Education is improving the lives of others and for leaving your community and world better than you found it. – Marian Wright Edelman

Customers – Fall 2019
(October – December)
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Welcome to The Workshops at Good Shepherd Services

Who We Are:
The Workshops at Good Shepherd Services has a rich history in providing learning and development opportunities for professionals in NYC and the surrounding areas. Over 40 years ago we took the lead in to develop this program as the need for professional development grew. We acknowledge that our fields are forever changing and evolving to meet the complex and emerging needs of our city and we are committed to be responsive to this need by providing workshops that promote innovative ideas, share promising practices, and promote evidence informed models to help achieve our mission of supporting youth and families and having NYC become a better place to live and work. We focus on fostering bold leadership, skill development, social change, and advocacy to make a difference in the lives of children, youth, families and communities. The Workshops is designed to be engaging, interactive, and is organized to build skill and bring compassion into our work.

The Workshops at Good Shepherd Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0151. Look for offerings with contact hours.

Our Learning Environment:
The Workshops at Good Shepherd Services creates a unique learning environment that is committed to creating a safe and support atmosphere for all learners, where questions and exploration are valued. We invite colleagues who believe in growth and change, who have the courage to challenge themselves, take risks, learn something new, reserve judgement, listen from a place of compassion, and seek opportunities for community-building and fun. Our workshops are spaces of collaboration and invite colleagues from different agencies and fields to connect and learn together.

Offerings at The Workshops emphasize the transformation of knowledge and learning into practice, providing opportunities for practice within the learning space and providing techniques, tools, and strategies that are relevant and readily applicable to direct work.
Good Shepherd Services' Mission

Good Shepherd Services goes where children, youth, and families face the greatest challenges and builds on their strengths to help them gain skills for success. We provide quality, effective services that deepen connections between family members, within schools, and among neighbors. We work closely with community leaders to advocate, both locally and nationally, on behalf of our participants to make New York City a better place to live and work.

Good Shepherd Services leads in the development of innovative programs that make a difference in the lives of children, youth and families today.

Our Core Values

☆ Compassion
The services we provide surround children, youth, and families with kindness and care, build on their strengths, and embrace unique talents, interests, and accomplishments.

☆ Commitment
Our support for children, youth, and families is unwavering, especially in New York neighborhoods that have the fewest resources.

☆ Bold Leadership
We face deeply rooted poverty and inequality, and confront these challenges head on through strong leadership, innovative programs, and advocacy for positive change.

☆ Learning
We prioritize ongoing education for both ourselves and our participants. We constantly seek out new ways to be effective and use evidence and data to help us be successful.

☆ Optimism
We know we can make a difference with a positive approach that builds upon the inherent strengths that children, youth, and families have to transform themselves.

☆ Responsiveness
We listen deeply to and respect the children, youth, and families with whom we work. In New York City neighborhoods with few resources, we do what it takes to respond, and have built the ability to adapt into our approach.
The Workshops: Fulfilling Our Value of Learning

One of Good Shepherd Services’ organizational values is Learning and through The Workshops we are able to not only provide learning & development opportunities to our staff, but also to provide professional development and growth opportunities to our colleagues, partners, collaborators, and peers across NYC. By creating learning spaces that are rich in the sharing of effective practices and innovative ideas, The Workshops supports GSS’ value of Learning by spreading learning throughout the community.

Our Policies

Registration

Please register by browsing our offerings first and then create an account when you’re ready to register.

If you have any questions about The Workshops please contact us at 212-243-7070, 10245 or TheWorkshops@goodshepherd.org.

Customer Payment Information and Fees

Payment for workshops may be made by Visa, MasterCard, or American Express. We do accept checks, but strongly encourage payment by credit card. Your payment is due 4 days before the workshop. We know that there are instances where this is not always possible, feel free to inform us in such case. Nonetheless, your payment is due at the time of check-in. **Unfortunately, if we have not received payment before the workshop you will not be allowed to attend.**

When mailing checks, please include a copy of the invoice. All checks should be mailed to the following address:

The Workshops at Good Shepherd Services

305 7th Ave., 9th Floor

New York, NY 10001

Unless otherwise specified, most of our workshops use the following pricing structure:

