



The Connection Training Catalog

{ FALL/WINTER EDITION }

2021-2022

THE CONNECTION TRAINING CATALOG

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[7] *Assessing and Managing Suicide Risk*

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Essential Direct Practice Skills Courses:

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THE CONNECTION TRAINING CATALOG

Special Topics in Community Justice Courses:

- [17]** *Out of Prison and Out of Work: Developing Employment Opportunities for the Formerly Incarcerated*
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The Science of Wellness Courses:

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THE CONNECTION TRAINING CATALOG

The Successful and Accountable Nonprofit Courses:

[31] *SMART Goals and Logic Models: Roadmaps for Change*

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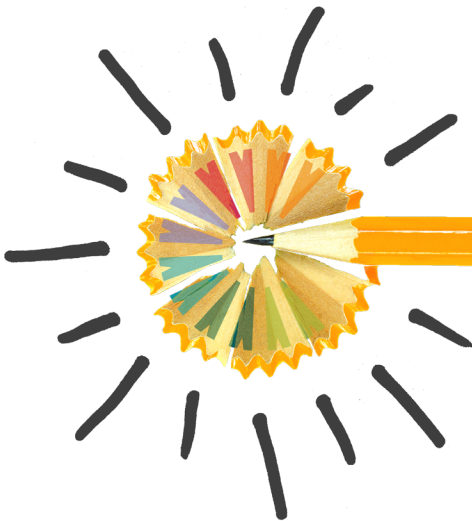
[38] *Strategic Communication: Managing Your Media Presence*

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Registration

Participants may register online at theconnectioninc.org. We accept payment by credit card or check. Participants will receive a confirmation email once their registration is processed.

Certificates of Attendance/CEUs

Participants will receive a certificate of attendance following the successful completion of the training. Where indicated, continuing education hours are available.

Eligibility

All external parties are invited to participate in any session. Fees are as indicated by training. All Connection employees may attend training programs at no cost, regardless of position or program. Where agency requirements allow, employees should be encouraged to attend trainings other than those directly related to their present position, in order to foster professional growth and skill enhancement.

Course Cancellation & Postponements

If a training is canceled, all participants will be notified no later than 24 hours prior to the scheduled session. If The Connection is closed or has a delayed opening due to inclement weather, all in-person training participants will be contacted regarding changes to the schedule.

Scheduling

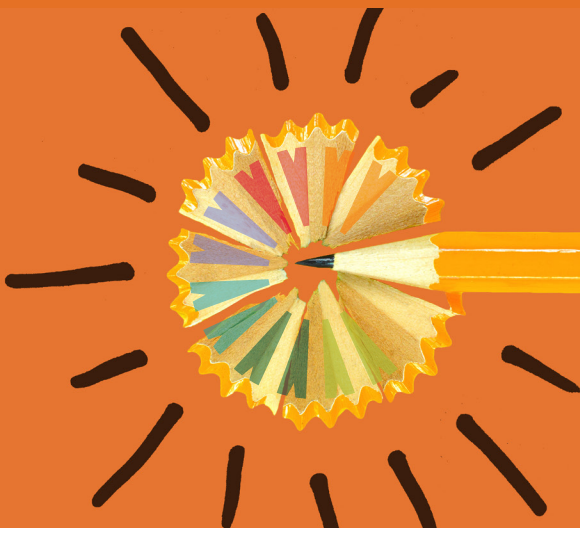
Participants may withdraw from individual courses at least five business days prior to the training to receive a refund. Cancellations made without adequate notification will not be refunded.

Training packages, series, and Mental Health First Aid courses are non-refundable.

Participants can withdraw from individual courses by contacting Nikita Joslyn, LMSW, Business Development Manager.

Questions?

Contact Nikita Joslyn, LMSW,
Business Development Manager
at 860 343-5500 x2110



Join us! Become a member of The Institute for Innovative Practice — unlimited training and professional development for one annual fee. No restrictions.

Individual Membership

Exceptional

Courses are curated and delivered by industry professionals, with a focus on the integration of evidence-based theory into actual practice.

Cost Effective

We provide a centralized training solution for busy human service providers. Recordings of all virtual training sessions are made available to members.

Member-Focused

We value your feedback and knowledge. Membership includes participation in learning community discussions to ensure the highest quality, most relevant training content.

