

# 2025

COURSE CATALOG

For Supervisors, Managers, Staff and  
Executives

# Leadership

*Training Curriculum*



*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
  - Session 1 will begin at 8:30 a.m. – 12:00 p.m.
  - 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 activities 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	TRAINING PLATFORM AND LENGTH		
		ATTENDEE TITLE	CLASSROOM	WEBINAR
<b>EXECUTIVE MANAGEMENT DEVELOPMENT</b>				
EXEC 1	Creating Effective Leadership	Executives	TBD	X
<b>SUPERVISOR TRAINING</b>				
SUP101	SuperTrain Core	Supervisors	2 days	X
<b>SUPERVISOR MANAGEMENT SERIES</b>				
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
SM 21	Emotional Intelligence: Understanding Your Emotions & Others			

**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 strongly encouraged 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*

Coaching is an invaluable skill for supervisors. Coaching is the process of developing and supporting employees in their professional growth. Trainers will use interactive learning to:

- Define coaching
- Discuss coaching opportunities
- Review 5 steps of effective coaching
- Apply coaching to real life situations
- Develop confidence using the coaching process
- Coach through difficult situations
- Determine what to do if coaching isn't effective

## 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

## SM 21– Emotional Intelligence: Understanding Your Emotions & Others

*Length of training: ½ day classroom or 1.25 hours webinar*

*CEU Credits: 3.5 classroom hours or 1.25 hours webinar*

Emotional Intelligence is the ability for leaders to recognize emotions in themselves and others to help us make better choices and decisions. In the workplace, Emotional Intelligence allows you to consider factors that affect how things get done, is a good predictor of success in the workplace, and by tapping into the emotions of others and then directing those emotions, a leader can engage and manage interest, stimulating the team's enthusiasm and motivating them to move toward a specific goal.

Objectives of this course include:

- Define Emotion Intelligence and review the domains
- Discuss strategies to overcome barriers
- List the benefits of practicing Emotion Intelligence
- Create and action plan to enhance your Emotion Intelligence

*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 3500 Center  
staff trained in  
the 2023/2024  
Fund Year!**

**Texas Council Risk Management Fund**

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