<table>
<thead>
<tr>
<th></th>
<th>Half-Day Workshops</th>
<th>Full-Day Workshops</th>
<th>2-Day Workshops</th>
</tr>
</thead>
<tbody>
<tr>
<td>For registration received 30 days or more before the workshop</td>
<td>$55</td>
<td>$95</td>
<td>$190</td>
</tr>
<tr>
<td>For registration received 29-5 days before the workshop</td>
<td>$75</td>
<td>$125</td>
<td>$250</td>
</tr>
</tbody>
</table>
Customer Cancellations, Withdrawals, and Refunds

Cancellation or withdrawals received 5 days before the workshop start date will receive a full refund if the registrant paid via credit card. Registrants who paid via check, will have the option of switching their registration to another upcoming offering or receiving a coupon for the amount paid that can be used toward future offerings.

When we do not have sufficient registration to hold a workshop, when possible, you will be notified of cancelation at least 5 business days in advance if you are registered. We reserve the right to cancel any training or substitute the trainer/presenter. In the event of a cancelation, registrants paying via credit card will be refunded in full. Registrants paying via check will have the option of switching their registration to another upcoming offering or receiving a coupon for the amount paid that can be used toward future offerings.

On Time Arrival

Workshops are listed as having a start time advertised in the LMS and in the Learning & Development catalogs and e-newsletters, but participants should arrive 15 minutes before the start time to ensure that workshops can begin on time. Please note: there will be no refunds for customers that arrive late or registered participants who do not attend. Please allow extra travel time to be on time.

Evaluations

We encourage all our participants to provide us with their feedback after attending a workshop. This can be done by login into the Learning Management Systems (LMS). The feedback are anonymous and they are taken into great consideration when scheduling our catalogs. Our facilitators, when possible, make changes to the curriculum based on the suggested feedbacks.

Certificates of Attendance

Certificate of attendance is available in the LMS for all workshops that participants have attended. If you are a Licensed Social Worker/Licensed Clinical Social Worker, your certificate will have your license number along with the contact hour for the workshop you attended. Upon registering for a workshops that provides continuing education credits, you will be asked to enter your license type and license number.

Learn More About Us

Join our mailing list to stay up to date on the newest and upcoming offerings! You can also check out our website for a list of upcoming courses and can download our quarterly catalogs for more information on offerings. For further questions, please contact us at TheWorkshops@goodshepherds.org or 212-243-7070 xt 10245. We look forward to welcoming you into our community of life-long learners!
The Learning and Development Department Staff

The **Learning & Development Department** collaborates with all GSS programs and departments to promote staff growth and success and is responsible for day-to-day development and operations of Good Shepherd Services' learning and development curriculum, the **Learning Management System** (LMS), and marketing and providing customer service to external attendees. The Department is also responsible for coordinating and facilitating offerings and cultivating external partners and ensures that the agency remains in compliance with training requirements of governing bodies and funders. Take a look below to find out more about the individuals that make up the Learning & Development Department.

### Caitlin LeStrange
**Deputy Director of Learning & Development**

*Contact me for anything related to L & D*  
212-243-7070 xt 10240  
*Caitlin LeStrange@Goodshepherds.org*

### Celia Ceballos
**Manager of Mission & Learning**

*Contact me for Curriculum Development Project & Mission Work*  
212-243-7070 xt 10243  
*Celia_Ceballos@Goodshepherds.org*

### Margie Lafond
**Learning & Development Coordinator**

*Contact me for questions regarding coordination & for upcoming workshops and in the interim contact me for LMS and HSLC registration questions*  
212-243-7070 xt 10242  
*Margie_Lafond@goodshepherds.org*
Overview of Offerings by Month

October

- **October 18th**: Contemplative Collaboration: Using Mindful Communication to Transform Your Relationships (formerly titled The Essence of Communication: Using Mindfulness to Transform Your Relationship)

- **October 22nd**: Core Workshops for the Supervisory Certificate Program: Roles and Responsibilities of Supervisors (Open to All Supervisors) (6 Contact Hours)

- **October 23rd**: Core Workshops for the Supervisory Certificate Program: Expectations and Feedback for Supervisors (Open to All Supervisors) (6 Contact Hours)

- **October 24th**: Core Workshops for the Supervisory Certificate Program: Critical Conversations for Supervisors (Open to All Supervisors) (6 Contact Hours)

