

Essential Skills for Human Services Professionals

ENERGIZE:

HOW HELPING PROFESSIONALS CAN PREVENT AND COMBAT COMPASSION FATIGUE

September 7, 2021, 12:00 - 1:30 pm EST



Kim Rodriguez
Project Development
Manager II

REFRAIN AND INITIATE: A TOOLBOX FOR WORKING WITH STRESSED AND/OR AGGRESSIVE CLIENTS STRUGGLING WITH MENTAL ILLNESS

September 21, 2021, 12:00 - 1:30 pm EST



**Jill Quaid, MA Clinical
Psychology, MBA**
CEO

MINDFULNESS PRACTICES IN THE WORKPLACE: HELPFUL WAYS TO REDUCE STRESS THROUGH MINDFULNESS PRACTICES

September 28, 2021, 12:00 - 1:30 pm EST



**Dr. Monica Jackman,
OTD, MHS, OTR/L**
Occupational Therapist

REGISTER FOR ONE OR ALL THREE

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**ENERGIZE:
HOW HELPING PROFESSIONALS
CAN PREVENT AND COMBAT
COMPASSION FATIGUE**

SEPT 7, 2021

12:00–1:30 PM EST

DESCRIPTION

This training is designed to teach a variety of individuals including, but not limited to front-line workers, caregivers, teachers, volunteers and agency administrators how to manage the impact of helping others who are experiencing traumatic stress. The goal of this training is to provide a comprehensive portrait of Compassion Fatigue and empower workers to develop the skills needed to maximize functioning under the emotional demands of their work environment.

IN THIS COURSE YOU WILL LEARN:

- An overview of Chronic Fatigue: history, concepts, causes, symptoms/effects, and treatment strategies.
- The Neuro-physiology of Chronic Fatigue, the role of the autonomic nervous system, and how to regulate it.
- How to utilize the 5 evidence-based resiliency skills to lesson symptoms and prevent future symptoms.
- How to design a self-directed resiliency plan, shifting from external to internal control.



Led by:

Kim Rodriguez

Project Development Manager II
Jefferson Franklin Community
Action Corporation

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REFRAIN AND INITIATE: A TOOLBOX FOR WORKING WITH STRESSED AND/OR AGGRESSIVE CLIENTS STRUGGLING WITH MENTAL ILLNESS

SEPT 21, 2021

12:00–1:30 PM EST

DESCRIPTION

Twenty-five percent of all individuals worldwide experience some form of Mental Illness. Despite this staggering statistic few people are equipped with the knowledge or the communication strategies to be able to effectively engage with these individuals. Because of this, interactions frequently escalate to unhealthy negative levels. This can be especially true for “Helping Professionals” who are daily faced with helping clients who most likely are suffering from some type of Mental Illness or Toxic Stress. Not only do these professionals find themselves in negative interactions with stressed, aggressive clients and/or Mentally Ill clients, they also frequently report a lack of confidence in knowing how to talk to clients about their symptoms. This combination can lead to a vicious circle for our essential front line “Helping Professionals” as well as for the stressed, aggressive clients and/or Mentally Ill clients - inevitably leading to increased stress and anxiety for both parties.

This training is designed to assist “Helping Professionals” feel more confident talking to clients about their symptoms. In addition, it provides participants with strategies on how to verbally de-escalate negative interactions with stressed, aggressive clients and/or Mentally Ill clients while also giving them strategies to proactively eliminate such negative interactions in the future. Refrain and Initiate is a training that does just that – teaches how to “refrain” from engaging in negative interactions while also teaching how to “initiate” better and more positive interactions. Participants will exit this training with a new-found confidence regarding how to talk about Mental Illness with clients, how to verbally de-escalate negative interactions with clients, and most importantly how to proactively eliminate stressful interactions with clients.



Led by:

Jill Quaid

CEO

Jefferson Franklin Community
Action Corporation

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IN THIS COURSE YOU WILL LEARN:

- The importance of talking to clients about their mental health needs.
- Acceptable ways to talk to clients about their mental health needs.
- Ways to verbally de-escalate aggressive clients.
- Tactics to use to avoid future negative interactions – including Interaction Plans.

