2024

COURSE CATALOG

For Supervisors, Managers, Staff and Executives

Leadership

Training Curriculum

Texas Council
Risk Management Fund

Since 1988

Leadership Training Information

Who are We?

We are Texas Council Risk Management Fund (TCRMF or the Fund) is a self-insurance pool formed by Texas community behavioral centers. We provide workers' compensation, liability and property coverage programs for its member centers. Through the Fund, member centers pool their risk and combine resources to obtain greater stability and economies of scale for risk management.

Part of the Fund's mission involves working as a committed partner with centers to reduce risks inherent in their operations. The Fund demonstrates this commitment by providing a range of loss prevention services to support community centers in their own risk management efforts. These value-added services were developed and enhanced over the years. All training is tailored to the specific needs of member centers after collaborating with them.

Training for Success

The Fund recognizes the correlation between effective supervision, reduced claims and losses. We partner with our member centers to provide training to assist in mitigating and preventing losses. Skilled and motivated supervisors, managers and staff are crucial in building and maintaining a center's safety and quality culture. We understand that a center's success depends on that knowledge.

The goal is to bring new ideas, insights, and education on the latest trends and developments in areas relevant to effective supervision and management. The courses offered by the Fund provide effective tools that can be applied to everyday workplace situations. Most courses are available in a classroom session or webinar platform, unless specified.

We Make It Easy for You

As a Fund member, we handle most of the logistics for you, including the trainer, presentation, learning guides, equipment and refreshments. The Center will supply the location and attendees.

Continuing Education Units (CEU) Credits

The Fund has continuing education sponsor agreements with the following boards:

- Texas State Board of Examiners of Social Workers
- Texas State Board of Examiners of Professional Counselors
- Texas State Board of Examiners of Marriage and Family Therapists
- Texas State Board of Public Accountancy.

Certificates of completion are provided for all courses. General certificates of completion can also be provided, upon request.

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Session Schedule Availability

All sessions are half-day sessions, with two scheduling options.

- *Option 1 .* **One half-day session preceded by any full day session**

OR

- *Option 2.* **Two consecutive half-day sessions to comprise a full day**
  - o **Session 1 will begin at 8:30 a.m. – 12:00 p.m.**
  - o **Session 2 will begin at 1:00 p.m. – 4:30 p.m.**

Who Should Attend What?

Executive Management

Custom designed courses exclusively for the Executive Management Team.

Supervisor 101

This program forms the basis for all other Fund supervisor training and concentrates on core skills that EVERY supervisor needs, especially new or inexperienced supervisors. It is strongly encouraged that even seasoned, experienced supervisors attend if they have not participated in any managerial training within the last two years.

Supervisor Management Series

This series provides a more in-depth, step-by-step approach to the challenges facing supervisors: hiring, retaining, engaging, communicating with, documenting, leading and developing the employee.

However, if your team needs polishing on just one or a few of these important skills, the modules may be presented independently.

Success Core Staff

Courses are appropriate for all staff, regardless of tenure or experience.

Classroom Training Guidelines

Safety Guidelines

- Participants arriving with cold or flu like symptoms will not be allowed to attend the course and will need to reschedule.

- Classrooms will be set up to allow appropriate social distancing recommendations.

- Safety policies are subject to change based on federal and state guidelines.

Scheduling Policies

- A minimum of two half-day sessions (one full facilitation day) is required per scheduled visit.

- A maximum of five half-day sessions or the equivalent will be scheduled per visit.

- There will be a limit of four scheduled visits per year, per center, unless there is a special project or pre-approved arrangements are made.

- Training will be confirmed 30 days in advance of the scheduled event date and final course selections need to be made at that time.

- Estimated participant numbers are needed two weeks prior to the scheduled event and a confirmation of final participant numbers one week prior to the event.

- Cancellation requires a minimum two week notice in advance of the scheduled event unless there are unforeseen circumstances.

- Flyers and/or session specific objectives can be provided by the Fund upon request.

Classroom Policies

- All participants should schedule to arrive 15 minutes before the scheduled time.

- If snacks are provided, they will be prepackaged products served in separate containers for example, boxed lunches.

- Facilitators will need access to the training area, on the business day prior to the training date and for the duration of the training.

- Executive sessions require commitment from all participants to complete assigned reading or other prep work at least 30 days before the event.