- **October 25th**: Core Workshops for the Supervisory Certificate Program: Ethics and Boundaries for Supervisors (Open to All Supervisors) (3 Contact Hours)

- **October 28th**: Identification and Reporting of Child Abuse and Maltreatment (CASAC Renewal Eligible)

- **October 28th**: SafeTalk: Suicide Awareness & Prevention

November

- **November 4th**: Group Work for Front Line Staff (6 Contact Hours)

- **November 5th**: Emotional Intelligence for Supervisors (Open to All Supervisors) (6 Contact Hours)

- **November 12th**: The Evolution of Gangs: Engagement Strategies and Practice Concepts for Working with Youth in Today’s Gangs (6 Contact Hours)

- **November 13th**: Creating Trauma-Informed Supervisory Practice: Supervising to Prevent Vicarious Trauma and to Mindfully Create a Positive Parallel Process (Open to All Supervisors) (6 Contact Hours)

- **November 15th**: Crossing Borders: Working with Immigrant Families (6 Contact Hours)
• **November 18th**: Intergenerational Supervision: Managing Different Generations Well (Open to All Supervisors) (6 Contact Hours)

• **November 19th**: Empathy: What We See, What We Hear, What We Say (6 Contact Hours)

• **November 21st**: Trauma, PTSD, Complex Trauma, and The Stress Response (6 Contact Hours)

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**December**

• **December 3rd**: Introduction to Project Management Skills: Moving to Action (Open to All Supervisors and Project Leaders)
Good Shepherd Services’ Center for Trauma-Informed Practice seeks to deepen trauma-informed practice among social-service providers through workshops, learning journeys, resources and building communities of practice, which implement and sustain high quality trauma-informed services and promote healing in individuals, families, communities and organizations. Below please find upcoming workshops from The Center for Trauma-Informed Practice.

Cutting: Understanding and Intervening in Self-Abusive Behavior as a Defense in Traumatic Reenactment

6 Contact Hours

In this workshop participants identify and discuss the context for how their clients have come to use cutting as a maladaptive coping mechanism and what it is that they get from this behavior in terms of helping themselves in managing affect or re-experiencing traumatic events. Through concrete intervention strategies, participants learn how to contract with and talk to clients about changing this behavior to more adaptive and helpful coping skills.

Upcoming Session(s):

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<tr>
<th>Date(s)</th>
<th>Time(s)</th>
<th>Location(s)</th>
<th>Facilitator(s)</th>
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<tbody>
<tr>
<td>November 1st</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Ellen Blaufox, LCSW-R, Director of Clinical Services, Mann Center RTFS – Jewish Board of Family and Children Services, Consultant</td>
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</tbody>
</table>

Creating Trauma-Informed Supervisory Practice: Supervising to Prevent Vicarious Trauma and to Mindfully Create a Positive Parallel Process

Open to All Supervisors

6 Contact Hours

This highly interactive workshop will review the ongoing effort at Good Shepherd Services to add trauma-informed supervision to trauma-informed care, and the social learning we have experienced along the way. We will start with a review of what little information exists about supportive supervision in the literature, including an evidence based tool supervisors...
and agencies can use as a guide. This workshop addresses how to use trauma-informed principals, concepts and tools in the supervisory practice and how to support staff’s resiliency and inoculate them against vicarious traumatization.

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<tr>
<td>November 13(^{th})</td>
<td>9:30am – 4:30pm</td>
<td>McLaughlin East Harlem Residences (formerly EGA) 55 East 110(^{th}) St., Manhattan</td>
<td>Lina Pasquale, Senior Division Director of Child Welfare Residential and Trauma-Informed Practice, Good Shepherd Services</td>
</tr>
</tbody>
</table>

**Trauma, PTSD, Complex Trauma, and The Stress Response**

**6 Contact Hours**

This workshop will provide a clear understanding of trauma, Post-Traumatic Stress Disorder (PTSD), complex trauma, and the stress response and their effects on psychological, emotional and physiological well-being. This workshop will provide insight on the implications of trauma on development and the nervous system. Topics such as attachment, dissociation, the fight, flight and freeze response, and symptoms of traumatic stress will be of particular focus throughout this workshop.

