

Fisher & Associates Solutions

Organizational Health & Employee Wellness Specialists
Successfully Addressing Workplace Stress, Burnout & Trauma

Email: info@fisherandassociates.org
Website: www.fisherandassociates.org

Build Capacity

Promote Resiliency

Increase Coping Skills

THE STRESS-BUSTER WORKSHOP SERIES:

Preparing Facilitators to Deliver Four Specialized Half-Day Programs

A FIVE DAY TRAIN-THE-TRAINERS PROGRAM PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

Developed by: Lynda Monk, MSW, RSW, Monica Flexhaug, MHS, & Jane Katz, MA, RCC, CHRP . ©2008.

BACKGROUND

This 5-day Train-the-Trainer Program equips Facilitators to provide a set of 4 specialized half-day workshops. These workshops have been specifically designed as practical wellness and stress management strategies that can be applied by staff as part of their overall self-care effort.

These programs enhance the ongoing capacity of internal Organizational Health and Employee Wellness programs following provision of our intensive 2-day core Workplace Wellness Program. These programs:

- Provide personal and professional development that builds on the learning and commitment to wellness initiated during the core wellness training program
- Communicates to staff that they are being heard
- Respond to the content of the “wish lists” created during the wellness training program
- Provide support and inspiration to the wellness facilitators

SHIFT WORK: THE SELF-CARE CHALLENGE

There are many unique challenges for shift workers (and their families) and the shift work reality can create havoc with a person's overall sense of well-being. One of the main challenges is the inconsistent sleep cycles that the body is forced to endure as a shift worker. This ½ day session will take a close look at the impact of shift work on well-being and the work-life continuum while exploring successful strategies for wellness in this context.

THE ART OF SUCCESSFUL COMMUNICATION

This workshop will explore the nature of “crucial conversations”, those conversations that can be difficult to have with one another yet are so very important (for example, if you are having an issue with a colleague how

do you dive into the needed conversation to address the issue without creating conflict and hard feelings). Many staff note conflict with colleagues as a major stressor in their work lives. This training will help develop strategies for talking about the tough stuff successfully while also assessing your own communication style.

PEER SUPPORT THROUGH THE USE OF LIFE-COACHING SKILLS

Research shows that peer support is one of the greatest mitigating factors to help prevent burnout and manage stress in high stress work environments. Peer support can be influenced and enhanced through the use of key coaching skills such as level 3 listening, acknowledging and championing. These powerful coaching skills will be introduced and practiced during this workshop.

STRESS REDUCTION STRATEGIES: THE MIND-BODY CONNECTION

The relaxation response is the state of being where you are relaxed (not in a stressed state, or fight or flight mode) and is the body's natural antidote to stress. The relaxation response is demonstrated to have many benefits including:

- Supports health and well-being
- Promotes creative thinking, problem solving and memory
- Helps us interact more effectively

This workshop focuses on the need for the body and mind to experience a relaxed state in order to function optimally. Visualizations (guided imagery), progressive relaxation and breathing exercises are three powerful techniques for reducing stress and helping to bring about the desired relaxed state in mind and body. During this workshop, these three techniques will be experientially taught.

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SHIFT WORK: The Self-Care Challenge

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BACKGROUND

There are many unique challenges for shift workers (and their families) and the shift work reality can create havoc with a person's overall sense of well-being. One of the main challenges is the inconsistent sleep cycles that the body is forced to endure as a shift worker.

This half-day session will take a close look at the impact of shift work on well-being and the work-life continuum while exploring successful strategies for wellness in this context.

GOALS & OBJECTIVES

The goals and objectives of the workshop are:

- To assist participants to gain a deeper understanding of the role of shift work in their lives.
- To limit and mitigate the risks associated with shift work.
- To address the personal needs of individual participants and to enhance their self-care skills regarding shift work.
- To optimize individual well-being within a shift work environment.

The following key areas are emphasized in the workshop:

- Shift work facts.
- Self-care for shift workers in four health dimensions:
 - Sleep
 - Nutrition
 - Active living
 - Relationships

WORKSHOP DELIVERY

This half-day (3.5 hour) training workshop can be offered during a convenient time to coordinate with your workplace shift scheduling needs. While most training is offered during the standard Monday-Friday, 9:00-5:00 schedule, this course can be offered in the evenings or on a Saturday.

We are pleased to discuss your needs for flexible scheduling.

PROCESS

This half-day workshop involves a combination of overheads, small and large group discussions, individual exercises, and lecture format to assist participants in meeting the goals stated above. Each participant will receive a copy of the workshop participant booklet, including:

- Background information and relevant theory.
- Workshop exercises and references.
- Take-home guides and supporting resources.

Subsequent to the workshop, and while maintaining participant confidentiality, the program facilitator will prepare a brief summary report and recommendations for the organization.