CEU Certificates

Certificates are available to all participants upon request.

Webinar Training Guidelines

Registration Required

All participants must register prior to the attending webinar based trainings. The registration is available on our website https://www.tcrmf.org/events/ .

Participants will receive a confirmation upon completing the registration.

Webinar Policies

All participants will join through listening mode only. Our trainers create various to keep the participants engaged through polls, comments and other features to keep the participant active through the training.

CEU Certificates

Certificates are available to all participants upon request.

CEU Information

The Fund has continuing education sponsor agreements with the Texas State Board of Examiners of Social Workers, the Texas State Board of Examiners of Professional Counselors the Texas State Board of Examiners of Marriage and Family Therapists, and the Texas State Board of Public Accountancy.

Certificates of completion for the courses conducted by the Fund can be provided for the above.

General certificates of completion can also be provided to others who may need them.

Leadership Course Descriptions

COURSE NUMBER	TITLE	ATTENDEE TITLE	TRAINING PLATFORM AND LENGTH CLASSROOM	WEBINAR
EXECUTIVE MANAGEMENT DEVELOPMENT				
EXEC 1	Creating Effective Leadership	Executives	TBD	X
SUPERVISOR TRAINING				
SUP101	SuperTrain Core	Supervisors	2 days	X
SUPERVISOR MANAGEMENT SERIES				
SM 1	Interviewing and Onboarding	Supervisors	1/2 day	1.25 hours
SM 2	Coaching and Accountability	Supervisors	1/2 day	1.25 hours
SM 3	Performance Management	Supervisors	1/2 day	1.25 hours
SM 4	Communicating Effectively	Supervisors	1/2 day	1.25 hours
SM 5	Situational Leadership	Supervisors	1/2 day	1.25 hours
SM 6	Applied Ethics for All	Supervisors	1/2 day	1.25 hours
SM 7	Managing Difficult People	Supervisors	1/2 day	1.25 hours
SM 8	Managing Different Generations	Supervisors	1/2 day	X
SM 9	Leading Change	Supervisors	1/2 day	1.25 hours
SM 10	Compassion Fatigue and Stress in the Workplace	Supervisors	1/2 day	1.25 hours
SM 11	Successful Delegation	Supervisors	1/2 day	1.25 hours

SUPERVISOR MANAGEMENT SERIES, *continued*

SM 12	Coaching with Confidence	Supervisors	1/2 day	1.25 hours
SM 13	Building Team and Trust	Supervisors	1/2 day	1.25 hours
SM 14	Respect in the Workplace	Supervisors	1/2 day	1.25 hours
SM 15	Managing Remote Employees	Supervisors	1/2 day	1.25 hours
SM 16	Essentials of Staff Training	Supervisors Training Staff	1 day	X
SM 17	Active Listening	Supervisors	1/2 day	1.25 hours
SM 18	Courageous Conversations	Supervisors	1/2 day	1.25 hours
SM 19	Making Meetings Matter	Supervisors	1/2 day	1.25 hours
SM 20	Employee Motivation, Engagement and Recognition	Supervisors	1/2 day	1.25 hours

SUCCESS CORE STAFF

SC 1	Understanding Generations	Staff	1/2 day	X
SC 2	Dealing with Difficult People	Staff	1/2 day	1.25 hours
SC 3	Respect in the Workplace	Staff	1/2 day	1.25 hours
SC 4	Time Management and Organization Skills	Staff	1/2 day	1.25 hours
SC 5	Compassion Fatigue and Stress in the Workplace	Staff	1/2 day	1.25 hours
SC 6	Managing Change	Staff	1/2 day	X
SC 7	Benefits of Proper Ergonomics	Staff	X	1.25 hours

Executive Management Training

Courses are designed exclusively for the Executive Management Team.

This session can be customized to meet the needs of the Center and may require pre-work such as reading, completing a personal analysis or responding to a series of questions e-mailed from the facilitator 30 days prior to the event. Participants may be required to read publications prior to the session.

This session can also be used to share the results and concerns addressed by staff following the facilitation of the SuperTrain Core training or Supervisor Management Series courses.

EXEC 1 - Creating Effective Leadership

Length of training: To be determined
CEU Credits: None
Prerequisites: None

How do executives help supervisors develop and practice basic skills at a higher level?

This session provides time and facilitation for members of the executive team to analyze and plan their center's system for leading and managing basic supervision.

