross-cultural studies and understand methods for productive cross-cultural communication. An understanding of tools that can be utilized to approach cultural challenges facing multicultural workplaces is provided. This training promotes diversity as a strength. Trainees will discover strategies for application of culturally conscientious skills for enhancing effectiveness in the workplace and will walk away with tools for increasing productive communication in the workplace. Attendees are trained in how to recognize the importance of managing for diversity, ways to identify the elements involved in

successfully recruiting and retaining a diverse workforce, and together determine and list tips for communicating appropriately in a diverse work environment.

Suggested format: Three-hour course provides attendees with an understanding of the benefits of a culturally diverse workplace; and how to productively manage cultural diversity.

Cultural Sensitivity Training: Working with External Clients

Cultural competence is essential to the provision of effective services for diverse populations. In order to achieve intercultural awareness, and understand the impact of cultural differences, trainees are introduced to information about how individuals from/identifying with different cultures perceive the other culture's nuances, business structure, processes. This course draws from popular theory in the field of cross-cultural communication in order to teach trainees techniques to improve service. This course also includes a culture-specific training: participants receive education to better understand their own cultures as well as learn about cultural nuances of other groups with which they work (internal clients, external clients and colleagues), enabling trainees to provide enhanced quality of service in every sector.

Suggested format: Three-hour or half-day course teaches participants the necessary foundation to become culturally competent and provides attendees with practical tools to encourage positive cross-cultural working relationships.

Energy Management and Stress Reduction

Stress and adversity are unavoidable. Yet, how one copes with stress, regulates emotions and manages energy are all within one's personal scope of control. This course teaches participants tools to produce healthier natural energy and manage it more effectively, how to relax when under pressure, and how to disrupt counterproductive and dysfunctional patterns of thinking. A range of methods to cultivate greater well-being and self-regulation are examined, and participants are encouraged to make the choice to implement such techniques.

Suggested Format: Stands alone as a one-hour course or serves as a one-hour introduction to a multi-session Positive Psychology series.

Enhancing Communication

This training, designed to enhance team understanding and effectiveness, discusses the cultural and environmental influences on communication style and preference. It links these elements to work style, and execution. Activities provide an opportunity learn more about the styles and preferences of the individuals within or between work groups, highlighting benefits and challenges associated with each style. The interactive nature of the session increases awareness, understanding and empathy for styles that are different than one's own, while

recognizing the importance each person contributes to positive team outcomes. If experiencing communication breakdowns between multiple functions, this training will add value in enhancing understanding, cooperation and productivity.

Enhancing Communication is a half-day workshop with 3 full hours of content, 15-minute break, and 15-minute evaluation and Q&A portion

Enhancing Wellbeing with Positive Psychology

Positive Psychology is the scientific study of the strengths that enable individuals and communities to thrive. The field is founded on the belief that people want to lead meaningful and fulfilling lives, to cultivate what is best within themselves, and to enhance their experiences of love, work and play. The concern of conventional psychology has long been the study of human problems and while that approach is understandable and necessary, positive psychology complements this work by focusing on studying and promoting human potential. This one-hour class will introduce attendees to the basics of positive psychology, including practical exercises to boost positive emotions and thriving and will include resources for further study.

Suggested format: Stands alone as a one-hour course or serves as a one-hour introduction to a multi-session Positive Psychology series.

Healing Circles

Using the practice of Indigenous Peoples, circles are provided to help participants can engage in a dialogue in which they can share values and stories, and build relationships safely, even when the dialogue becomes difficult. These circles help participants be accountable, work towards repairing harm and become transformed about many issues related to race, inequity, exclusion, and other acts of harm.

Founded in 1983, The Dispute Resolution Center is one of 17 non-profit Community Dispute Resolution Centers operating under the supervision of the Michigan State Court Administrative Office (SCAO), Michigan Supreme Court. The DRC provides affordable conflict resolution services and trainings to the public and serves Washtenaw and Livingston Counties through its office in Ann Arbor, Michigan.

