



The Connection  
**2022-23**  
Training Catalog  
Fall/Winter

# THE CONNECTION TRAINING CATALOG

**[1]** *Enrollment Information*

**[2]** *Membership Details*

**[3]** *The Institute for Innovative Practice*

## Certification Courses:

**[4]** *Mental Health First Aid*

**[5]** *Youth Mental Health First Aid*

**[6]** *Adult and Pediatric CPR/First Aid/AED*

## Essential Skills Courses:

**[7]** *Providing Care Through a Trauma-Informed Lens*

**[8]** *Engaging Clients in a Crisis*

**[9]** *The Essentials of Treatment Planning*

**[10]** *The Art of the Case Note*

**[11]** *Unconscious Bias: Confronting Harmful Beliefs*

**[12]** *Problem Gambling 101*

**[13]** *Defining and Maintaining Professional Boundaries*

**[14]** *Best Practices for the Care of Clients with Severe and Persistent Mental Illness*

**[15]** *Working With Mandated Clients*

**[16]** *Introduction to Dialectical Behavioral Therapy*

**[17]** *Foundational Concepts of Client Engagement*

**[18]** *Advanced Approaches to Dialectical Behavioral Therapy*

The Art of Communication, The Insightful and Intuitive Professional, and Leadership Development Courses continued on next page.

# THE CONNECTION TRAINING CATALOG

## The Art of Communication Courses:

**[19]** *Mastering Professional Behavior in the Workplace*

**[20]** *Persuasion: The Art of Influencing Others*

**[21]** *Validation: The Essential Element of Empathic Communication*

## The Insightful and Intuitive Professional 3-Part Series:

**[23]** *Understanding Your Attachment Style*

**[24]** *Emotionally Intelligent Professional Communication*

**[25]** *What We're Saying Before We Say Anything:  
The Emotional Impact of Our Non-Verbal Communication*

## Leadership Development Courses:

**[26]** *Change Management*

**[27]** *Becoming a Leader*

**[28]** *Maximizing the Power of Peer Support in Your Program*

**[29]** *Program Evaluation: Cultivating a Learning Orientation*

Special Topics in Community Justice, The Science of Wellness, and The Successful and Accountable Nonprofit Courses continued on next page.

# THE CONNECTION TRAINING CATALOG

## Special Topics in Community Justice Courses:

**[30]** *Out of Prison & Out of Work: Employment Opportunities for the Formerly Incarcerated*

**[31]** *The Trauma of Incarceration*

## The Science of Wellness Courses:

**[32]** *The Neuroscience of Self-Care*

**[33]** *Polyvagal Theory: Accessing the Healing Power of Your Nervous System*

**[34]** *Staying Healthy at Work*

**[35]** *Introduction to the Science of Cognitive and Emotional Adaptability*

## The Successful and Accountable Nonprofit Courses:

**[36]** *Developing a Customer Service Orientation*

**[37]** *Keys to Writing Winning Grants*

**[38]** *HIPAA & Confidentiality*

**[39]** *SMART Goals & Logic Models: Road Maps for Change*

# Registration

Participants may register online at [theconnectioninc.org](http://theconnectioninc.org). 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 two days prior to the scheduled session. If The Connection is closed or has a delayed opening due to inclement weather, all 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 credit. 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,  
Director of Business Development  
at 860 343-5500 x2110



# Join us!

## Become a member of The Institute for Innovative Practice

*Receive unlimited training and professional development for one annual fee. No restrictions.*

### Individual Membership (\$399 Annual 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.





# The Institute for Innovative Practice

## Meet Your Mission

### *Put our 50 years of operations and business experience to work for your organization*

We understand the unique challenges that nonprofit organizations face to maximize the resources available to best carry out their missions. We share the lessons we have learned in the day-to-day operations of our own organization to help other organizations thrive.

The Connection has served more than 270 organizations in the past three years in training and consultation. This includes staff from universities, municipalities, other non-profits, and for-profit companies.

#### Training

Our trainings are curated and delivered by industry experts and are available virtually for convenience and safety.

- ▶ Certification
- ▶ Essential Skills
- ▶ The Art of Communication
- ▶ The Insightful and Intuitive Professional
- ▶ Leadership Development
- ▶ Special Topics in Community Justice
- ▶ The Science of Wellness
- ▶ The Successful and Accountable Nonprofit

**Don't see what you are looking for?** Tell us about your unique training needs! We can design training content to meet your specifications or provide programs we already have for your team at a date, time, and location convenient for you.