For Organizations

Workforce Competence

Provide your staff with the foundational knowledge and skills that result in optimal client outcomes.

Retention

Offer valued employees career development opportunities and develop your future leaders.

Tracking

Access biannual training utilization reports to protect your return on investment.

Leadership Academy – \$325

The Leadership Academy is designed to assist new managers in navigating the major professional transition from individual contributor to supervisor of others. Leadership — the art and science of supporting and motivating a team to work toward common goals — requires a dual focus on staff needs and client outcomes. These are skills that can be learned, and practiced. This innovative curriculum integrates best practices from the business world with research from the fields of trauma-informed care and emotional intelligence, in recognition of the unique challenges faced by leaders in the human services.

The Leadership Academy includes the following courses:

- > Becoming a Leader
- > Motivational Interviewing for Supervisors
- > Planning and Facilitating Effective Meetings
- > Change Management
- > Project Management

Workplace Compliance Training Package – \$299

Acting in full accordance with governmental and funder regulations is the hallmark of an effective, efficient organization that supports the well-being of both staff and clients. These trainings will give your employees the confidence and resources they need to function effectively in their roles. Challenging, thoughtful content will keep your staff engaged, while empowering them with an understanding of their key role in contributing to a safe, respectful work environment.

The Workplace Compliance package includes the following courses:

- > Adult and Pediatric CPR/First Aid/AED with Blood Borne Pathogens
- > Sexual Harassment Prevention Training: Cultivating a Safe and Respectful Workplace (Note that this training is now mandated in NY, CA, ME, CT and DE)
- > Conflict Resolution
- > Customer Service
- > Mental Health First Aid for Adults or Youth Mental Health First Aid

Human Resilience Series – \$150

This series explores our innate ability to adapt and thrive despite the most challenging life circumstances. Based on the science of cognitive and emotional flexibility, each training provides evidence-based skills and techniques that will help us access our natural capacity to experience safety and joy in an uncertain world. The knowledge that we can impact processes previously thought to be largely unconscious is tremendously empowering, and has important clinical applications for understanding and managing the aftermath of traumatic life experiences.

The Human Resilience series includes the following courses:

- > Providing Care Through a Trauma-Informed Lens
- > Introduction to the Science of Cognitive and Emotional Adaptability
- > Polyvagal Theory: Accessing the Healing Power of Your Nervous System



CLINICAL BEST PRACTICE COURSE

Providing Care Through a Trauma-Informed Lens

This comprehensive training will provide an in-depth exploration of the art and science of trauma-informed care. Key topics include understanding trauma as a universal human experience, viewing challenging behavior as communication of a need, the importance of self-awareness and self-care for providers, and making the helping process a true collaboration through building safety and trust. The second half of the program will teach best practices for crisis management, focusing on engagement as the key to crisis prevention and de-escalation.

Participants must attend both days to complete the course successfully.

September 16 & 17, 2021

December 14 & 15, 2021

October 13 & 14, 2021

January 20 & 21, 2022

November 16 & 17, 2021

February 17 & 18, 2022

TIME

9:30am – 12:30pm

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$90

CONTINUING EDUCATION: This training has been approved for 6 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Narrative Work with Foster Children and Families

Many children in the foster care system have experienced trauma at its most impactful: direct physical and emotional harm, compounded by the major life disruption of multiple placements. The result is often an early life marked by pain and confusion, and an identity of being unwanted. The basic concepts of narrative therapy offer a powerful antidote to this complex trauma. The techniques described in this training can be implemented by anyone, most importantly foster parents, who can shape everyday conversations into opportunities to create healing and empowering life stories for the children entrusted to their care.

DATE

November 10, 2021

TIME

9:30am – 11:30am

PRESENTER

Michele Kilmczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Introduction to Cognitive Behavioral Therapy

Cognitive Behavioral Therapy (CBT) is a short-term, skill-based psychotherapy treatment that helps people learn to assert more influence over their thoughts, behaviors, and feelings. When facing potential stressors, the way we interpret what we are experiencing can greatly exacerbate our stress or minimize it, which in turn largely determines our behavioral responses. Participants will explore CBT from theory to application in this introductory course. This training will give service providers an understanding of the basic elements of CBT and provide techniques to help clients identify and challenge distorted thinking, promoting growth and resilience in meeting life challenges.

