



THE CONNECTION TRAINING &

PROFESSIONAL DEVELOPMENT COURSES

THE CONNECTION TRAINING CATALOG

[1] *Enrollment Information*

[2] *Membership Details*

[3] *The Institute for Innovative Practice*

Certification Courses:

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

[5] *Mental Health First Aid*

[6] *Youth Mental Health First Aid*

No Cost Courses SUPPORTED BY CONGRESSIONAL FUNDING:

[5] *Mental Health First Aid*

[6] *Youth Mental Health First Aid*

[7] *Best Practices for Treatment of Opioid Use Disorder*

[8] *Mental Health Response*

Essential Skills and Administrative Professional Series Courses continued on next page.

THE CONNECTION TRAINING CATALOG

Essential Skills Courses:

[9] *Engaging with Clients in a Crisis*

[10] *Safety in the Community*

[11] *Social Media Impact on Mental Health*

[12] *The Art of the Case Note*

[13] *Hoarding*

[14] *Understanding Post-Traumatic Stress Disorder*

[15] *Foundational Concepts of Client Engagement*

[16] *Defining and Maintaining Professional Boundaries*

[17] *Establishing Your Work/Life Balance*

[18] *Building Compassion & Empathy: The Paradox of Shame*

[19] *Emotional Intelligence for Human Services Providers*

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

[21] *Ethical Practice in the Human Services*

Administrative Professional Courses:

[22] *Developing a Customer Service Approach*

[23] *Budgeting Basics for Nonprofit Organizations*

[24] *Planning and Facilitating Effective Meetings*

[25] *Microsoft Office Overview*

[26] *Professionalism: Cultivating Your Personal Brand in the Workplace*

Leadership Development and Diversity, Equity, Inclusion, & Belonging Courses continued on next page.

THE CONNECTION TRAINING CATALOG

Leadership Development Courses:

[27] *Best Practices for Conducting Employee Evaluation Reviews*

[28] *HIPAA Privacy and Security Officer Training: Safeguarding Patient Data and Ensuring Compliance*

Diversity, Equity, Inclusion, & Belonging Courses:

[29] *Understanding LGBTQIA+ Identities: A Workshop on the Spectrum of Gender and Sexuality*

[30] *Intersectionality and the LGBTQIA+ Community: A Workshop on Understanding the Intersections of Race, Gender, and Sexuality*

[31] *Allyship 101: A Workshop on Supporting and Advocating for the LGBTQIA+ Community*

[32] *Understanding Implicit Bias: A Workshop on Recognizing and Addressing Bias in the Workplace*

[33] *Lifelong Learning Tools for Becoming a Partner in Diversity, Equity, Inclusion, and Belonging*

[34] *Building a Culture of Inclusion: A Workshop on Fostering a Diverse and Equitable Workplace*

Registration

Participants may register online at theconnectioninc.org/training. 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 through our e-learning platform, Absorb. 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, Director of Business Development, The Connection.

Questions?

Contact Nikita Joslyn,
LMSW, Director of Business
Development, The Connection
at 860 343-5500 x2110 or
nljoslyn@theconnectioninc.org



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 Courses
- ▶ Essential Skills
- ▶ The Art of Communication
- ▶ The Insightful and Intuitive Professional
- ▶ Leadership Development
- ▶ Organizational Health
- ▶ The Science of Wellness
- ▶ The Successful and Accountable Nonprofit
- ▶ Diversity, Equity, Inclusion, and Belonging

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
- ▶ Communications Strategy
- ▶ Diversity, Equity, Inclusion, and Belonging: Assessment and Planning
- ▶ Leadership Coaching and Development

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

Adult and Pediatric CPR/First Aid/AED

This course teaches participants how to recognize and respond appropriately to cardiac, breathing, first aid, and opioid overdose emergencies. Participants 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 receive a 2-year CPR and First Aid certification through the American Red Cross.

September 12, 2023

November 7, 2023

January 17, 2024

September 26, 2023

November 21, 2023

January 30, 2024

October 10, 2023

December 5, 2023

February 13, 2024

October 24, 2023

December 19, 2023

February 27, 2024

January 3, 2024

TIME

1:00pm – 4:00pm

LOCATION

100 Roscommon Drive, Suite 203, Middletown, CT

PRESENTER

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

COST: \$100



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 20, 2023

December 8, 2023

October 26, 2023

January 24, 2024

November 13, 2023

February 15, 2024

TIME

9:00am – 2:00pm

PRESENTER

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

COST: FREE

CONTINUING EDUCATION: This training has been approved for 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 anyone 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.