Healing, Change, & Safety: #MeToo at Work:

The #MeToo Movement awakened a long-awaited sense of empowerment for many, as well as confusion and fear for many others. Sexual harassment and assault have always existed, but the legal and cultural responses continue to change over time. An opportunity exists to use these raw emotions and momentum to broaden and deepen our conversations *with* one another, as opposed to *about* one another. Healing, change, and safety will happen in relationships,

educational spaces, places of worship, and workplaces not only through systemic responses, legal decisions and policies, but also through: an increased understanding of interpersonal interactions interpreting and understanding consent in daily exchanges interpreting nonverbal and verbal messages we send and receive & establishing respectful and safe ways to question, engage and repair.

Erin Martinez, LMSW, AASECT Certified Sex Therapist, and Lecturer at the University of Michigan School of Social Work will examine these issues and provide tools to introduce your workplace and beyond to increase safety and open dialogue in professional and healthy ways.

Holiday Stress Management & Seasonal Affective Disorder

As joyous as the holiday season can be, it also can come with the potential for extra pressures and stress. Whether religious or secular, holiday celebrations may confer expectations that can be hard to meet. Don't let holiday stress interfere with your enjoyment of the season! This training will identify common holiday stress triggers and introduce strategies to manage mood and energy. Additionally, many will benefit from better understanding Seasonal Affective Disorder. SAD is a mood disorder characterized by depression which correlates to the change in seasons. SAD affects many people living in climates such as ours in southeast Michigan, which is why it's especially important for Michiganders to recognize warning signs and symptoms.

Suggested Format: One-hour course provides attendees with tools and strategies to stay healthy and keep mood and motivation steady throughout the year.

Identifying and Maximizing Individual Strengths

The VIA Classification of Character Strengths is comprised of 24 character strengths that fall under six broad virtue categories: wisdom, courage, humanity, justice, temperance and transcendence. Each participant in this training will complete a survey to understand their unique constellation of character strengths. This information enables individuals to more strategically approach personal and professional challenges and opportunities by "playing to their strengths". From a management lens, it's especially useful for supervisors and leaders to understand the strengths of team members. Research shows that two of the most important predictors of employee retention and customer satisfaction are reporting to use "signature strengths" at work and reporting management recognizes one's strengths. Understanding character strengths can produce positive effects, enhancing productivity and a sense of authenticity in personal and professional life.

Suggested Format: Two-hour (two-part) course enables hands-on applications, including identifying your team's strengths (and areas for growth), cultivating strengths and using strengths in challenges.

Identifying and Serving Victims of Human Trafficking

Victims of trafficking are some of the most vulnerable populations social workers can serve; they can be young people, immigrants, women, minorities, come from all variety of backgrounds, but have in common their extreme subjugation, disenfranchisement and victimization. This training will offer definition and parameters of human trafficking and tools to identify and help victims, along with addressing the ethical issues inherent in the process.

This course meets the licensing requirements found in R.338.2929. Rule 29: "All Social Workers seeking licensure (including a limited license) shall complete training in identifying victims of human trafficking.

Immigration and Aging

This workshop will explore issues related to aging among immigrants. Different categories of older adult immigrants will be described and mental health issues among them discussed. Some of the cultural barriers to using services and programs will be examined, as well as special citizenship issues that apply to older people.

Suggested format: Stand-alone 2-hour introductory course.

Introduction to Cultural Humility

Cultural humility is a practice of:

- self-reflection on how one's own background and expectations impact a situation
- openness to others' determining the relevance of their own identities to any given situation
- committing to redress the effects of power imbalances.

This course provides an opportunity for participants to learn about the concept of Cultural Humility and the skills and techniques needed to put Cultural Humility into practice. One would practice Cultural Humility in order to have a knowledge base of their clients' culture and be able to tailor service delivery and addressing the client's needs in a way that reflects a sensitivity to their culture and to embrace the differences among people groups. All individuals deserve proper and fair care regardless of their cultural differences.

Course Objectives

1. To enhance participant's knowledge of Cultural Humility
2. Learn why Cultural Humility is important in health care
3. Understand the challenges of embracing Cultural Humility
4. Teach participants skills and techniques they can use to practice cultural humility

This is a 2 Hour Course and carries CEU approval for Social Workers.

Introduction to Stress Management

Stress is an unavoidable, everyday fact of life. How you respond to life experiences will determine the impact stress will have on your life. This course introduces participants to the bio-chemical-emotional stress response and stress-related symptoms and introduces self-care strategies related to sleep, exercise, nutrition, relaxation, and pace and balance.