DATE

January 12, 2022

TIME

9:00am – 12:00pm

PRESENTER

Aleksandra Slaski, LPC, Associate Director,
The Connection Center for Behavioral Health

COST: \$65

CONTINUING EDUCATION: This training has been approved for 3 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Assessing and Managing Suicide Risk

In our work with vulnerable client populations, it is not uncommon for clients to express suicide ideation or intent. This training will provide an evidence-based framework for evaluating suicide risk, and guidelines for responding in an effective, empathic manner. Topics covered will include recognizing the risk and protective factors for suicide, using structured screening and assessment tools to drive decision-making, and learning supportive interview strategies to enhance trust and safety. This training will prepare participants to support those in crisis with confidence and in accordance with best practice guidelines, protecting clients, your organization, and you as a helper.

DATE

January 18, 2022

TIME

1:00pm – 2:30pm

PRESENTER

Michele Kilmczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 1.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Introduction to Dialectical Behavior Therapy

Dialectical Behavior Therapy (DBT) is an evidence-based treatment used by practitioners to treat a large variety of problems in clients who experience Depression, Bipolar Disorder, PTSD, and Substance Abuse. Participants will explore DBT from theory to application in this introductory course. This training will give service providers an understanding of the basic elements of DBT and demonstrate how it can be used by clinical and non-clinical staff with clients experiencing a crisis, or having difficulty managing strong emotions or challenging behaviors.

DATE

March 11, 2022

TIME

9:00am – 12:00pm

PRESENTER

Aleksandra Slaski, LPC, Associate Director,
The Connection Center for Behavioral Health

COST: \$65

CONTINUING EDUCATION: This training has been approved for 3 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



CLINICAL BEST PRACTICE COURSE

Mental Health First Aid

Mental Health First Aid is a SAMHSA nationally recognized program designed to give people key skills to help someone who is developing a mental health problem or experiencing a mental health crisis. This virtual course will teach participants how to identify, understand, and respond to signs of mental illness or substance use disorders. Mental Health First Aid takes the fear and hesitation out of starting conversations about mental health and substance use problems by improving understanding and providing an action plan that teaches people to safely and responsibly identify and address mental illness or substance use disorders.

Attendees will be required to complete a 2-hour, self-paced online course before participating in the instructor-led session.

September 14, 2021

December 17, 2021

October 11, 2021

January 13, 2022

November 13, 2021

February 15, 2022

TIME

9:00am – 1:30pm

PRESENTER

Nikita Joslyn, LMSW, Business Development Manager, The Connection

COST: \$80

CONTINUING EDUCATION: This training has been approved for 4.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Youth Mental Health First Aid

Youth Mental Health First Aid teaches participants how to identify, understand, and respond to signs of mental illness and substance use disorders in youth. This virtual training gives adults who work with youth the skills they need to reach out and provide initial support to children and adolescents who may be developing a mental health or substance use problem and help connect them to the appropriate care.

Attendees will be required to complete a 2-hour, self-paced online course before participating in the instructor-led session.

October 5, 2021

December 6, 2021

February 1, 2022

TIME

9:00am – 1:30pm

PRESENTER

Nikita Joslyn, LMSW, Business Development Manager, The Connection

COST: \$80

CONTINUING EDUCATION: This training has been approved for 4.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Validation: The Essential Skill for Empathic Communication

Validation is the cornerstone of reflective listening and a key skill for crisis de-escalation. Unfortunately it tends to be the step we pay the least attention to, relegated to a brief acknowledgment of the obvious: “I see you are upset, BUT...” That “but”, whether spoken or unspoken, effectively stops communication in its tracks and sends the message that we are not really listening. This course will offer a validation “boot-camp”, taking a deep dive into the communication skill that gives clients the direct experience of being heard. We will clarify exactly what we are validating, explore our reluctance to spend more time on this vital step, and hone the critical skill of listening to understand. This course will enable participants to be a helper who is safe, non-judgmental, and solution-focused – one who instills hope and sparks the process of change.

