

NORTH COUNTY LIFELINE, INC. SOCIAL SERVICES PROGRAM TRAINING

| DATE | WEDNESDAY August 31st | THURSDAY September 1st | WEDNESDAY September 7th | THURSDAY September 8th |
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| LOCATION | SEQUOIA ROOM | SEQUOIA ROOM | SEQUOIA ROOM | SEQUOIA ROOM |
| CHECK-IN | 8:00 — 8:30 | 8:00 — 8:30 | 8:00 — 8:30 | 7:30 — 8:00 |
| | <p>INTRO TO TRAINING 8:30 - 9:30 (All)</p> <ul style="list-style-type: none"> • participant introductions • review of training schedule • group photo <p>THE HELPER AS A PERSON 9:30 - 12:30 (Nicole)</p> <ul style="list-style-type: none"> • self inventory of major concerns • being an effective helper • burnout • supervision as a tool • cultural implications | <p>CRISIS INTERVENTION 8:30 -12:00(Debbie)</p> <ul style="list-style-type: none"> • components of a crisis • assessing suicide lethality • suicide prevention • violence prevention • intervention approaches • cultural implications | <p>THE CASEWORK PROCESS 8:30 - 12:30 (Nicole)</p> <ul style="list-style-type: none"> • helping interview • components of the cw process • barriers to problem solving | <p>LAW AND ETHICS 8:00 - 11:15 (Karen)</p> <ul style="list-style-type: none"> • worker responsibilities • mandatory reporting • basic ethical principles • cultural implications <p>COMMUNITY RESOURCES 11:30-12:30 (Mary)</p> <ul style="list-style-type: none"> • commonly used resources • linkages and networking • cultural implications |
| LUNCH | 12:30 — 1:30 | 12:00 — 1:00 | 12:30 — 1:30 | Potluck 12:30-1:30 |
| | <p>COMMUNICATION SKILLS 1:30-5:00 (Nicole)</p> <ul style="list-style-type: none"> • empathy vs. sympathy • active listening • non-verbal communication • role of communication • mistakes in communication • cultural implications | <p>GOAL SETTING 1:00-3:15 (Nicole)</p> <ul style="list-style-type: none"> • effective goal setting • making goals specific • the role of documentation • staff exercise • cultural Implications <p>DOCUMENTATION 3:30-5:00 (Samantha)</p> <ul style="list-style-type: none"> • progress Notes • documentation Tips | <p>THE CASEWORK PROCESS 1:30 - 5:00 (Nicole)</p> <ul style="list-style-type: none"> • preventable pitfalls • commandments of casework practice • preventing unplanned terminations • cultural implications | <p>HOME VISITS 1:30 - 3:00 (Jim)</p> <ul style="list-style-type: none"> • gaining entrance to the home • benefits and purpose • safety concerns • cultural implications <p>WORKSHOP EVALUATION 3:15 - 4:00 (All)</p> <ul style="list-style-type: none"> • training evaluation • closing exercise |

TRAINING SESSIONS WILL START PROMPTLY AS SCHEDULED