November 3, 2023

January 30, 2024

TIME

9:00am – 1:30pm

PRESENTER

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

COST: FREE

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).



NO COST COURSE

Best Practices for Treatment of Opioid Use Disorder

This workshop will present an evidence-based overview of the dynamics and effective treatment of Opioid Use Disorder. Topics covered will include the classification of opioids; indicators and risk factors for opioid misuse; and strategies to promote prevention, treatment, and recovery. Medication Assisted Treatment will be addressed, as well as therapeutic interventions to promote whole person wellness.

October 12, 2023

February 2, 2024

TIME

9:00am – 12:00pm

PRESENTERS

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

Olivia Whittle, LCSW, Clinical Supervisor for The Connection
Center for Behavioral Health

COST: FREE

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).



NO COST COURSE

Mental Health Response

A mental health crisis can occur unexpectedly at any time. Fear and lack of knowledge greatly impact our ability to respond effectively to those who may be experiencing a crisis. To safeguard the wellbeing of valued residents, customers, clients, and employees, this training was created to empower non-clinical individuals with the skills to recognize and address the symptoms of the most common mental health conditions, including gambling and substance use disorder. A model of supportive response based on validation, engagement, and empathy will be presented to ensure a safe environment for all in the time of a crisis, until help arrives.

TIME

1:00pm – 3:00pm

October 25, 2023

November 14, 2023

December 20, 2023

TIME

9:30am – 11:30am

January 26, 2024

February 14, 2024

PRESENTER

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

COST: FREE

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

Engaging with Clients in a Crisis

Effective crisis de-escalation is a necessary skill for anyone who works with people. In the human services, 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 modulating their emotions and can enhance engagement. 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.

Also consider taking: Providing Care Through a Trauma-Informed Lens

September 13, 2023

October 20, 2023

November 1, 2023

December 21, 2023

January 18, 2024

February 9, 2024

TIME

9:30am – 12:30pm

PRESENTER

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

COST: \$125

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).



Safety in the Community

Work in the community requires attention to safety: developing a high level of environmental awareness, knowledge of potential dangers, and following a plan including program and agency protocols to ensure the wellbeing of yourself and those you serve. This training will focus on services provided in the home of clients, teaching the skills of preparation before the home visit, precautions when traveling to and from the residence, and managing safety issues that may arise during the visit. We will also discuss how to prevent conflict from escalating into a crisis through validation and respectful communication. Case studies will be used to illustrate the principles discussed.

DATE

September 22, 2023

TIME

9:30am – 11:30am

PRESENTER

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

COST: \$125

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

Social Media Impact on Mental Health

Social media has become an integral and even unavoidable part of our lives. At its best, it offers a means of communicating and connecting with others, a space to share advice, information, and resources, and a supportive community. But social media also comes with risks: cyberbullying, feelings of inadequacy when we compare ourselves to others, and an increase in depression and anxiety when our use becomes excessive. This course will increase awareness of the potential benefits and risks of social media use for ourselves and our children, as well as the ways in which social media can be used to promote positive mental health and wellness.

DATE

October 3, 2023

TIME

1:30pm – 3:30pm

PRESENTER

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

COST: \$125

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 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.

DATE

October 5, 2023

TIME

1:00pm – 3:00pm

PRESENTER

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

COST: \$125



Hoarding

According to the National Alliance on Mental Illness, hoarding behavior that reaches a level of clinical pathology is not uncommon, affecting up to one in twenty people. In addition to creating extremely unsafe living environments, this potentially devastating condition can have significantly negative cognitive, emotional, and social effects on the lives of individuals and families. This comprehensive training will discuss theories about the root causes of hoarding behavior, dispel common myths, and discuss other mental health disorders associated with hoarding. “Dos and Don’ts” for empathically supporting those living with this disorder will be presented.

DATE

January 31, 2024

TIME

9:30am – 11:30am

PRESENTER

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

COST: \$125

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).



Understanding Post-Traumatic Stress Disorder

Trauma and Post Traumatic Stress Disorder (PTSD) have become part of our common language, almost buzzwords used to describe upsetting life experiences and our reactions to them. Trauma is certainly a universal human experience, and our bodies have evolved to manage traumatic experiences in a manner that keeps us alive in a crisis, and safe moving forward. But not all upsetting experiences will result in PTSD, and PTSD does not adequately capture the ongoing effects of complex trauma on the lives of ourselves and our clients. This training will approach PTSD from a neurobiological perspective and a psychiatric perspective, using the DSM-5-TR diagnostic criteria. Fight, flight and freeze reactions and triggers will be explained, and strategies will be presented to calm the reactions of our primitive nervous systems and gain control of our lives.