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<tr>
<td>November 21(^{st})</td>
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<td>12 W. 12(^{th}) St., Manhattan</td>
<td>Irina Kaplan, LMSW, Senior Practitioner of Trauma-Informed Practice, Good Shepherd Services</td>
</tr>
</tbody>
</table>
Continuing Education for Social Workers

Workshops in this section, listed in chronological order, provide continuing education contact hours for LCSWs and LMSWs.

Cutting: Understanding and Intervening in Self-Abusive Behavior as a Defense in Traumatic Reenactment

6 Contact Hours

In this workshop participants identify and discuss the context for how their clients have come to use cutting as a maladaptive coping mechanism and what it is that they get from this behavior in terms of helping themselves in managing affect or re-experiencing traumatic events. Through concrete intervention strategies, participants learn how to contract with and talk to clients about changing this behavior to more adaptive and helpful coping skills.

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<td>Ellen Blaufox, LCSW-R, Director of Clinical Services, Mann Center RTFS – Jewish Board of Family and Children Services, Consultant</td>
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</table>

Group Work for Front Line Staff

6 Contact Hours

This interactive training will teach participants how to act as group facilitators who can draw out and process youth input for the purpose of moving a discussion forward. Participants will learn how to recognize group dynamics and motivation dialogue, feedback and consensus building.

Upcoming Session(s):

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<tbody>
<tr>
<td>November 4th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Candice Jarvis, LCSW-R, Adjunct Professor NYU School of Social Work, Consultant, Private Practice</td>
</tr>
</tbody>
</table>
Emotional Intelligence for Supervisors

Open to All Supervisors

6 Contact Hours

Recent research shows a strong link between emotion and reason, feelings and thoughts. Making decisions based on emotions is not an exception; it is the rule. Individuals who are not emotionally smart tend to waste time on personality conflicts, often lose self-control in stressful situations, and sabotage their own success. This course will assist you to develop the skill of how to recognize, acknowledge and manage personal feelings. It allows participants to explore the ability to use this knowledge to make better decisions and build stronger relationships at work.

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<tr>
<td>November 5th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Barbara Strickland-Berry, Consultant</td>
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6 Contact Hours

This workshop includes an overview of the evolution of gangs and coastal differences between gangs. This workshop also reviews the heightened violence seen in gangs and how this relates to the greater access of weapons and heightened societal violence. We also explore the perceptions gang members have toward law enforcement and how law enforcement plays a role in gang culture. In this workshop, we also discuss the role women play in gangs and how gangs are using social media. Finally, we review strategies for engagement, hard reduction, trust-building and prevention, with youth involved in gangs. We also explore the culture and youth perspective regarding needs and how to meet them in ways that do not involve becoming part of a gang.

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<tbody>
<tr>
<td>November 12th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>David Caba, Senior Program Director, Good Shepherd Services, Peleya Paterson, LMSW, Senior Program Director, Good Shepherd Services and West Gordon, Senior Advocate Mentor, Good Shepherd Services</td>
</tr>
</tbody>
</table>

Creating Trauma-Informed Supervisory Practice: Supervising to Prevent Vicarious Trauma and to Mindfully Create a Positive Parallel Process

Open to All Supervisors

6 Contact Hours

This highly interactive workshop will review the ongoing effort at Good Shepherd Services to add trauma-informed supervision to trauma-informed care, and the social learning we have experienced along the way. We will start with a review of what little information exists about supportive supervision in the literature, including an evidence based tool supervisors and agencies can use as a guide. This workshop addresses how to use trauma-informed principals, concepts and tools in the supervisory practice and how to support staff’s resiliency and inoculate them against vicarious traumatization.
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<td>Lina Pasquale, Senior Division Director of Child Welfare Residential and Trauma-Informed Practice, Good Shepherd Services</td>
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**Crossing Borders: Working with Immigrant Families**

**6 Contact Hours, CASAC Renewal Eligible**

According to the U.S. Census Bureau, there are about 34 million foreign born people living in the U.S. Many of these families bring with them particular experiences impacting their lives including family separation, economic hardship, language barriers and psychological stress stemming from pressure to assimilate/acculturate. Working with immigrant families in many ways requires us as service providers to utilize a specific set of skills that is sensitive to their experience. The goals of this workshop are to: 1) increase participants’ knowledge of recent trends, policies, and issues involving immigrants and their families 2) have participants’ examine the impact of pre and post migration experiences on the lives of immigrants and their families 3) enhance participants’ assessment, treatment, and advocacy skills that are useful for working with immigrant families.