DATE

February 11, 2022

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Personal Efficiency: Your Guide to Ultimate Productivity

Have you ever wondered whether you could be doing your work more efficiently? Optimizing your organizational skills will result in greatly enhanced productivity, reduced daily stress, and ultimately improved job performance and satisfaction. Through increasing your personal and professional awareness, you will learn to create clear and focused goals, reduce time-wasting tasks, prioritize and manage demands, and make the best use of your time, so you are able to work smarter, not harder.

DATE

October 19, 2021

TIME

1:30pm – 3:30pm

PRESENTER

Maria Dezi, MPH, Administrative Director for the
Supportive Housing Programs, The Connection

COST: \$50



The Art of the Case Note

If it's not documented, it didn't happen. The accurate and timely recording of our work is an essential skill for everyone who interacts with clients, but writing a good case note is not as easy as it may seem. Thoughtfully written case notes not only provide a thorough record of a client's progress, they also facilitate better outcomes by linking case activity directly to client goals. This workshop will give participants the skills they need to produce effective, professional documentation that will greatly enhance the entire treatment planning process.

DATE

October 1, 2021

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the Connecticut Certification Board (CCB).



Emotional Intelligence for Human Service Providers

Emotional intelligence is widely recognized as a valuable skill that helps improve communication, leadership, problem-solving, and relationships within the workplace. It is also a skill that can be improved with training and practice. Individuals with emotional intelligence are able to regulate their emotional responses, recognize when others are becoming dysregulated, and respond appropriately and tactfully to challenging situations. In this webinar, you will learn to identify your communication strengths and weaknesses, evaluate your current level of emotional intelligence, and improve your insight into the connection between your emotions and your actions which is so crucial to our personal and professional success.

DATE

November 22, 2021

TIME

9:30am – 12:30pm

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$65

CONTINUING EDUCATION: This training has been approved for 3 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Foundational Concepts of Client Engagement

The ability to truly connect with a client is the factor that most significantly contributes to successful outcomes. This workshop will explore the basic elements of client engagement and offer participants the opportunity to practice techniques that will create the conditions for a positive, collaborative relationship with clients. Topics covered include reflective listening, building rapport, enhancing client motivation, and managing conflict in the helping relationship.

DATE

December 3, 2021

TIME

9:30am – 12:30pm

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$65

CONTINUING EDUCATION: This training has been approved for 3 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Mastering Professional Communication in the Workplace

Some of the most important professional skills are never formally taught — we learn them by trial and error. While many social service trainings address effective communication with clients, the skill of interfacing with other professionals is equally important but rarely the focus until a problem occurs. Maintaining positive relationships with funders, supervisors, and colleagues hinges on our ability to communicate respectfully and effectively through digital, oral, and written means. This course will teach participants the skills of professional communication that will present you and your organization in the best possible light. Topics covered will include how to select the right form of communication for the situation and audience, avoiding misunderstanding, communicating effectively with a team, and navigating virtual meetings.

DATE

January 26, 2022

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$50



Out of Prison and Out of Work: Developing Employment Opportunities for the Formerly Incarcerated

Formerly incarcerated individuals are unemployed at a rate of 27%, which is higher than the total US unemployment rate. Research shows that securing employment after release is a significant factor in promoting economic stability and reducing the likelihood of recidivism. Unfortunately, returning citizens face a multitude of challenges, including structural barriers, limited opportunities, and skills deficits. This workshop will provide community justice workers valuable vocational tools to assist the formerly incarcerated, including resume writing, interview skills, and how to establish a positive relationship with potential employers.

DATE

October 28, 2021

TIME

9:30am – 12:30pm

PRESENTERS

Nikita Joslyn, LMSW, Business Development Manager, The Connection

Joseph Keaveny, Job Developer, The Connection

COST: \$65

CONTINUING EDUCATION: This training has been approved for 3 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



The Impact of Youth Incarceration on Adulthood

Research demonstrates that juveniles in confinement are more vulnerable to sexual abuse, mental health issues, and significant developmental delays. African American youth experience even higher levels of trauma and victimization, which correlates to delinquent behaviors, behavioral health challenges, and the increased likelihood of incarceration in adulthood. This course will examine how the experience of youth incarceration impacts individuals across the lifespan to enable helpers to provide more effective support for justice-involved young adults.