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**MINDFULNESS PRACTICES
IN THE WORKPLACE:
HELPFUL WAYS TO REDUCE
STRESS THROUGH
MINDFULNESS
PRACTICES**

**SEPT 28, 2021
12:00–1:30 PM EST**

DESCRIPTION

Stress is a natural and essential part of life and can provide beautiful opportunities to learn and grow. However, when stress, pain and emotional overload become chronic, our health and wellness can suffer. This course will provide an overview of how mindfulness practices can help one break the cycle of chronic stress and build positive habits, workplace experiences, and connections.

IN THIS COURSE YOU WILL LEARN:

- How mindfulness can improve health and wellness, and decrease the effects of chronic stress in the workplace and in our personal lives.
- The importance of building resilience, even when faced with chronic pain, stress and challenges.
- How mindfulness can help you cultivate positive workplace connections and experiences.
- Options for formal, informal (in the rhythm of daily life) and pause practices that can be used immediately after the course is over.
- Strategies for building practices and healthy habits into your daily routine,
- A simple “SOS” process for coping with anxiety, anger, and intense emotions.



Led by:

**Dr. Monica Jackman, OTD,
MHS, OTR/L**

Occupational Therapist

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Essential Skills for Human Services Professionals Speaker Bios



Kim Rodriguez
Project Development
Manager II

Kimberly Rodriguez is currently the Project Development Manager II for Jefferson Franklin Community Action Corporation and has worked for community action for approximately 10 years. She graduated Magna Cum Laude with a BS in Psychology from Southwest Baptist University, and is a certified Anthropedia Life and Wellness coach through the Anthropedia Foundation. She is a Certified Family Development Credential Instructor through the National Family Development Credential Program out of the Center for the study of Culture, Health and Human Development at the University of Connecticut. She is also a Recovery Support Services Specialist and is supervising a Recovery Support Program at JFCAC. Kim has 14 years of experience in case management, ranging from adults with mental health issues and/or developmental disabilities, to children with Autism and other disabling conditions. Kim is a Poverty Simulation Facilitator, a Step Up to Leadership Facilitator, a Read from the Start Discussion Leader, a Certified Asthma Educator in training, and was an IRS VITA Tax Preparer/Site Coordinator for many years. She has also completed training on Building Developmental Assets in School Communities.

Kim believes in a holistic approach to life and has a passion for educating staff to live better lives, for educating and empowering clients, and for educating communities on all aspects of poverty and human relationships. Kim's true belief is that education is the most powerful weapon one can acquire to truly create change in the world.



**Jill Quaid, MA Clinical
Psychology, MBA**
CEO

Jill Quaid is the CEO of the Jefferson Franklin Community Action Corporation in Missouri. Jill has both a master's degree in Psychology and in Business Administration. In addition, she has more than thirty years of experience with nonprofit program management and administration. In Jill's 30 years in this industry, she has worked with countless populations in a variety of settings. Jill is most noted for her passion for innovative new programming ideas and a strong belief that success with at risk populations can never be achieved with band aid approaches. In addition, Jill is a strong believer that self-sufficiency is a necessary goal for all non-profits and motivated Jill to become skilled in ways to assist agencies increase unrestricted dollars including, the opening of social enterprises, creating fundraising programs, and building fee for service opportunities within agencies. Beyond this, Quality Improvement is also a strong area of focus for Jill. She has been instrumental for years in building Quality Improvement Programs in agencies and is a huge advocate for continuous quality improvement efforts in all nonprofit programming. She is skilled in conflict resolution and is a Civil and Family Mediator in the State of Missouri - Rule 17 and 88 Certified. In addition, Jill is a Certified Practitioner of the MBTI Step I and Step II Instruments and a strong believer in building effective leadership teams.



Dr. Monica Jackman,
OTD, MHS, OTR/L
Occupational Therapist

Dr. Monica Jackman is an occupational therapist and mother of four. She holds a Bachelor of Science degree and a Master of Health Science degree from the University of Florida and a Doctorate in Occupational Therapy from Chatham University. Monica has authored research papers and book chapters on topics including mindful engagement, the mindful engagement support model, occupational therapy in mental health, and teaching mindfulness to children, and has developed and implemented mindfulness-based training programs for caregivers, preschoolers, and school-aged children. She is the author and creator of the OpenMind Preschool Program and co-author of the OpenMind Elementary Program. She has lectured nationally and internationally on mindfulness interventions for children and adults.

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