**Training & Speaking for Nonprofits**

Nonprofits and human service agencies are different than for profit companies. They have unique and special challenges.

Bob and Andrea understand how to help nonprofits accomplish their missions. They are active behavioral health clinicians, with extensive experience working in nonprofits and government agencies:

●Bob worked in public child welfare, with the City of Philadelphia’s Department of Human Services.

●Andrea managed the Creative Arts Department of a major psychiatric hospital.

They bring the best in executive coaching, leadership development, and team building to nonprofits.

Find below a list of keynote speeches, webinars, 2-hour workshops, or daylong training seminars for your nonprofit. Contact Bob for your customized program. Our other workshops can be customized to meet your needs as well.

**Leadership Development & Social Work Supervision**

**Leadership Roundtable for Nonprofits**

This series will help you motivate, retain, and develop high potential and high performing supervisors, managers, and executives, grooming them to be your next generation of leaders.

**Introduction to Social Work Supervision**

If you are a new social work supervisor, soon to be appointed, or never received formal training, this workshop is for you. You will:

•Understand the research basis for “good” supervision,

•Examine your strengths and challenges as a supervisor,

•Create an action plan for your development,

•Develop Emotional Intelligence skills,

•Design an adult development model, with coaching skills, for supervision

•Build a cooperative and collaborative team using the Team A B Cs© approach, and

•Identify concrete strategies to better manage difficult workers.

**Advanced Social Work Supervision**

As a supervisor, you are a middle manager. You walk a fine line, managing the practice and feelings of your social workers, while maneuvering around the challenges presented by senior leaders. This workshop will help you:

•Position yourself effectively between upper management and social workers,

•Deepen your Emotional Intelligence skills,

•Create an authentic approach to leadership, by constructing your personal “leadership story,”

•Construct a vision for your team,

•Respond to motivational “triggers” in others to improve productivity, and

•Adopt stress management strategies to deepen employee engagement.

**Stop Wasting Your Training Dollars: Make Training Stick!**

In just child welfare alone, over $200 million is spent every year in the United States for training. Yet trainees recall and use just a portion of new material following training and even less 90 days later! With topics that require changing ingrained habits, people retain and apply only 10% to 13% of learned skills in the workplace.

For every dollar you spend on training, you are wasting 87 to 90 cents! You can do better. You can make your training “stick” in peoples’ minds. You can better insure they use at work what they just learned in the classroom. This workshop will teach you strategies to boost retention and personal change at work up to 75%.

**Clinical & Practice**

**Powerful Engagements: Working with Resistant Clients**

Involuntary clients, individuals who have not chosen to receive help from you, or those resistant to change, are frustrating and terribly difficult to engage. They fight your best efforts.

This workshop goes beyond voluntary counseling approaches to help you engage and work with these very tough clients. You will learn how to:

•Recognize why resistance with involuntary clients is normal,

•Develop service agreements and working alliances, and

•Respond in supportive, non-threatening, power-sharing ways.

**Countertransference or Why Clients Drive You Nuts!**

At best, many clients are difficult to manage. They resist help. They don’t want to work with you. Or you work harder than they do. At worst, your toughest clients stimulate powerful emotional reactions in you, feelings of anger and rage, helplessness, and caretaking that may propel you to behave in ways you regret.

This workshop focuses on what to do when clients "push your buttons," or, more technically, on countertransference, "where your values and stereotypes based on personal experience interfere with your ability to perform your duties effectively." You will learn strategies to get “emotional distance” in order to maximize your effectiveness with those clients who you negatively (or overly positively) react to.

**Communications in Human Services: Can You Understand Me?**

People desperately want to be heard, to be understood by others. How you communicate with clients (and colleagues) is critical to success. This workshop will provide you with the tools you need.

Topics include:

•What clients need from you as a professional helper.

•Why it’s important to contradict client expectations of how you will treat them.

•How to use empathy, and respond to resistance, in the helping process.

•The importance of affirming strengths, as well as

•Five critical communications skills to connect with clients at a deep level.

**Family Systems Theory: What It Teaches Us about Working with Individuals & Families**

The more familiar you are with Family Systems Theory’s basic concepts and techniques, the more effective you will be working with both individuals and families.

Topics include:

•How functional versus dysfunctional families behave,

•Family strategies, rules, tasks, and myths.

•Why managing the emotional climate is critical to family success.

•How families respond to stress.

•Ways your family of origin experiences influence your choice of careers, your work with families, and your choice of partners.

•Structural, Intergenerational, and Contextual models of family functioning, and

•Vital intervention skills to reduce and eliminate dysfunctional behavior.

**Managing Crises: with Clients, with Colleagues, with Ourselves**

Crises come in many forms. Sometimes clients are in great emotional distress, with problems of living that can lead them to hurt themselves or others. Others create crises to manipulate.

Volunteer and professional helpers get pulled into these situations on the phone or in person. You may want to help too much, or you don’t know what to do, or there may be nothing you can do.

Agency funding is difficult. Employees are being laid off. Programs are closing. Given this, how can you creatively adapt to crises so you don’t get overwhelmed? How do you manage your own morale and that of others?

This workshop will teach you ways to assess crises, manage your own emotions, listen appropriately, and intervene when necessary. Also, you will assess and possibly redesign how your team responds to crises.

**Eating Disorders: Managing Treatment**

Eating Disorders provide significant clinical challenges to treatment due to their complexities. They include Anorexia Nervosa, Bulimia, and Compulsive Overeating.

Treatment requires managing food symptoms, while targeting other psychological indications. You will learn how to:

•Build a treatment team,

•Create a framework for understanding the various specific disorders,

•Conduct the therapy, including the use of non-verbal approaches,

•Manage food symptoms, and other psychological elements like body image distortion.