DATE

November 19, 2021

TIME

1:00pm – 2:30pm

PRESENTER

John Watts, MA, CCJP, Adult Probation Officer II,
State of CT New Haven Supervision

COST: \$50

CONTINUING EDUCATION: This training has been approved for 1.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



The Prevalence of Trauma Among Justice-Involved Individuals

The striking prevalence of trauma among justice-involved populations is well-documented. There is overwhelming evidence which suggests communities of color are at heightened risk, lacking adequate educational resources, health care, and employment opportunities for its members. In addition to these social and economic inequalities, communities of color are more vulnerable to community violence, criminality, and traumatic experiences. This course will examine the far-reaching impact of trauma on justice-involved populations, which has important implications for designing effective re-entry programming and advocating for reforms to our current criminal justice system.

DATE

December 10, 2021

TIME

1:00pm – 2:30pm

PRESENTER

John Watts, MA, CCJP, Adult Probation Officer II,
State of CT New Haven Supervision

COST: \$50

CONTINUING EDUCATION: This training has been approved for 1.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



African American Men and Mental Health in the Criminal Justice System

Historically, African American males are disproportionately represented in America's courts and prison facilities. Structural inequalities in social institutions and systemic racism leave African American men more vulnerable to engage in criminal behavior. Furthermore, researchers have found that generational trauma, poverty, and mental health act as genetic precursors and are significant risk factors for this population. This training will help criminal justice professionals understand and address the complex challenges that generational precursors present when working with African American males in the criminal justice system.

DATE

January 7, 2022

TIME

1:00pm – 2:30pm

PRESENTER

John Watts, MA, CCJP, Adult Probation Officer II,
State of CT New Haven Supervision

COST: \$50

CONTINUING EDUCATION: This training has been approved for 1.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Mindfulness and Meditation: Becoming an Informed Consumer

Mindfulness and meditation-based programs (MBPs) are a popular and fast-growing approach to mental and physical wellbeing in a wide range of settings, including prisons, the military, K-12 and higher education, and downloaded as apps by more than 20 million users. While research on the positive health benefits have been widely disseminated, information about risks and adverse effects is less well-known to end users and providers.

This comprehensive workshop will provide a research-based overview of the neurobiological mechanisms and potential adverse effects of meditation. A series of concrete methods for minimizing and managing risks and negative outcomes will be presented. Part One will review the most common adverse effects likely to occur in mindfulness-based programs outside of retreat settings. Part Two will present the neurobiological mechanisms underlying the undesirable outcomes of different practices. Part Three will review appropriate mitigation strategies, including screening, monitoring, trauma-informed modifications, and additional resources for meditators and providers.

DATE

November 8, 2021

TIME

1:00pm – 3:00pm

PRESENTERS

Willoughby Britton, PhD, Founder & CEO, Cheetah House

Nitai Joseph, Director of Operations, Cheetah House

COST: \$65

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



The Neuroscience of Self-Care

The concept of self-care has become so ubiquitous that it can mean almost anything. We all know it's something we need to be focusing on, but where do we even start, and how do we know what really works? This training will begin from a foundation of our nervous system: the means by which we experience and interpret the world. We will focus on the unique challenges of self-care for workers in the human services field, exploring the science behind many popular recommendations and focusing on the techniques that are proven to heal and calm our chronically activated nervous systems.

DATE

December 9, 2021

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Polyvagal Theory: Accessing the Healing Power of Your Nervous System

Polyvagal theory stunned the scientific world with its description of the way our nervous systems regulate our thoughts, behaviors, and physiology in a process mediated by the vagus nerve: the literal link between our brains and our bodies. Polyvagal theory greatly contributes to our understanding of the way our bodies detect danger and then mobilize for fight, flight, or freeze responses. Often described as the critical missing link in trauma theory, this theory has direct applications to work in the human services field. The knowledge that we can impact processes previously thought to be largely unconscious has important clinical implications for work with traumatized individuals and enables all of us to access our natural ability to experience safety, joy, and connectedness in an uncertain world.

DATE

January 11, 2022

TIME

9:30am – 12:00pm

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2.5 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Introduction to the Science of Cognitive and Emotional Adaptability

It is human nature to feel most comfortable with certainty and predictability, but this is not the nature of life, especially in the current world circumstances. Allowing ourselves to adapt and grow during times of change and challenge, to learn from failure, and to face our negative emotions and fears are incredibly empowering. This training, based on the science of cognitive and emotional flexibility, will teach participants how to accept and manage the stresses and uncertainties of life. Goal-directed, solution-focused coping mechanisms will be presented, which will enable individuals to tap into rather than block their natural human resilience.