#### Consultation

Our team of professional consultants have the expertise to guide and support your organization in the following areas:

- ▶ Grant Writing
- ▶ Operations
- ▶ Capacity Building
- ▶ Project Management
- ▶ Development Strategy
- ▶ Communications Strategy
- ▶ Preparing Your Organization for Accreditation

**Contact us today to set up your first appointment.** All services begin with a free consultation so we can clearly understand your needs.



## CERTIFICATION COURSE

# Mental Health First Aid

Mental Health First Aid is a SAMHSA-endorsed, nationally recognized skill set designed to assist someone who is displaying signs of an emergent mental health problem or is experiencing an acute mental health crisis. This virtual course, designed primarily for non-clinical audiences, 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 these complex issues through providing a simple, effective action plan that ensures a safe and empathic response to individuals in crisis. Participants will receive certification from the National Council for Mental Wellbeing valid for 3 years.

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

September 22, 2022

December 12, 2022

October 20, 2022

January 12, 2023

November 14, 2022

February 21, 2023

### TIME

9:00am – 1:30pm

### PRESENTER

Nikita Joslyn, LMSW, Director of Business Development, The Connection

### COST: \$100

**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).





## CERTIFICATION COURSE

# 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 adolescents and young adults. This virtual training will give any adult who works with youth the skills they need to reach out and provide initial support for emergent or existing behavioral health problems and make referrals to the appropriate level of care. Participants will receive certification from the National Council for Mental Wellbeing valid for 3 years.

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

October 12, 2022

December 22, 2022

February 9, 2023

### TIME

9:00am – 1:30pm

### PRESENTER

Nikita Joslyn, LMSW, Director of Business Development, The Connection

### COST: \$100

**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).



## CERTIFICATION COURSE

# Adult and Pediatric CPR/First Aid/AED

This course will teach participants how to recognize and respond appropriately to cardiac, breathing, first aid, and opioid overdose emergencies. Participants will learn the skills needed to give immediate care to an injured or ill person, including NARCAN administration, and when to call for advanced medical care.

**Participants will receive a 2-year CPR and First Aid certification through the American Red Cross.**

**This is an in-person training course.**

December 6, 2022

January 31, 2023

December 20, 2022

February 14, 2023

January 18, 2023

February 28, 2023

### TIME

1:00pm – 3:30pm

### LOCATION

100 Roscommon Drive, Suite 203, Middletown, CT

### PRESENTER

Nikita Joslyn, LMSW, Director of Business Development, The Connection

### COST: \$100

Price includes kit, manual, and cost of certificate.



## ESSENTIAL SKILLS COURSE

# Providing Care Through a Trauma-Informed Lens

This comprehensive training provides an in-depth exploration of the art and science of trauma-informed care, with a focus on applying theory to direct practice applications. Trauma will be discussed as a universal human experience, giving participants the opportunity to think about the complex trauma of those served, the life experience that each helper brings to the work, and how to form healing relationships that position clients for optimal success. Key topics include the science of traumatic memory, viewing challenging behavior as the communication of a need, the importance of self-awareness and self-care for providers, and strategies for building safety and trust.

September 7, 2022

December 8, 2022

October 13, 2022

January 19, 2023

November 15, 2022

February 15, 2023

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### TIME

9:30am – 12:30pm

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### PRESENTER

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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### COST: \$90

**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).



## ESSENTIAL SKILLS COURSE

# Engaging Clients in a Crisis

Mastering the art of crisis management is not only necessary for the safety of staff and clients; it also offers powerful opportunities to assist clients in learning to modulate their emotions. This course will present a trauma-informed approach to crisis management which begins with a mindset of connection vs. control. As helpers we tend to move quickly to a “squash it and fix-it” approach, which can quickly enflame situations. In contrast, a focus on empathic engagement will move clients out of fight, flight or freeze states so they can problem-solve rather than react. The Heart-Head-Heart model will be presented as an extremely effective way to validate, de-escalate, and provide solution-focused strategies to assist those in need.