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<tbody>
<tr>
<td>November 15th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Walter Vega, LCSW, Adjunct Lecturer at Columbia University School of Social Work</td>
</tr>
</tbody>
</table>

**Intergenerational Supervision: Managing Different Generations Well**

**Open to All Supervisors**

**6 Contact Hours**

From Baby Boomers to Millennials, each generation offers unique strengths and qualities and they each have different motivational needs. These differences can be an asset, but they also can lead to misunderstandings, conflict and miscommunication if managed poorly. Programs succeed when the work environment is one that reflects alignment, teamwork and personal productivity. Therefore, it’s key that managers who are managing multiple generations are aware that what works for one generation of employees might not be as effective for another. While no two employees are exactly alike, studies have shown that there are general characteristics that are fairly typical for each generation. Given the differences among the 5 generations in the workplace, there are several areas that managers need to consider in order to help diverse groups work better together and align with the vision of the program. This workshop will offer strategies for managing different generations effectively.

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<tr>
<td>November 18th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Cassandra Mack, MSW, CEO at Strategies for Empowered Living, Inc./Trainer/Consultant</td>
</tr>
</tbody>
</table>
Empathy: What We See, What We Hear, What We Say

6 Contact Hours

Why is it so hard to do the things we know we should do? Showing empathy to our colleagues and to our participants is the foundation of our work. Yet, we often are challenged by the behavior of others and as a result fall short of our own personal commitments. This course will help you to understand not only how to show empathy but also how to be aware of and rise above the challenges in your everyday work life. You will leave with tools, experience, and re-invigoration about why you have chosen to work in social services in spite of the many hurdles.

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<tbody>
<tr>
<td>November 19th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Karen Bernstein, LCSW-R, Adjunct Faculty at NYU Silver School of Social Work, Consultant, Private Practice and Mamie McIndoe, M.Ed., Consultant</td>
</tr>
</tbody>
</table>

Trauma, PTSD, Complex Trauma, and The Stress Response

6 Contact Hours

This workshop will provide a clear understanding of trauma, Post-Traumatic Stress Disorder (PTSD), complex trauma, and the stress response and their effects on psychological, emotional and physiological well-being. This workshop will provide insight on the implications of trauma on development and the nervous system. Topics such as attachment, dissociation, the fight, flight and freeze response, and symptoms of traumatic stress will be of particular focus throughout this workshop.

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<td>Irina Kaplan, LMSW, Senior Practitioner of Trauma-Informed Practice, Good Shepherd Services</td>
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</table>
Skills Development

Workshops in this section, listed in chronological order, are designed to help staff develop specific skills to enhance their work. These topics also meet governing body and funder training requirements for various Good Shepherd Services programs.

**Contemplative Collaboration: Using Mindful Communication to Transform Your Relationships**
(formerly titled The Essence of Communication: Using Mindfulness to Transform Your Relationships)

Being in relationship – to ourselves, to others, and the world around us – is at the core of the human experience. Toxic relationships can cause tremendous pain and suffering, while other relationships can become stagnant and lack any real vibrancy or connection. But with intention and practice we can transform our relationships into powerful vehicles for profound joy, creativity, healing, and growth. Drawing from the intersection of mindfulness, emotional intelligence, and neuroscience, this workshop will provide practical knowledge and tools to get the most out of your personal and professional relationships, including how to: improve your capacity for deep listening, skillfully give and receive feedback, and facilitate the emergence of collective wisdom.

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<tbody>
<tr>
<td>October 18th</td>
<td>9:30am – 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Michael Stern, Career and Life Coach at Integral Alignment, Founder of Integral Alignment</td>
</tr>
</tbody>
</table>

**Identification and Reporting of Child Abuse and Maltreatment**

This half-day workshop was designed to help Social Workers and Caseworkers identify signs and indicators of child abuse and maltreatment. Participants will be able to identify indicators of child abuse and maltreatment, articulate the basis for culturally sensitive interventions, distinguish maltreatment from non-maltreatment and identify cultural stressors that can lead to possible maltreatment.