DATE

March 4, 2022

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



The Connection Leadership Academy

The Connection is excited to announce our new Leadership Academy, a full year of monthly trainings focused on how to successfully navigate the journey from individual contributor to a supervisor of others.

Leadership — the art of motivating a group of people to act toward achieving common goals — requires a unique perspective and skill set that can be taught and practiced. This innovative curriculum integrates best practices from the business world with research from the fields of trauma-informed care and emotional intelligence, in recognition of the special challenges faced by leaders in the human services.

This series is designed for maximum flexibility and convenience. The first module is a prerequisite for the series. The rest of the series can be taken in any order and will be offered on a rolling basis.



Becoming a Leader

Supervision has a pivotal function in any organization. Supervisors are responsible for nurturing the most valuable asset of any agency — its staff — while also ensuring the effective and appropriate provision of services to clients. Making the transition from individual contributor to the supervisor of others is a critical stage of professional development. This training will prepare novice supervisors and managers for their new responsibilities.

The first half of the training will discuss the role of the supervisor and what it means to be a leader of others. Self-awareness - understanding our values, biases, and natural leadership style - will be the focus. The second half of this training will explore the importance of emotional intelligence for supervisors and will outline a trauma-informed approach to supervision. This day-long training will provide new and experienced supervisors with an understanding of the essential elements of supportive supervision, and the tools they need to develop a competent and confident team that feels supported and valued by the organization. This session is a prerequisite to completing the other upcoming courses. Participants must attend both days to complete the training.

DATES

September 9, 2021 & September 10, 2021

TIME

9:30am – 12:30pm

PRESENTER

Michele Klimczak, LMSW, Director of Training & Grant Management, The Connection

COST: \$90

CONTINUING EDUCATION: This training has been approved for 6 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Motivational Interviewing for Supervisors

Motivational Interviewing (MI) has emerged as a core practice for working with clients across a broad range of problem areas and care settings.

This interactive one-day course provides guidelines and tools that can be used by supervisors to evaluate and improve MI skill development for their staff. Supervisors will learn coaching techniques — modeling the MI communication style — to implement as a core program practice.

Participants must have completed at least one in-person Motivational Interviewing course to attend this session.

DATE

October 7, 2021

TIME

9:00am – 4:00pm

PRESENTER

Raymond Tafrate, PhD, Trainer & National Author

COST: \$90

CONTINUING EDUCATION: This training has been approved for 6 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW) and Connecticut Certification Board (CCB).



Planning and Facilitating Effective Meetings

Well-planned meetings are an excellent way for leaders to communicate change, discuss concerns and ideas, and to give and receive feedback. Effective meetings will greatly enhance organizational productivity and efficiency, while poorly planned and facilitated meetings can waste valuable time and frustrate participants. This training will teach managers how to decide whether a meeting is necessary; how to purposefully plan a meeting, including creating and adhering to an agenda; and how to encourage meaningful participation for all team members.

DATE

December 8, 2021

TIME

9:30am – 11:00am

PRESENTER

Maria Dezi, MPH, Administrative Director for the
Supportive Housing Programs, The Connection

COST: \$50



Change Management

Change is inevitable in organizations and programs. Whether planned or unexpected, helping employees cope with the uncertainty of change is a critical management skill. This becomes even more challenging when leaders themselves might be feeling some of the same anxiety their team is experiencing. This training will help managers understand and respond to the potential destabilizing effect of change on the entire team, and offer positive strategies for moving forward. Topics addressed include crafting the message in a manner that conveys opportunity, and promoting resilience and empowerment through collaborative, solution-focused approaches.

DATE

January 19, 2022

TIME

9:30am – 11:30am

PRESENTER

Jessica Smith, LMFT, Deputy Chief of Business Development, The Connection

COST: \$65



Project Management

Projects are naturally chaotic. The primary business function of project management is organizing and planning projects to tame this chaos. Ensuring the right people do the right things at the right time and ensuring the team follows the proper process throughout the entire project lifecycle is what makes project management so important to an efficient organization. Surprisingly, many large and well-known companies have reactive planning processes. In addition to key project management strategies, the importance of emotional intelligence in successful project management will be a core area of focus.