**Suggested introductory course: Providing Care Through a Trauma-Informed Lens**

September 8, 2022

December 9, 2022

October 14, 2022

January 20, 2023

November 16, 2022

February 16, 2023

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### TIME

9:30am – 12:30pm

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### PRESENTER

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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### COST: \$90

**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 Essentials of Treatment Planning*

Treatment plans are the road maps driving the process of meaningful behavioral change. One of the major challenges for clinicians is creating a clear plan that has person-centered goals, broken down into achievable steps that move the client forward and instill hope. In this training we will review the function of treatment planning in behavioral health and outline the essential elements of a clinical treatment plan. Evidence-based theoretical orientations including Motivational Interviewing and Cognitive Behavioral Therapy will be highlighted as effective strategies to facilitate collaborative therapeutic relationships that sustain client engagement and ensure ongoing progress.

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**DATE**

September 9, 2022

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**TIME**

9:00am – 12:00pm

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**PRESENTERS**

Aleksandra Slaski, LPC, Associate Director,  
The Connection Center for Behavioral Health & Women's REACH Programs

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**COST: \$90**

**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).



## ESSENTIAL SKILLS COURSE

# *The Art of the Case Note*

“If it’s not documented, it didn’t happen.” The accurate and timely recording of work with clients is an essential skill in the human services and an important indicator of effective case planning but writing a good case note is not as easy as it may seem. This workshop will give participants the knowledge they need to produce documentation that is professional in both tone and content, providing a thorough record of client progress, and the role of the practitioner in facilitating change.

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**DATE**

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September 20, 2022

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**TIME**

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1:00pm – 3:30pm

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**PRESENTER**

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Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

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# Unconscious Bias: Confronting Harmful Beliefs

Practitioner self-awareness is a hallmark of an effective human services provider. The ability to reflect on one's behavior and emotional reactions is a necessary component of quality client care and practitioner self-care. This course will be an opportunity for each participant to explore the unique values, motivations, and attitudes that underly their professional behavior with clients. Case studies will highlight the harm that can arise from unconscious bias. Strategies will also be presented for ensuring a truly collaborative, non-judgmental relationship with those we serve.

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**DATE**

September 30, 2022

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**TIME**

9:30am – 12:00pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).





# Problem Gambling 101

Often called the hidden addiction, problem gambling is a progressive disorder that often goes unnoticed until the cumulative financial and emotional effects result in criminal activity or a mental health crisis. While many people enjoy the fun and excitement of occasional gambling, problem gambling is an addiction with the potential to devastate the lives of individuals and families, hijacking brain functioning just as surely as alcohol and drugs. This course will discuss the underlying risk factors, identification, and treatment of problem gambling disorder.

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**DATE**

October 4, 2022

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**TIME**

1:00pm – 3:00pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).



## ESSENTIAL SKILLS COURSE

# 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.

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### DATE

November 4, 2022

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### TIME

9:30am – 12:00pm

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### PRESENTER

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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### COST: \$90

**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).



## ESSENTIAL SKILLS COURSE

# Best Practices for the Care of Clients with Severe and Persistent Mental Illness

Individuals with severe and chronic mental health challenges are among the most vulnerable citizens in our communities, facing a host of risks including poverty and homelessness, victimization, legal issues, substance use problems and unmet medical and psychiatric needs. Social isolation and stigmatization greatly compound their trauma and reduce the likelihood of obtaining necessary care. This training will focus on holistic, client-centered treatment planning for this population which ensures that basic needs are met, medical and psychiatric care is readily accessible, and fulfilling social connections are prioritized. Strategies to establish and maintain client engagement will be addressed, in the context of a model of support that maximizes independence and dignity.

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### DATE

December 15, 2022

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### TIME

9:00am – 12:00pm

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### PRESENTERS

Teresa Ferraro, LPC, Vice President of Behavioral Health Services, The Connection

Rachel Doody, LPC, Program Director, The Connection

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### COST: \$90

**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).



## ESSENTIAL SKILLS COURSE

# Working With Mandated Clients

The ideal client is often viewed as one who is self-motivated to seek help: easy to engage and more likely to have positive treatment outcomes. Mandated or involuntary clients, directed to enter treatment from an external source, are often assumed to be difficult to work with, resistant to change, and requiring a firm approach. The truth is that work with mandated populations is undeniably challenging and can take an emotional toll on us. We may become increasingly negative about the job or the clients, develop directive and controlling behavior, and eventually succumb to burnout which greatly impedes our ability to form non-judgmental helping relationships. This training will help us better support our mandated clients and care for ourselves by understanding and managing our own emotional responses, validating the emotional experiences of our clients, and tapping into our natural capacity for empathy and compassion. Pro-social modeling will be discussed as a powerful tool to encourage behavioral change. When we learn to work with rather than against our clients, we can experience the tremendous rewards of truly collaborative work with this vulnerable population.