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<tbody>
<tr>
<td>October 28th</td>
<td>9:30pm – 12:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Vernon Dietz, LCSW, Trainer, Consultant, Private Practice</td>
</tr>
</tbody>
</table>
SafeTalk: Suicide Awareness & Prevention

This workshop will help staff identify persons with thoughts of suicide and connect them to suicide first aid resources. Most people with thoughts of suicide invite help to stay safe. Alert helpers know how to use these opportunities to support desire for safety. Trainees will be able to move beyond common tendencies to miss, dismiss or avoid suicide; identify people who have thoughts of suicide; apply the TALK steps (Tell, Ask, Listen and KeepSafe) to connect a person with suicidal thoughts to suicide first aid; intervention caregivers. Powerful video clips will illustrate both non-alert and alert responses. Discussions and practice will help stimulate learning. Learn steps that contribute to saving lives.

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<tbody>
<tr>
<td>October 28th</td>
<td>1:30 pm – 4:30 pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Shantel Mayris, MSW, Assistant Director at Services for the Underserved, Consultant</td>
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Introduction to Project Management Skills: Moving to Action

Open to All Supervisors and Project Leaders

This workshop covers the structures and practices of Project Management with the overlay of engagement and collaborative strategies. We focus on creating a Project Charter that includes scope statement, a project timeline with deliverables, time frames, resources and a risk analysis. The focus is on how to move work along efficiently and effectively to the desired outcome – in the context of complexity and moving parts. This workshop is geared toward supervisors, managers and project leaders.

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<th>Date(s)</th>
<th>Time(s)</th>
<th>Location(s)</th>
<th>Facilitator(s)</th>
</tr>
</thead>
<tbody>
<tr>
<td>December 3rd</td>
<td>9:30am – 4:30pm</td>
<td>305 7th Ave., 20th Fl. Manhattan</td>
<td>Melissa Shillingford, Consultant</td>
</tr>
</tbody>
</table>
Supervision and Management

Workshops in this section, listed in chronological order, provide supervisors and managers with skills, practices, and techniques necessary to provide quality supervision.

**Supervisory Certificate Program**

The *Supervisory Certificate Program* is designed for new supervisors with less than 3 years of experience, though more experienced supervisors are welcome to attend. The program focuses intentionally and intensively on assisting supervisors in gaining the necessary skills and best-practices to be outstanding in their supervisory practice. The program is offered two times a year with one cohort beginning in the Fall and the other in the Spring. To allow for flexibility and to best meet individual needs, Good Shepherd Services’ Learning & Development Department offers two different learning paths to approaching the Supervisory Certificate Program.

The **first path** is completing the *Supervisory Certificate Program*. This path is required for all Good Shepherd Services’ supervisors with less than 3 years of experience, as it provides them with the basic techniques and skills that all new supervisors need to know. Although supervisors are strongly encouraged to make time to attend the full program, in order to be more flexible to staff having conflicts with attending the full program and wanting to be responsive to supporting new supervisors with practical skills as soon as possible, supervisors do have the option of registering for the workshops they can attend and waiting for the next cycle to complete the remaining workshops to finish the program. Upon completion of the entire Certificate Program, supervisors will be awarded with a certificate of completion.

The **second path** is *A Take What You Need to Lead* approach. This path is for supervisors with more than 3 years of experience, who are not required to attend the full certificate program and only want a refresher and/or more support around certain topic areas. In this path, a supervisor would simply select and register for the workshop(s) that feel the most relevant and needed to them. *Please note, that if you opt to take this path you will not receive a certificate of completion for the Supervisory Certificate Program.*

For more information on how to register for the Supervisory Certificate Program, please review our Quick Guide.
## Supervisory Certificate Program Core Workshops