DATE

February 10, 2022

TIME

9:30am – 12:00pm

PRESENTER

Jessica Smith, LMFT, Deputy Chief of Business Development, The Connection

COST: \$65



SMART Goals and Logic Models: Roadmaps for Change

The ability to create meaningful goals that are achievable, measurable, and clear greatly increases the likelihood of achieving those goals. Goal setting has wide applicability in human services, from treatment planning to charting the course of our own personal and professional development. This course will focus on the five pillars of SMART goals: specific, measurable, achievable, realistic, and time-limited. SMART goals then become the foundation of logic models: visual representations of a proposed process of change. This course will give participants a thorough grounding in developing effective goals, and incorporating them into an action framework for use in treatment planning, grant writing, and project development and management.

DATE

September 23, 2021

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, LMSW, Director of Training & Grant Management, The Connection

COST: \$50



How to be an Excellent Brand Ambassador and Effective Networker

It isn't always easy to work a room. This training will give you the confidence to comfortably connect with colleagues and supporters with purpose. Participants will learn best practices for representing themselves and their company at community events, etiquette for social interactions, and review successful approaches for networking events.

DATE

October 20, 2021

TIME

11:00am – 12:30pm

PRESENTER

Allison DeBlasio, Director of Communications & Development, The Connection

COST: \$50



The Art of the Ask

In these times of fiscal uncertainty, transforming a good idea into a proposal for partnership is a vital skill for nonprofit leaders. In this training, participants will learn how to approach a potential partner and pitch their idea. Prospecting for resources and the importance of expressing gratitude to community partners will also be discussed.

DATE

November 18, 2021

TIME

11:00am – 12:30pm

PRESENTER

Allison DeBlasio, Director of Communications & Development, The Connection

COST: \$50



HIPAA and Confidentiality

It is critical that organizations considered to be a Covered Entity under HIPAA (the Health Insurance Portability and Accountability Act) understand regulations and best practices surrounding this act and associated laws, which safeguard client privacy and confidentiality. This training will provide a comprehensive overview for employees at all levels of a nonprofit organization on protecting client information on paper and in electronic systems. The right of clients to access their own information, request changes to information they believe to be incorrect, and pursue complaints for violation of their confidentiality will also be reviewed. HIPPA can be confusing and intimidating, but this course will provide employees with accessible, clear guidelines to ensure that client rights are protected through compliance with HIPPA regulations.

DATE

December 22, 2021

TIME

1:00pm – 3:00pm

PRESENTER

Susan Phillips, Director of Quality Assurance, The Connection

COST: \$50



Developing a Customer Service Approach

Providing quality customer service is an integral part of the success of any business, but it is not often a focus in the nonprofit world. Developing a strong customer service culture requires commitment from leadership, as well as competent and engaged staff who are clear about their role in carrying out the agency mission. The supervisor, as the liaison between upper management and program staff, plays a pivotal role in ensuring successful service delivery. This course will give supervisors the knowledge and skills they need to create program cultures that emphasize empathy and excellence for staff and clients alike.

DATE

January 4, 2022

TIME

9:30am – 12:30pm

PRESENTER

Michele Klimczak, MA, LMSW, Director of Training & Grant Management

COST: \$65



Planning a Consumer Event: Steps for Success

Learn how to plan and execute events for your program clientele that will enhance engagement and help you meet funder goals. This webinar will explore the entire process, from the early planning stages to staffing and running the event itself. Events are a great way to offer clients resources and positive experiences outside of the normal program structure, and this webinar will give you the confidence and tools you need for success.

DATE

February 8, 2022

TIME

1:00pm – 3:00pm

PRESENTERS

Maria Dezi, MPH, Administrative Director for the
Supportive Housing Programs, The Connection

Melissa Tartaglino, Administrative Specialist for the
Supportive Housing Programs, The Connection

COST: \$50



Defining and Maintaining Professional Boundaries

As the basic framework for the helping relationship, clear and appropriate boundaries are the foundation of quality client care. Professional boundaries are also essential for our own self-care. This training will teach participants the skill of staying in the “zone of helpfulness” – neither disengaged nor overly involved. Topics covered will include building awareness of factors that can compromise healthy boundaries, the art of self-disclosure, common conflicts of interest, and how to distinguish boundary transgressions from boundary violations. Understanding how and when the boundaries we set become compromised is a key skill of the effective, self-aware professional.