DATE

October 25, 2023

TIME

9:30am – 11:30am

PRESENTER

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

COST: \$125

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

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, offering 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 6, 2023

TIME

9:30am – 12:00pm

PRESENTER

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

COST: \$125

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).



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

January 9, 2024

TIME

1:00pm – 3:00pm

PRESENTER

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

COST: \$125

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).



Establishing Your Work/Life Balance

We all want to strive for harmony between our professional and personal lives but sometimes can find it to be a real struggle. This course will challenge the way you view and define this concept while moving through practical tools you can add to your current work and home life to bring you greater satisfaction. This session will delve into the dimensions of work and home to help you apply real tools to manage both, no matter what each looks like for you in your current circumstance. Both office and remote settings will be included along with a lens for both employee and supervisor.

DATE

January 11, 2024

TIME

1:00pm – 3:00pm

PRESENTER

Maria Dezi, MPH, Administrative Director for Family Support Services Programs,
The Connection

COST: \$125

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

Building Compassion & Empathy: The Paradox of Shame

Shame is one of the least understood human emotions. A very common aftermath of traumatic, invalidating childhood experiences, shame is a deeply personal phenomenon that significantly impacts healthy self-identity. It also has powerful social implications, contributing to feelings of alienation and isolation. This training will explore the many ways shame affects our ability to fully engage with life and relationships, and how we can move toward acceptance and compassion. Shame-sensitive practice will be discussed as an essential element of trauma informed care, with a focus on avoiding the common mistakes that trigger this toxic emotion, which inevitably retraumatizes those we are supporting. The profound influence of social media's outrage culture and the impact of public shaming will also be addressed.

DATE

February 8, 2024

TIME

9:30am – 11:30am

PRESENTER

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

COST: \$125

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

Emotional Intelligence for Human Services Providers

Emotional intelligence is widely recognized as an invaluable 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 training and practice. In this training, participants will explore the relationship between emotions, feelings, and behavior, and learn strategies for modulating our emotional reactions to ensure optimal functioning in our professional roles.

DATE

January 25, 2024

TIME

9:30am – 12:00pm

PRESENTER

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

COST: \$125

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

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.

DATE

February 7, 2024

TIME

1:30pm – 3:00pm

PRESENTER

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

COST: \$125

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).



ESSENTIAL SKILLS COURSE

Ethical Practice in the Human Services

Work in the human services is profoundly rewarding but carries with it a tremendous responsibility to protect our clients from actions that would result in harm or exploitation. While acts of deliberate wrongdoing do occur, it is more common for well-meaning efforts to result in unintentional ethical breaches through lack of knowledge and training. This course will present the foundational principles of work in the helping professions: protection of client rights; ensuring confidentiality; maintaining professional boundaries; and avoiding conflicts of interest. An ethical model will be presented which will assist practitioners in ethical decision-making. This training is highly interactive, with many examples of common ethical dilemmas for discussion. The importance of individual responsibility to report unethical behavior will be discussed, as well as the necessity of developing an organizational culture of shared accountability.

DATE

March 27, 2024

TIME

9:30am – 11:30am

PRESENTER

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

COST: \$125

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 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's 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

September 27, 2023

TIME

9:30am – 11:30am

PRESENTER

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

COST: \$125



Budgeting Basics for Nonprofit Organizations

Effective budgeting is critical for planning and operating the business of your nonprofit organization. Learn how to create and monitor a detailed budget aligned with your organization's strategic goals. This course will introduce the fundamental elements needed to successfully prepare, monitor, and conclude a variety of different types of budgets.

*Note, this course is designed for non-finance staff tasked with budget-related duties.