“Shift work is more than just a work schedule, it is a lifestyle”

- Shift Worker

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THE ART OF SUCCESSFUL COMMUNICATION: Having "Crucial Conversations"

A SPECIALIZED PROGRAM PROVIDED BY FISHER & ASSOCIATES SOLUTIONS

Developed by: Monica Flexhaug, BSc., MHS ©2008, Fisher & Associates Solutions Inc.

BACKGROUND

This workshop will explore the nature of "crucial conversations", those conversations that can be difficult to have with one another yet are so very important. Many staff note conflict with colleagues as a major stressor in their work lives and most organizations will state that communication is a primary concern within the organization as a whole.

This training will help develop strategies for talking about the tough stuff successfully while also assessing your own communication style. This workshop is not designed to be a conflict resolution session. However, by employing effective communication skills and preparing for difficult communications, conflict may be prevented. The workshop can be provided as a half-day or full-day session.

GOALS & OBJECTIVES

The goals and objectives of the workshop are to enhance participant's:

- Understanding of effective communication skills (such as active listening, paraphrasing, and "I" statements)
- Identification of where personal communication strengths & weaknesses are, and
- Provide some tools that may be useful in those difficult communication situations.

While no two conversations will go the same, this workshop provides:

- Opportunities for participants to consider their own communication skills (strengths and barriers).

- A review of the ways in which communication in organizations has changed and the impacts this may have on how communications flow between individuals.
- Through interactive discussions, participants will explore a five-step model for effective communications.
- Practical applications to consider.

PROCESS

This half-day workshop will use a combination of overheads, small and large group discussions, individual reflection exercises, and lecture format to assist participants in meeting the goals stated above. Each participant will receive a copy of the workshop participant booklet, including:

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PEER SUPPORT THROUGH THE USE OF LIFE-COACHING SKILLS: Listening, Acknowledging & Championing

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BACKGROUND

Research shows that peer support is one of the greatest mitigating factors to help prevent burnout and manage stress in high stress work environments.

Peer support can be influenced and enhanced through the use of key coaching skills such as level 3 listening, acknowledging and championing. These powerful coaching skills will be introduced and practiced during this workshop.

GOALS & OBJECTIVES

The goals and objectives of the workshop are:

- To explore with participants the benefits of peer support as an element of creating a healthy workplace.
- To introduce coaching and coaching skills as a tool for more powerful peer support at work.
- To experientially explore three life coaching skills that can enhance peer support, these include level 3 listening, acknowledgement and championing.
- To commit to putting these skills into action within the workplace.

WORKSHOP DELIVERY

This half-day (3.5 hour) training workshop can be offered during a convenient time to coordinate with your workplace shift scheduling needs. While most training is offered during the standard Monday-Friday, 9:00-5:00 schedule, this course can be offered in the evenings or on a Saturday.

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“The way you see people is the way you treat them, and the way you treat them is what they become”

~ Johann von Goethe

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STRESS REDUCTION STRATEGIES: The Mind-Body Connection

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BACKGROUND

The relaxation response is the state of being where you are relaxed (not in a stressed state, or fight or flight mode) and is the body's natural antidote to stress.

The relaxation response is demonstrated to have many benefits including:

- Supporting health and well-being
- Promotes creative thinking, problem solving and memory
- Helping us interact more effectively

This workshop focuses on the need for the body and mind to experience a relaxed state in order to function optimally.

Breathing exercises, progressive relaxation, and visualization (guided imagery) are three powerful techniques for reducing stress and helping to bring about the desired relaxed state in mind and body. During this workshop, these three techniques will be experientially taught. Take-home guides are included for practice and future reference until the skills have become a component of participant's stress busier toolbox. The workshop can be provided as a half-day or full-day session.

GOALS & OBJECTIVES

The goals and objectives of the workshop are:

- To explore with participants the benefits of relaxation techniques that enhance the mind and body connection, and assist with stress management.
- To experientially explore relaxation techniques in a safe, learning environment.
- To consider what is necessary at the individual level to make these skills a component of participant's stress management regime.

This workshop recognizes that some participants may come with an already established set of relaxation techniques while for others the experience may be completely new. This potential mix enhances the learning in that:

- Participants learn from their peers about the benefits.
- New techniques or enhancements to current techniques are explored.
- Opportunities to learn of many resources that can be applied both at the workplace and home are provided.
- Participants will experience the immediate response from the mind-body connection that will be enhanced as they practice the techniques.

Finally, participants will have experienced at least one half day of relaxation and self-reflection, time focused specifically on themselves and enhancing their health.

PROCESS

This half-day workshop is primarily experiential, involving a combination of overheads, small and large group discussions, individual reflection exercises, and lecture format to assist participants in meeting the goals stated above. Each participant will receive a copy of the workshop participant booklet, including:

- Background information and relevant theory.
- Workshop exercises and references.
- Take-home guides and supporting resources

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