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### DATE

January 11, 2023

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### TIME

1:30pm – 3:30pm

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### PRESENTER

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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### COST: \$90

**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).



## ESSENTIAL SKILLS COURSE

# Introduction to Dialectical Behavioral Therapy

Dialectical Behavior Therapy (DBT) is an evidence-based treatment used by practitioners to treat a large variety of problems in clients who experience serious behavioral health challenges including 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 techniques that can be used by clinical and non-clinical staff with clients experiencing a crisis or having difficulty managing strong emotions.

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### DATE

January 13, 2023

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### TIME

9:00am – 12:00pm

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### PRESENTER

Aleksandra Slaski, LPC, Associate Director,  
The Connection Center for Behavioral Health & Women's REACH Programs

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### COST: \$90

**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

Our work in the human services field is primarily accomplished through relationships. The ability to authentically connect with a client is the factor that most significantly contributes to successful outcomes. This training 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.

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**DATE**

January 27, 2023

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**TIME**

9:30am – 12:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).



# *Advanced Approaches to Dialectical Behavioral Therapy*

Dialectical Behavioral Therapy (DBT) approach can be an extremely powerful tool to create long-lasting behavioral change and improve your treatment outcomes. DBT combines empirically validated techniques from Cognitive Behavioral Therapy (CBT) with core mindfulness concepts in order to change deeply ingrained, maladaptive behavioral patterns — perfect for those clients who seem resistant to your current therapeutic techniques. This practice-oriented webinar will teach DBT techniques through focused discussion and direct demonstration.

**This advanced course is recommended for those with previous DBT training.**

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**DATE**

April 28, 2023

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**TIME**

9:00am – 12:00pm

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**PRESENTERS**

Aleksandra Slaski, LPC, Associate Director,  
The Connection Center for Behavioral Health & Women's REACH Programs

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**COST: \$90**

**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 Behavior in the Workplace*

Some of the most important professional skills are never formally taught — we learn them by trial and error. While many human service trainings address effective communication with clients, the skill of interfacing with other professionals is equally important but rarely the focus until a problem or misunderstanding 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.

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**DATE**

November 10, 2022

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**TIME**

9:30am – 12:00pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

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# ***Persuasion: The Art of Influencing Others***

Life is a series of negotiations — from managing difficult conversations to salary negotiation. Persuasion is not an argument; it is an artful mastery of garnering support for your ideas. This course will teach you how to put persuasion into action, using emotional intelligence as a framework for success in any discussion.

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**DATE**

December 14, 2022

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**TIME**

9:30am – 11:30am

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**PRESENTER**

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

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**COST: \$90**

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# *Validation: The Essential Element of Empathic Communication*

Validation is the cornerstone of reflective listening and a key skill for crisis de-escalation. Often it is relegated to a brief acknowledgement of the obvious by restating the concern expressed and adding “but” to the end of the phrase. That addition of “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 the worker who is safe, non-judgmental, and solution-focused and instills hope and sparks the process of change.

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**DATE**

February 28, 2023

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**TIME**

1:00pm – 3:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).



### 3-PART SERIES:

# *The Insightful and Intuitive Professional*

Relationships are the vehicles through which change occurs in the human services, and there is no greater influence on our relationships than the quality of our communication. From leadership to direct care staff, our ability to effectively communicate ideas, convey genuine empathy and become attuned to the emotional states of others are key factors determining our professional success.

This 3-part series will take a deep dive into communication from three perspectives:

- 1) Understanding how our unique, innate attachment styles influence our professional relationships;**
- 2) Harnessing the power of non-verbal communication; and**
- 3) Using emotionally intelligent communication to positively influence those we are leading or serving.**

Mastering the art of effective communication will make us experts at using the most effective tool in our professional toolbox: ourselves.