DATE

February 22, 2022

TIME

9:30am – 11:30am

PRESENTER

Michele Klimczak, LMSW, Director of Training & Grant Management, The Connection

COST: \$50

CONTINUING EDUCATION: This training has been approved for 2 Continuing Education Credit Hours by the National Association of Social Workers, CT (NASW), and Connecticut Certification Board (CCB).



Strategic Communication: Managing Your Media Presence

This interactive strategic communications session will focus on how nonprofit organizations and other businesses can get their message out effectively in the fast-paced modern news cycle. Former Journalist, Ann Baldwin, will share her more than twenty years of expertise in media strategy and communications protocols. Participants will learn how the media industry operates (both traditional and social), the best practices to follow when communicating with members of the media, how to plan for a crisis before it happens, and tips for appearing on camera. Ann will review real-life case studies and explain the strategies that led to successful outcomes.

DATE

February 16, 2022

TIME

9:30am – 11:30am

PRESENTER

Ann Baldwin, Founder of Baldwin Media Strategic Communications

LOCATION

This is an in-person training.

100 Roscommon Drive, Suite 203
Middletown, CT 06457

COST: \$65



Microsoft Excel Training Part 1: Getting Started with the Basics

Microsoft Excel is a powerful tool essential for managing and presenting data in today's metrics-driven world. At some point in everyone's career, they will likely be required to create, interpret, or enter data onto a Microsoft Excel spreadsheet. In this entry-level Microsoft Excel training course, participants will learn the following topics:

- > Data entry and navigation
- > Adding columns and rows
- > Copying and creating new sheets
- > Sorting and filtering data
- > Creating and formatting tables
- > Cleaning and reformatting or reorganizing data

DATE

September 21, 2021

TIME

1:00pm – 4:00pm

PRESENTERS

Susan Phillips, Director of Quality Assurance, The Connection
Elissa Viglione, Quality Improvement Specialist, The Connection

COST: \$65



Microsoft Excel Training Part 2: Exploring and Creating Reports

Microsoft Excel is a powerful tool essential for managing and presenting data in today's metrics-driven world. Being able to perform basic functions and create charts/graphs for reports is a crucial function of many professionals. In this intermediate excel session, participants will learn the following topics:

- > Review data tools: text-to-columns and eliminating duplicates
- > Printing from Excel (or creating PDFs)
 - > Using formulas to clean and restructure data
 - > Using basic computational formulas
- > Creating basic graphs to present information in different styles such as bar graphs or pie charts
- > Introduction to Pivot Tables to explore data and answer questions

DATE

October 26, 2021

TIME

1:00pm – 4:00pm

PRESENTERS

Susan Phillips, Director of Quality Assurance, The Connection
Elissa Viglione, Quality Improvement Specialist, The Connection

COST: \$65



Microsoft Excel Training Part 3: Understanding Advanced Formulas and Creating Graphs

This advanced Excel training course builds on parts 1 and 2 and is designed specifically for spreadsheet users who are already proficient and looking to take their skills to the next level. In this advanced excel session, participants will review methods for data analysis including:

- > Review of tools for working with data:
 - Conditional formatting, Data validation, and locking cells
- > Extracting substrings (LEFT, RIGHT, MID, FIND)
- > Working with dates in spreadsheets and pivot tables
- > Isolating data in pivot tables by year, quarter, and month
- > Formulas and Function:
 - > IF/THEN
 - > COUNTIF
 - > VLOOKUP
 - > Reference to fixed vs. relative cells using F4 key
 - > Understanding and addressing formula errors
 - > Macros
 - > CORREL (Calculation statistical correlation)
- > Creating different kinds of graphs

DATE

November 30, 2021

TIME

1:00pm – 4:00pm

PRESENTERS

Susan Phillips, Director of Quality Assurance, The Connection
Elissa Viglione, Quality Improvement Specialist, The Connection

COST: \$65



The Institute for Innovative Practice at The Connection can partner with you to create professional development courses that are specific to your organizational needs.

Please contact Director of Training and Practice, Michele Klimczak, MA, LMSW, for more information.

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