Topics can include but aren't limited to:
- Supervising supervisors
- Succession planning
- Change management
- Building a "Trust" organization
- Review information shared during training
- Provide understanding of the needs, concerns and ideas of managers and supervisors

Supervisor Training

Leader, manager, supervisor, team leader--no matter what your official title, you're expected to get the job done through others. Management success depends upon your abilities as a coach, team builder, master delegator, time and project manager, and employee motivator and disciplinarian. The job-within-the-job often expands to include managing projects, resolving conflicts, eliminating unacceptable behavior, hiring the best employees--and even terminating when necessary, and more. Managing, leading and supervising is not easy, whether you've been leading and managing for years, or you're looking forward to that promotion into management.

SUP 101—SuperTrain Core
Length of Training: 2 days
CEU Credits: 14 hours

Trainers provide practical solutions, opportunities for discussions, interactivity, cognitive learning, case studies, and activities for a balanced learning approach.

Participants practice application of tools and skills including:
- Day 1: The Role of a Supervisor, Employee Motivation, Building Trust, Diversity, and Communication
- Day 2: Interviewing and Hiring, Coaching and Accountability, Performance Evaluations, Counseling, Documentation, and Employment Termination

SuperTrain Recommendation

This 2-day workshop is the foundation for all other TCRMF supervisor training.

It is <u>strongly encouraged</u> that even seasoned, experienced supervisors attend if they have not participated in any managerial training within the last 2 years.

Supervisor Management Series Training

The Supervisor Management series of courses provides a more in-depth, step-by-step approach to the biggest daily challenges supervisors and managers face. This enhanced training is utilized by center leadership to focus on specific improvement areas.

Classroom sessions are typically 2.5 to 3.5 hours in length, depending on the number of participants. Webinar sessions are typically between 1 to 1.25 hours in length.

There are no pre-requisites to attend these courses.

SM 1 - Interviewing and Onboarding
Length of Training: 1/2 day classroom or 1.25 webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

Supervisors learn to create a practical, step-by-step method to hiring the right talent. At the end of the workshop, participants will leave with a better understanding of how to conduct a prepared, practiced, and professional interview.

Objectives include:
- Review laws that relate to interviewing and hiring
- Learn best practices for screening applicants & conducting interviews
- Identify the success criteria for their employees
- Create questions to determine an applicant's fit
- Practice behavioral interviewing

SM 2 - Coaching and Accountability
Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

Supervisors will learn to apply practical skills to help guide their staff through accepting accountability for their actions, coaching them to correct behaviors and improve performance.

Objectives include:
- Understand a supervisor's role
- Define effective coaching
- Discuss Facts, Objectives, Solutions, Actions (FOSA) and performance documentation
- Review constructive feedback techniques
- Practice effective coaching skills

SM 3 - Performance Management

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

How can you maximize employee potential and performance? Trainers encompass the current Performance Appraisal process at the Center and assist supervisors in developing best practices.

Trainers will review:
- The overall appraisal process
- Setting performance standards using SMART goals
- Practicing year-round performance management
- Encouraging employee involvement

SM 4 - Communicating Effectively

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

This will provide a hands-on, practical guide to understanding how to properly communicate, how it affects others, and how to communicate with clarity, purpose and understanding.

Trainers will focus on:
- Recognizing other people's communication styles
- Understanding the importance of non-verbal communication
- Assessing and understanding communication styles
- Discovering how to communicate effectively with others
- Practicing effective listening skills

SM 5 - Situational Leadership

Length of Training: 1/2 day classroom or 1.25 webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

This course assists supervisors in discovering their default leadership style and how modifying that style, based on an employee or situation, can improve outcomes. Participants develop an atmosphere for improving employee morale and engagement. This seminar will assist supervisors in obtaining leadership skills for greater impact on their employees.

The trainer will:
- Define and model leadership behaviors
- Influence and motivate others
- Identify different styles of situational leadership
- Discover and adapt their style to successfully manage their employees

SM 6 - Applied Ethics for All

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

Each Center benefits from the diverse experiences their supervisors have had during their professional growth. This course is designed to hone their understanding of the professional expectations, behaviors, and responsibilities in their current roles.