This course will cover the following topics:

- ▶ Understanding your funding and budget
- ▶ Developing (and maintaining) essential collaboration & working relationships
- ▶ Coordinating activities across departments and programs to ensure execution
- ▶ Forecasting income and expenditure (aka profitability)
- ▶ Identifying variable costs vs. fixed costs
- ▶ Understanding the purpose and causes of budget variances (and how to use this as a tool for planning)
- ▶ Reconciling a budget at the conclusion of a fiscal year or special project
- ▶ Using your budget as a decision-making tool

DATE

October 18, 2023

TIME

1:00pm – 3:00pm

PRESENTERS

Maria Dezi, MPH, Administrative Director for Family Support Services Programs, The Connection

Allison DeBlasio, Senior Director of Communications & Business Strategy, The Connection

COST: \$125



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

November 15, 2023

TIME

9:30am – 11:30am

PRESENTER

Maria Dezi, MPH, Administrative Director for Family Support Services Programs,
The Connection

COST: \$125



Microsoft Office Overview

Proficiency in Microsoft Office, a suite of productivity software that is used by millions of people around the world, is a must in today's business world. While many of us have developed "on the job" familiarity through daily use, there is always more to learn to unlock its full potential. This course will provide an overview of the most important Microsoft Office applications, including Word, PowerPoint, Outlook, Teams and Excel, and explore strategies to help you work more efficiently. This course is intended for anyone who is interested in learning the basics of Microsoft Office.

DATE

February 7, 2024

TIME

9:30am – 11:30am

PRESENTERS

Christina Liuzzo, Director of Information Technology & HIPAA Security Officer,
The Connection

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

COST: \$125



Professionalism: Cultivating Your Personal Brand 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 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.

DATE

January 17, 2024

TIME

1:00pm – 3:00pm

PRESENTER

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

COST: \$125



Best Practices for Conducting Employee Evaluation Reviews

Annual performance reviews rarely evoke positive feelings in employees or their managers. More than half of employees view the process on a negative continuum from meaningless to unfair. Many managers are equally jaded, citing fear of employee reactions to negative feedback and a sense that annual evaluations are a formality that does not result in improved performance. Some organizations have chosen to forgo them entirely, but this is missing a valuable opportunity. In fact, a performance review as the “capstone” of ongoing staff support, coaching, and career guidance can be a powerful contributor to employee retention and higher productivity. This training will present strategies for managers and employees to optimize the performance review process, working within organizational systems to create a process that is meaningful, fair, and facilitates accountability and motivation through a professional development focus.

DATE

January 18, 2024

TIME

1:00pm – 3:00pm

PRESENTER

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

COST: \$125



HIPAA Privacy and Security Officer Training: Safeguarding Patient Data and Ensuring Compliance

In an era of advanced digital technologies and increasing concerns about the privacy and security of sensitive health information, the roles of HIPAA Privacy and Security Officers have become pivotal in safeguarding patient data and ensuring compliance with the Health Insurance Portability and Accountability Act (HIPAA). This training will provide guidance to the individuals fulfilling these roles, beginning with an overview of HIPAA regulations that emphasizes the importance of protecting patient privacy and maintaining the security of health information. We will address how to prevent security breaches, and best practices for identifying and responding to data breaches when they occur including investigation, assessment, and response. Attendees will learn how to identify who within their organization should be appointed to the role of HIPAA Privacy and Security Officer, and how the individuals in these roles can effectively promote patient/client trust, maintain data integrity, and oversee regulatory compliance for their organizations.

DATE

February 1, 2024

TIME

1:00pm – 3:00pm

PRESENTERS

Susan Phillips, Ph.D., Vice President of Quality, Information, and Risk, The Connection
Christina Liuzzo, Director of Information Technology
& HIPAA Security Officer, The Connection

COST: \$125



Understanding LGBTQIA+ Identities: The Spectrum of Gender and Sexuality

This course will provide participants with a comprehensive understanding of the diverse range of gender and sexual identities within the LGBTQIA+ community, exploring the complexities of gender and sexual orientation and acknowledging the spectrum that exists beyond traditional binary concepts. Participants will learn about non-conforming identities including transgender, non-binary, and queer, as well as the fluidity and intersectionality that exists within these experiences. The training fosters a safe and inclusive space for participants to ask questions, engage in open dialogue, and challenge preconceived notions. Through interactive activities, personal stories, and educational resources, participants will gain a deeper appreciation for the diversity and resilience of LGBTQIA+ individuals. Participants will be better equipped to support and affirm individuals across the gender and sexual spectrum, promoting a more inclusive and understanding environment in their personal and professional lives.

DATE

September 19, 2023

TIME

1:00pm – 3:00pm

PRESENTER

Mariana Serrano MPH, Director of Diversity & Social Impact, The Connection

COST: \$125

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).