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#### **SERIES PRESENTER**

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Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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#### **SERIES COST: \$270**

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



**3-PART SERIES:**

# ***Understanding Your Attachment Style***

Our innate attachment style — secure, avoidant, or anxious — exerts a powerful and largely unconscious influence on every relationship we have. Everyone has a unique default mode of relating to others based on our earliest experiences with caregivers, but this does not mean we need to remain locked into old repetitive patterns of interaction. Through building our understanding of attachment and enhancing self-awareness about our own behavioral patterns, we can greatly improve our ability to connect with others: to exert positive influence as a leader, to form stronger therapeutic relationships with clients, and to improve relationships with family and friends.

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**DATE**

September 16, 2022

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**TIME**

9:30am – 11:30am

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**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).



**3-PART SERIES:**

# ***Emotionally Intelligent Professional Communication***

Emotional intelligence is widely recognized as a necessary professional skill that enhances communication, leadership, problem-solving, and relationships in the workplace. Individuals with a high level of emotional intelligence are better able to regulate their emotional responses, recognize when others are becoming dysregulated, and respond appropriately and tactfully to challenging situations. Importantly, this is a skill that can be improved with practice. Building on the material presented in parts one and two, this training will explore the relationship between emotions, feelings, and behavior. Participants will learn strategies for building awareness of and modulating our emotional states in our written, spoken, and virtual communication to ensure optimal functioning in our professional roles.

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**DATE**

February 9, 2023

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**TIME**

9:30am – 11:00am

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**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).



**3-PART SERIES:**

# ***What We're Saying Before We Say Anything: The Emotional Impact of Our Non-Verbal Communication***

As helpers and leaders, we put so much focus on saying the right thing, we lose sight of the fact that our non-verbal communication is always sending powerful messages to others, sometimes outside of our conscious awareness. When our body language and tone of voice contradict the well-meaning words we're saying, our non-verbal signals will take precedence every time. This training will discuss the latest research into the science of body language, including the way micro-expressions elicit strong emotional reactions from human beings. Bringing these primitive survival reactions to our conscious awareness — understanding the ways we unknowingly trigger others and become triggered ourselves — is a critical step toward becoming a self-aware practitioner who communicates unconditional positive regard to others regardless of the circumstances.

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**DATE**

February 8, 2023

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**TIME**

9:30am – 11:30am

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**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).





# 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.

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**DATE**

September 14, 2022

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**TIME**

9:30am – 11:30am

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**PRESENTER**

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

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**COST: \$90**

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# Becoming a Leader

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: nurturing the most valuable asset of any agency — its staff — while also ensuring the effective and appropriate provision of services to clients. 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 training will provide new and experienced supervisors with an understanding of the essential elements of effective supervision, and the tools they need to develop a competent and confident team that feels supported and valued by the organization.

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**DATE**

October 27 & 28, 2022

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**TIME**

9:30am – 12:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**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).



# Maximizing the Power of Peer Support in Your Program

Peer Support is widely accepted as a key component in recovery treatment models and is often a funder program requirement. The unique connection peers form with clients by virtue of shared lived experience leads to enhanced engagement and better treatment outcomes, but these benefits will be severely hindered, and peer supporters potentially traumatized, in the absence of thoughtful planning. This training will discuss the necessary components of the successful implementation of peers onto your team. We will also address the most common pitfalls encountered when introducing peer support into existing programming, including lack of role clarity, inadequate preparation of current staff, a one-size-fits-all supervision model, and failing to recognize and address tensions on the team.

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**DATE**

November 30, 2022

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**TIME**

9:30am – 11:30am

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).



# *Program Evaluation: Cultivating a Learning Orientation*

Developing a learning-oriented approach to program management is an often overlooked but critical skill in the human services. Evidence-based programming — the gold standard of care — necessitates protocols to ensure fidelity to the model, systems for monitoring outcomes, and a clear understanding of the role of each team member in the process of change. It also follows that sending employees to training with no guidance as to why it is important, or follow-up to ensure effective implementation, severely limits its effectiveness and reduces motivation to change and grow. This important training will help leaders cultivate a data-driven, outcomes-oriented approach to care which ensures the best possible alignment between program model, program practices, and ongoing staff development. The benefits are truly transformative: these are the programs that funders want to support, with the highest rates of staff retention and optimal client results.