Trainers will use group discussions, case studies and interactive learning activities to discuss:
- Defining inappropriate vs unacceptable behaviors
- Managing unethical employee behavior
- Establishing and maintaining professional boundaries
- Modeling correct behaviors

SM 7 - Managing Difficult People

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

As supervisors, we have to manage occasional, or ongoing conflicts. These interactions can impact daily employee management. Understanding our own conflict style and the conflict style of others will aid us in handling those interactions.

Trainers will focus on:
- Discussing difficult behavior; how it makes you feel and react
- Differentiating between proactive and reactive behavior
- Listing hot buttons and describing how we get angry
- Comparing paradigms of human interaction
- Review balance between courage and consideration
- Examining each conflict style and identifying your conflict style

SM 8 - Managing Different Generations

Length of Training: 1/2 day classroom only
CEU Credits: 3.5 classroom hours only

There are multiple generations in today's workforce and has experienced unique influences that impact their work styles, attributes, and motivators.

Trainers will use interactive learning to:

- Define the different generation groups
- Discover what influences affect each generation
- List generational values, attributes, workstyles and workplace concerns
- Discuss stereotypes and filters
- Review workforce predictions
- Discuss how to motivate each generation

SM 9 - Leading Change

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

In today's workplace, change is constant. When we analyze the effect of change, it is important to consider the personal impact on those affected and help them navigate the process.

In this session, we will:
- Identify personal and professional change
- Discuss the circle of concern and the circle of influence
- Identify how transformation affects individuals in different ways
- Discuss why people are resistant to change
- Explain what happens during the stages of change
- Understand your change style

SM 10 - Compassion Fatigue

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

In today's demanding workplace, it is critical for leaders to successfully manage their stress and recognize employees' stress. The high price of stress can cause morale, productivity and retention issues.

Trainers will use interactive learning to:
- Identify causes of stress
- Discuss effects and impacts of stress
- Evaluate your stress level
- List stress warning signs
- Review healthy ways we deal with stress
- Practice stress management techniques
- Understand how to "Sharpen the Saw" by creating a Self-Care Plan

SM 11 - Successful Delegation

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

In order to be successful leaders, managers must be able to shift parts of their workload to employees. Effective managers must choose the right tasks to delegate, identify the correct people to delegate to, and delegate in a meaningful way that supports employee development.

Trainers will use interactive learning to:
- Understand what delegating is - and isn't
- Review the benefits of delegating
- Assess your current delegation skill level
- Decide what, when and who to delegate to
- Understand high potential and high performers
- Create a delegation plan

SM 12 - Coaching with Confidence

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

This course assists supervisors in discovering their default leadership style and how modifying that style, based on an employee or situation, can improve outcomes. Participants develop an atmosphere for improving employee morale and engagement. This seminar will assist supervisors in obtaining leadership skills for greater impact on their employees.

Trainers will review how to:
- Define and model leadership behaviors
- Influence and motivate others
- Identify different styles of situational leadership
- Discover and adapt their style to successfully manage their employees

SM 13 - Building Team and Trust

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

One of the very first tasks of a supervisor is to build rapport and trust with your team. Effective teams are both High Performing and have High Trust.

Through discussion and activities participants will:
- Review the stages of team development
- Recognize common team dysfunctions
- Discuss strategies for building trust
- List the characteristics of high performing teams
- Examine the 5 B's of effective communication
- Identify behavior styles and management strategies
- Practice team dynamics

SM 14 - Respect in the Workplace

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

The manager/supervisor sets the tone for a respectful work culture. Embracing diversity is a strong part of the Community Center culture. Participants gain an understanding of the ways we are different and how our differences affect work. Sometimes these differences can have an impact on the workplace.

Participants will:
- Understand how to create and maintain respect
- Learn the value diversity plays
- Increase awareness and sensitivity of others
- Explore perceptions, biases, assumptions, prejudice and stereotyping
- Learn how manage disrespectful and harassing conduct
- Steps to take when engaged in bullying, demeaning or other behavior which could be considered a precursor to potential or actual harassment.

SM 15 - Managing Remote Employees

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

The skills needed to be a supervisor is difficult enough, even when you can spend time, face-to-face with employees. Managing people remotely is even more difficult. It requires a unique mindset and a strategy to support, empathize, and motivate people who you may only infrequently "talk" with electronically.