Intersectionality and the LGBTQIA+ Community: Understanding the Intersections of Race, Gender, and Sexuality

This course will explore the complex ways that race, gender, and sexuality intersect within the LGBTQIA+ community, recognizing that individuals' experiences are shaped not only by their sexual orientation or gender identity but also by their racial and cultural backgrounds. Participants will gain a deeper understanding of the unique challenges faced by LGBTQIA+ individuals who also belong to marginalized racial or ethnic groups by highlighting the impact of interconnected systems of oppression and discrimination. This training is highly interactive: through discussions, case studies, and personal narratives, participants will explore the intersections of identity and privilege within the LGBTQIA+ community. Participants will be equipped with the knowledge and tools to foster inclusivity, challenge biases, and advocate for equity within the LGBTQIA+ community, recognizing the diverse experiences and needs of individuals at these intersections.

DATE

October 17, 2023

TIME

1:00pm – 3:00pm

PRESENTER

Mariana Serrano MPH, Director of Diversity & Social Impact, The Connection

COST: \$125

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).



Understanding Implicit Bias: Recognizing and Addressing Bias in the Workplace

This training will raise awareness about implicit biases and their impact in the workplace through exploration of the many ways unconscious bias influences our decision-making, interactions, and perceptions of others. Participants will learn about the different types of biases and their potential consequences for diversity, equity, and inclusion. This training provides practical tools and strategies for recognizing and mitigating implicit biases and fostering a more inclusive work environment. Through interactive discussions, case studies, and self-reflection exercises participants will develop skills in identifying and challenging their own biases, promoting fair and equitable practices, and building stronger relationships with colleagues. Participants will be equipped to contribute to a more inclusive and unbiased workplace, creating a culture where everyone feels valued and respected.

DATE

January 16, 2024

TIME

1:00pm – 3:00pm

PRESENTER

Mariana Serrano MPH, Director of Diversity & Social Impact, The Connection

COST: \$125

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).



Allyship 101: A Workshop on Supporting and Advocating for the LGBTQIA+ Community

This training is designed to educate participants on how to be effective allies to the LGBTQIA+ community. Essential knowledge and skills to promote inclusivity, understanding, and support for LGBTQIA+ individuals will be discussed. Participants will learn about LGBTQIA+ terminology, identities, and experiences, as well as the challenges and barriers they may face. Participants will have the opportunity to explore strategies for creating inclusive environments, addressing biases, and advocating for LGBTQIA+ rights. Through interactive activities and discussions, participants will develop the practical skills to be supportive allies, including active listening, empathy, and communication techniques. Participants will be equipped with the tools to actively support and advocate for the LGBTQIA+ community, fostering more inclusive and accepting cultures that foster a sense of belonging for all.

DATE

November 16, 2023

TIME

1:00pm – 3:00pm

PRESENTER

Mariana Serrano MPH, Director of Diversity & Social Impact, The Connection

COST: \$125

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).



Lifelong Learning Tools for Becoming a Partner in Diversity, Equity, Inclusion and Belonging

This training will provide an overview of DEIB concepts, including how to recognize and address bias, promote diversity, and create a culture of inclusivity in the workplace. Participants will gain a better understanding of the benefits of DEIB, as well as the impact of exclusion and discrimination on individuals and the organization as a whole. Participants will also have the opportunity to learn how to communicate more effectively with colleagues from diverse backgrounds, while exploring the ways in which unconscious biases can impact our interactions. Through interactive discussions and case studies, we will examine best practices for creating a culture of inclusivity, respect, and belonging.

DATE

January 25, 2024

TIME

1:00pm – 3:00pm

PRESENTER

Mariana Serrano MPH, Director of Diversity & Social Impact, The Connection

COST: \$125

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).



Building a Culture of Inclusion: Fostering a Diverse and Equitable Workplace

This course explores the importance of diversity, inclusion, and equity in fostering innovation, productivity, and employee well-being. Participants will learn about the benefits of a diverse workforce and strategies for creating a culture that values and respects differences. This training covers topics such as unconscious bias, inclusive leadership, and mitigating barriers to inclusion. Through interactive activities and case studies participants will gain practical skills in fostering inclusive communication, addressing bias, and promoting equitable practices in recruitment, hiring, and employee development. Participants will be equipped to contribute to building a workplace culture that celebrates diversity, embraces inclusivity, and ensures equitable opportunities for all employees.

DATE

February 29, 2024

TIME

1:00pm – 3:00pm

PRESENTER

Mariana Serrano MPH, Director of Diversity & Social Impact, The Connection

COST: \$125

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).



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PRACTICE at The Connection can
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to your organizational needs.

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

860 343-5500 x1051
mklimczak@theconnectioninc.org

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