Suggested format: Stands alone as a one-hour course or serves as a one-hour introduction to a multi-session Positive Psychology series.

Language Awareness: Communicating with ESL Learners

Washtenaw County is home to a vast population of English as a Second Language population. The 2016 U.S. Census revealed nearly 15% of Washtenaw's population speak a language other than English at home. With such a high rate of bi- and multi-lingual speakers and rising language tensions across the nation, language awareness training is critical to serve and work with Washtenaw's ESL population.

Language Awareness incorporates current theory and practice in the field of second language acquisition (SLA). Instructor led discussions and activities address common beliefs, stereotypes, and misunderstandings regarding SLA and language learners. A foundation of SLA allows participants to leave empathic and prepared with educated strategies and resources for communicating effectively with county ESL citizens and coworkers.

Suggested Format: Half-day workshop with 3 full hours of content, a 15-minute break, 15-minute evaluation and Q&A portion.

Mindfulness for Busy Professionals

What is "Mindfulness?" How might a mindfulness practice benefit your health and your quality of life? And, how can you actually become more mindful? This class covers information on stress and its effects on mind and body and the latest research in mindfulness and will introduce you to simple mindfulness meditation exercises. Our trainer will also share an overview of mindfulness-based resources for further exploration.

Suggested format: Stands alone as a one-hour introductory course or can be followed by ongoing (weekly/monthly) mindfulness classes.

Mind Your Manners! Business Etiquette

Just like your mama told you, manners matter. This is true not only in your personal life but also in your professional life. With a more relaxed workplace and working with many generations

and cultural backgrounds, you may find yourself unsure of how to act in certain situations. You will learn how to identify professional behavior, the importance of treating your coworkers, clients, and vendors in a respectful and humane way. (Note: Wendy works with the client to address specific problematic issues at the setting. This is a very positive and upbeat workshop, while it delivers serious messages to the participants.)

Motivational Interviewing

Participants will learn the origins of Motivational Interviewing and its development as an evidence-based method. The participant will also learn the three structural elements used for learning Motivational Interviewing (Spirit, Principles, and Techniques).

Making Positive Change

Making a positive lifestyle change can be immensely rewarding but not without challenges. Personal evolution is a process, often requiring strategy, time and support to achieve. Vision, readiness, planning, follow-through, and commitment are necessary for meaningful success. This class will introduce participants to theories of change, as well as tips and strategies to facilitate lasting positive behavioral changes.

Myths and Truths about Work/Life Balance

This course concerns how employees allocate precious and finite resources (time, energy and money) to increase satisfaction with their personal lives and careers. We will address the relationship between mental and physical health with not only professional performance but also life satisfaction. This course covers best practices to cultivate balance and provides attendees with some simple tools for goal setting and achievement.

Suggested Format: Stands alone as a one-hour course or serves as a one-hour introduction to a multi-session Positive Psychology Series.

New Immigrants and Refugees in the Workplace

In this course, participants will understand what human trafficking is, learn how to identify possible victims, identify frequent ethical issues that arise once victims are identified, and gather resources that are available to help these victims.

Nicotine Addiction: How to Help Quit

Tobacco is the single most preventable cause of death in the United States and yet we often lack the skills as clinicians to help our clients create a quit plan. Emily Preston Rahim, LMSW,

CTTS-M a licensed social worker who also is a licensed tobacco treatment specialist will help attendees understand the physical, psychological, and social factors in this addiction. Attendees will leave with practical hands-on training to use immediately with clients struggling with nicotine addiction.

Peacemaking & Restorative Circles, 16-hour training

Peacemaking and restorative circles are a form of restorative justice that is rooted in the belief that everyone in the community is valuable. The circle process provides a space and tools for community building and turns conflicts into opportunities for growth and learning.

Peacemaking is a traditional indigenous tribal approach to problem solving that focuses on healing and restoring relationships between parties in disagreement. All members of the circle work together to reach a resolution through a collective process between the parties. Because people are able to feel heard and gain understanding of one another, relationships can begin to mend and heal.