Trainers will discuss:
- Demonstrating leadership behaviors
- Communication and technology challenges and solutions
- Developing "rules of engagement" to maintain support
- Helping people be accountable while trying to balance family/work/personal lives
- Designing boundaries: Being available without becoming overworked or overstressed yourself
- Working from a daily and weekly plan

SM 16 - Essentials of Staff Training

Length of training: 1 day classroom only
CEU Credits: 6 classroom hours only

A core requirement for leaders and supervisors is effectively training staff, and co-workers, initially and throughout their career.   This module is designed to improve the ability to ensure what they teach gets the results they want. Just because someone is a good "doer" does not make them a good trainer and as the old saying and book title goes: "Telling Ain't Training".

This highly interactive course is intended to provide the tools and processes needed for managers to transfer information and practice into skill using lecture, facilitated methods and hands-on exercises and activities.

Throughout this program, participants will:
- Review the differences between training, instruction and education
- Discuss how adults and children learn
- Talk about what motivates adults to gain new skills
- Practice the 3 ways people learn
- Create an effective learning environment
- Learn how to plan, prepare, present, and process an event
- Discuss how to scale training from a 1:1, small or large group
- Review similarities and differences of coaching, formal, and informal training
- Examine what to do if a participant is distracting or disruptive
- Create a follow-up plan to ensure outcomes are achieved and lasting

SM 17 - Active Listening

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

The skill of listening is an invaluable part of the communication process. How well a supervisor listens will have a major impact on your job effectiveness, the results you get and the quality of your relationships with others. Join us to explore the building blocks of active listening and discover how to improve your interactions with others in both content and context.

Objectives include:
- Why should I practice listening skills?
- The four key elements of good listening
- Discovering and reflecting on your listening style
- Adapting to the style of others
- Developing the habit of listening actively

SM 18 - Courageous Conversations

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

Being a leader is not for the faint of heart and sometimes requires that you must come out of your comfort zone and have a courageous conversation – one that demonstrates fairness and consistency of expectations while demonstrating emotional intelligence.

At the conclusion of this experience, participants should be able to:
- Understand the importance of courageous conversations
- Conduct an objective situational analysis
- Conduct a courageous conversation with clarity and compassion.
- Understand different modes of conflict resolution appropriately.
- Know and use "I-Centric, You-Centric, and We-Centric" statements effectively.

SM 19 - Making Meetings Matter

Length of training: 1.25 hours webinar
CEU Credits: 1.25 hours webinar

One thing is certain, at some point in time you will attend meetings in your professional life. Whether you are the leader charged with calling and conducting the meeting, or a participant who needs to contribute vital information within the meeting, there are techniques that can ensure your professionalism is exhibited and that your meeting accomplishes the stated goal. This session will guide you through the phases of a successful meeting and provide tools and tips, so people don't feel as though the meeting is a waste of time. After all, no one wants to attend another meeting on the meeting!

During this session participants will discuss:
- The stages of meetings
- How to prepare thoroughly for each stage of the meeting
- How to use an agenda to keep a meeting within the timeframe and on track
- Sound practices to ensure the meeting is a success
- A dedicated success strategy to truly make meetings matter

SM 20 - Employee Motivation, Engagement and Recognition

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

Supervisors will be provided with useful techniques and skills in learning the best methods that fosters a motivational work environment, provides an opportunity for engagement and recognition. This creates a positive team culture for all to enjoy, even in the workplace.

Objectives include to:
- Review What a Manager Needs to Motivate, Engage and Recognize Employees
- Define Motivation & Types of Motivation
- Identify De-motivators
- Discuss Employee Engagement
- Review the Benefits, Levels and Approach of Engagement
- List Creative Ways to Recognize and Incent Employees

Leadership is not a position, it is a behavior.

Success Core Staff

The following courses are appropriate for ALL staff, regardless of tenure and/or experience.

We require a minimum of 10 participants.

SC 1 - Understanding Generations
Length of Training: 1/2 day classroom only
CEU Credits: 3.5 classroom hours only

We currently have multiple generations in the workforce. Each of these generations has been "stereotyped" both positively and negatively. In the end, we must realize that each generation brings their own strengths to our workplace that every team member can benefit from.