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**DATE**

January 31, 2023

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**TIME**

1:30pm – 3:30pm

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**PRESENTERS**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

Susan Phillips, Ph.D., Vice President of Quality, Information, and Risk, The Connection

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**COST: \$90**

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# Out of Prison & Out of Work: 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 vocational opportunities, and skills deficits. This workshop will provide community justice workers with valuable vocational tools to assist the formerly incarcerated, including resume writing, interview skills, and how to establish a positive relationship with potential employers.

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**DATE**

November 1, 2022

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**TIME**

9:30am – 12:30pm

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**PRESENTERS**

Nikita Joslyn, LMSW, Director of Business Development, The Connection

Joseph Keaveny, Vocational Specialist for the Community Justice Programs, The Connection

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**COST: \$90**

**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 Trauma of Incarceration

Supporting the formerly incarcerated as they return to their families and communities is among the most challenging and rewarding jobs in the human services, but staff are often frustrated by lack of client progress or what looks like actual self-sabotage. To be most effective, helpers need to be fully aware of the unique challenges this population faces and understand their extreme vulnerability during the critical period of time between release from prison and reintegration into society. This training will discuss the experience of incarceration from a trauma-informed perspective — its impact on mind, body, and worldview — and explore how common trauma responses prevent clients from fully accessing the resources of reentry programs. Helpers who can truly “start where the client is” will form the kind of trusting relationships that free clients to begin the challenging work of rebuilding their lives with confidence and hope.

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**DATE**

February 22, 2023

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**TIME**

1:30pm – 3:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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.

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**DATE**

September 27, 2022

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**TIME**

1:30pm – 3:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

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**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.

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**DATE**

November 9, 2022

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**TIME**

9:30am – 12:00pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).



# *Staying Healthy at Work*

We must face the unavoidable truth that sitting is the new smoking. A sedentary lifestyle and even long periods of inactivity have truly negative consequences on our physical and emotional well-being, not to mention our productivity at work. There is much that we can do in the office setting to break the cycle of inactivity and resultant low-grade, chronic stress that erodes our physical and emotional resilience. This training will present the latest research from the science of wellness to help us infuse our workday with energizing microbreaks that recharge our brains and bodies, and equally important, create new habits that prioritize self-awareness and self-care.

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**DATE**

December 20, 2022

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**TIME**

9:30am – 11:30am

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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 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.

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**DATE**

January 24, 2023

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**TIME**

1:30pm – 3:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

**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).



# Developing a Customer Service Orientation

Providing quality customer service is integral to the success of any business, but it is not often a focus in the non-profit world. Developing a strong customer service culture requires commitment from the top, as well as the commitment of 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.

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**DATE**

October 6, 2022

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**TIME**

9:30am – 12:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

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# Keys to Writing Winning Grants

This course will demystify the grant writing process, providing clear guidelines for presenting your project to funders in the most compelling way possible to increase your chances of success. Topics covered will include how to tell your story, matching your project with the funder's mission, demonstrating evidence-based need, and learning how to design a logic model based on your theory of change. The skills learned in this course have wide applicability outside the realm of grant writing, including developing a data orientation in your work, writing SMART goals, and presenting ideas for projects to funders, boards, and communities in a professional manner.

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**DATE**

November 8, 2022

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**TIME**

1:00pm – 3:00pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

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# HIPAA & 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. HIPAA 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 HIPAA regulations.

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**DATE**

December 21, 2022

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**TIME**

1:00pm – 3:00pm

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**PRESENTER**

Susan Phillips, Ph.D., Vice President of Quality, Information, and Risk, The Connection

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**COST: \$90**

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# ***SMART Goals & Logic Models: Road Maps 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.

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**DATE**

January 5, 2023

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**TIME**

1:30pm – 3:30pm

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**PRESENTER**

Michele Klimczak, MA, LMSW, Assistant Vice President of Training and Grant Management,  
The Connection

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**COST: \$90**

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The Connection

**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 Assistant Vice President of Training and Grant Management, **Michele Klimczak**, MA, LMSW, for more information:

860 343-5500 x1051  
[mklimczak@theconnectioninc.org](mailto:mklimczak@theconnectioninc.org)

[TheConnectionInc.org/training](http://TheConnectionInc.org/training)