The Dispute Resolution Center's Introduction to Peacemaking Circle Training will provide participants:

- An overview of peacemaking circles
- A demonstration of how to use the circle
- An analysis of the circle components
- Tools to effectively facilitate circles while maintaining an inclusive, judgment free and collaborative space
- Practice using various circle scenarios

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Preparing Holistically for Retirement

When we think of retirement only as the "end" of working life, we neglect to consider the many ways it marks a shift to new experiences. Many will focus exclusively on their financial portfolio for retirement and neglect planning for their "psycho-social" portfolio. This one-hour class will help those approaching retirement, as well as those mid-career, envision retirement within a more holistic framework-- considering the retiree's values, passions, relationships and identity.

Sexual Health, Intimacy, and Aging

This course will examine sexual health and intimacy through a lens of pleasure and self-knowledge (vs. performance), and present assessment methods and treatment tools that can

be used within a diverse aging population. Changes in biology and psychology along with emotional and social aspects will be considered as part of the aging process.

Suggested Format: Stand-alone 2-hour introductory course.

Stress Management Series

Stress is an unavoidable, everyday fact of life. How you respond to life experiences will determine the impact stress will have on your life. This course introduces participants to the bio-chemical-emotional stress response and stress-related symptoms and offers hands-on, experiential self-care strategies related to sleep, exercise, nutrition, relaxation, and pace and balance. This two- or three-part course covers thoughts and mental habits, including exercises to help participants identify and modify dysfunctional, inaccurate and/or unproductive patterns of thinking, strategies to disrupt ruminating and excessive worry and interventions to boost mood and confidence.

Suggested Format: Two-hour (two-part) course introduces course attendees to core concepts and offers hands-on, experiential applications for stress management; four-part course includes a module on Holiday Stress Management & Seasonal Affective Disorder

Team Building through Adventure Education

Adventure education promotes hands-on, experiential learning with thoughtfully sequenced activities and purposefully crafted initiatives. Facilitators will guide participants through each stage of the process: from establishing team expectations and values to reflecting on the exercises as a group. This seminar will challenge participants physically, emotionally, intellectually, and socially, thereby heightening the opportunities for collaboration and cooperation. The content lends itself towards exploration of themes related to leadership, self-concept, interpersonal communication, and risk management, but many other topics can be addressed. Request a needs assessment interview with the seminar facilitator to create the most personalized program possible for you and your team!

Suggested format: These courses are customized to meet the needs of your group, its size, and specific objectives. The program can vary in length, but a minimum of two hours is highly encouraged.

Too Many Hats... Too Many Roles?

Is it hard to be all of the people everywhere you need be, simultaneously? This upbeat class looks at where you can take control of your time, involving your family in the responsibilities and decreasing your stress. In this class, parents will be able to take a good look at where they are running ragged, mismanaging their time, and not paying attention to their core values. They will at the challenges they face, and they will discuss how they might better set up their day,

schedule and household so that they have realistic expectations of their ability to “do it all.” Participants will also be able to create an action plan that will help them and their families move toward a more calm and productive lifestyle.

Understanding Anxiety

Anxiety is universal and can even be useful and motivating. However, if left unchecked, anxiety can also interfere with one’s personal and professional lives. To effectively cope with anxiety, we must first understand what it is and how it works. In this training, we explore the causes, symptoms and types of anxiety. Participants will identify common anxiety triggers and discover resources and treatments including self-care techniques.

Suggested format: Stands alone as a one-hour course or serves as a one-hour introduction to a multi-session Positive Psychology series.

Understanding Depression

Depression will inevitably touch the life of someone you know, love or work with... But it is widely misunderstood and often stigmatized. Depression is common and treatable, but it can also be hard to recognize. Participants in this single session course will learn about depression—how it starts, manifests and treatment options, including self-care techniques. Participants will learn practical steps for helping themselves and others coping with depression. In general, this is great information to “have in your back pocket” for processing through depression.

Suggested Format: Stands alone as a one-hour course or serves as a one-hour introduction to a multi-session Positive Psychology series.

Working with Refugee Families

This workshop will explore issues related to refugee families with conversation on how trauma presents itself differently in children and adults. It will also explore potential family conflicts that can occur through the immigration process. The immigration process will also be reviewed.