Participants of the workshop will leave with:
- An overview of the five generations currently in the workplace
- Understanding events that shaped their values and personal attributes
- The do's and don'ts when interacting with the various generations
- Understanding the generational differences in their own workgroups

SC 2 - Dealing with Difficult People
Length of training: ½ day classroom only
CEU Credits: 3.5 classroom hours only

Difficult people are part of every workplace and/or workgroup. This interactive workshop will assist employees in identifying options for engaging with difficult people through case studies and discussion.

Topics include:
- Identifying problematic personality types
- How to act – not react – in a negative situation
- Productive ways to deal with difficult people
- Communicating for results

SC 3 - Respect in the Workplace
Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

Embracing diversity is a strong part of the Center culture. Participants gain an understanding of the ways we are different and how our differences affect work.

Participants will:
- Learn the value of diversity in the workplace
- Increase awareness of and sensitivity to others
- Explore the association of perceptions, biases, assumptions, prejudice and stereotyping
- Learn tips to deal with gossip, sarcasm, put-downs, bad behavior and harassment
- Review steps to take to reduce or eliminate bullying, disrespectful or possibly harassing behavior

SC 4 - Time Management and Organization Skills

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

The productivity of individuals and organizations relies greatly on their ability to efficiently manage time. Harnessing this critical resource increases both output and organizational effectiveness. In this course, participants gain the practical skills to develop and implement a framework for successful time management.

Topics include:
- Assess time management skills
- Identify urgent vs. important activities
- Prioritizing tasks
- Proactively scheduling tasks, constructing weekly plans and daily to-do lists
- Adopting simple strategies for interruptions, procrastination and inefficiencies
- Creating success behaviors, habits and patterns

SC 5 - Compassion Fatigue

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

In today's demanding workplace it is critical for employees to manage their stress and avoid burnout. The high price of stress can cause morale, productivity and retention issues.

Trainers will use an interactive learning process to:
- Identify causes of stress
- Discuss effects and impacts of compassion fatigue
- Evaluate your stress level
- List stress warning signs
- Review healthy ways we deal with stress
- Identify stress management techniques
- Understand how to "Sharpen the Saw" by creating a Self-Care Plan

SC 6 - Managing Change

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

In today's workplace, change is constant. When we analyze the effect of change, it is important to consider the personal impact on those affected and help them navigate the process.

In this workshop, we will:
- Identify personal and professional change
- Discuss the circle of concern and the circle of influence
- Identify how transformation affects individuals in different ways
- Discuss why people are resistant to change
- Explain what happens during the stages of change
- Understand your change style

SC 7 - Communicating Effectively

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

We provide a hands-on, practical guide to understanding how we communicate, how it affects others, and how to communicate with clarity, purpose and understanding.

Trainers will focus on:
- Recognizing other people's communication styles
- Understanding the importance of non-verbal communication
- Assessing and understanding communication styles
- Discovering how to communicate effectively with others
- Practicing effective listening skills

SC 8 - Active Listening

Length of training: ½ day classroom or 1.25 hours webinar
CEU Credits: 3.5 classroom hours or 1.25 hours webinar

The skill of listening is an invaluable part of the communication process. How well you listen has a major impact on your job effectiveness, the results you get and the quality of your relationships with others. Join us to explore the building blocks of active listening and discover how to improve your interactions with others in both content and context.

Objectives include:
- Why should I practice listening skills?
- The four key elements of good listening
- Discovering and reflecting on your listening style
- Adapting to the style of others
- Developing the habit of listening actively

SC 9 - Benefits of Proper Ergonomics

Length of training: 1.25 hours webinar only
CEU Credits: 1.25 webinar hours only

Our goal is to provide the remote worker as well as the traditional office worker with information about what can be easily corrected in their work area. In addition, we hope it will increase your awareness regarding when to seek medical consultation and evaluation for progressive discomfort.

Objectives include:
- Learn basic ergonomic principals
- Learn about risk factors
- Identify the relationship between risk factors and injury
- Understand misconceptions
- Learn control measures

Contact Information

Texas Council Risk Management Fund (TCRMF)

TCRMF is here to serve all of your training needs from planning to certification. Please contact the Fund directly to create a training plan tailored to the needs of your organization.

Our contact information is provided below:

Texas Council Risk Management Fund

https://www.tcrmf.org/

Training and Leadership Team

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Over 4,800 Center staff trained in the 2022/2023 Fund Year!

Texas Council Risk Management Fund

Phone: (512) 427-2427 or (512) 427-2425

Texas Council
Risk Management Fund