Attendance in all workshops is required to complete the Certificate Program.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Title</th>
<th>Facilitator</th>
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</thead>
<tbody>
<tr>
<td>October 22&lt;sup&gt;nd&lt;/sup&gt;, 2019</td>
<td>9:30am — 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Roles and Responsibilities of Supervisors</td>
<td>Nancy Fritsche Eagan, LMSW, Senior Facilitator, Good Shepherd Services</td>
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<td></td>
<td></td>
<td></td>
<td>(CE Eligible – 6 contact hours)</td>
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<td></td>
<td>By attending this workshop, participants will receive a DiSC instrument as well as a copy of <em>Supervision Matters</em> by Rita Sever</td>
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<tr>
<td>October 23&lt;sup&gt;rd&lt;/sup&gt;, 2019</td>
<td>9:30am — 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Expectations and Feedback for Supervisors</td>
<td>Barbara Strickland-Berry, Consultant</td>
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<tr>
<td></td>
<td></td>
<td></td>
<td>(CE Eligible – 6 contact hours)</td>
<td></td>
</tr>
<tr>
<td>October 24&lt;sup&gt;th&lt;/sup&gt;, 2019</td>
<td>9:30am — 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Critical Conversations for Supervisors</td>
<td>Cassandra Mack, MSW, CEO at Strategies for Empowered Living, Inc., Trainer, Consultant</td>
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<td>(CE Eligible – 6 contact hours)</td>
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<tr>
<td>October 25&lt;sup&gt;th&lt;/sup&gt;, 2019</td>
<td>9:30am — 1:00pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Ethics and Boundaries for Supervisors</td>
<td>Geraldine Ferrara, General Counsel, Good Shepherd Services</td>
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<td>(CE Eligible — 3 contact hours)</td>
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## Supervisory Certificate Program Elective Workshops

Attendance in at least 1 workshop required to complete the Certificate Program.

<table>
<thead>
<tr>
<th>Date</th>
<th>Time</th>
<th>Location</th>
<th>Title</th>
<th>Facilitator</th>
</tr>
</thead>
<tbody>
<tr>
<td>November 5&lt;sup&gt;th&lt;/sup&gt;, 2019</td>
<td>9:30am — 4:30pm</td>
<td>12 W. 12th St., Manhattan</td>
<td>Emotional Intelligence for Supervisors</td>
<td>Barbara Strickland-Berry, Consultant</td>
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<td></td>
<td></td>
<td></td>
<td>(CE Eligible — 6 contact hours)</td>
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<tr>
<td>November 13&lt;sup&gt;th&lt;/sup&gt;, 2019</td>
<td>9:30am — 4:30pm</td>
<td>McLaughlin East Harlem Residences (formerly EGA) 55 E. 110th St., Manhattan</td>
<td>Creating Trauma-Informed Supervisory Practice</td>
<td>Lina Pasquale, Senior Division Director of Child Welfare Residential and Trauma-Informed Practice, Good Shepherd Services</td>
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<td></td>
<td></td>
<td></td>
<td>(CE Eligible – 6 contact hours)</td>
<td></td>
</tr>
<tr>
<td>Date</td>
<td>Time</td>
<td>Location</td>
<td>Event</td>
<td>Instructor</td>
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</table>
| November 18th, 2019| 9:30am — 4:30pm | 12 W. 12th St., Manhattan         | **Intergenerational Supervision**  
(CE Eligible – 6 contact hours)                                                                 | Cassandra Mack, MSW, CEO at Strategies for Empowered Living, Inc. |
| December 3rd, 2019  | 9:30am — 4:30pm | 305 7th Ave., 20th Fl. Manhattan   | **Introduction to Project Management Skills: Moving to Action**                           | Melissa Shillingford, Consultant     |
Meet our Facilitators

One of the greatest resources The Workshops employs are our facilitators and trainers, a cohort of consultants and staff who create the rich learning environment of our workshops.

The Workshops contracts with over 25 consultant facilitators and trainers that have demonstrated qualifications in the subject matter and topics of their workshops. These facilitators come from a wide variety of educational backgrounds and experiences. They help Good Shepherd Services stay up-to-date with emerging trends across the field of social services and can provide diverse perspectives that keep Good Shepherd Services' staff and the organization innovating.

In addition to contracting with consultant facilitators and trainers, as a Learning Organization, Good Shepherd Services also encourages staff to develop new skills or utilize their existing skills as trainers/facilitators in their areas of expertise. This section below highlight the facilitators that will be presenting this quarter.

Karen Bernstein, LCSW-R, Adjunct Faculty at NYU Silver School of Social Work, Consultant, Private Practice

**Facilitates:** Empathy: What We See, What We Hear, What We Say

Ellen Blaufox, LCSW-R, Director of Clinical Services, Mann Center RTFS – Jewish Board of Family and Children Services, Consultant

**Facilitates:** Cutting: Understanding and Intervening in Self-Abusive Behavior as a Defense in Traumatic Reenactment

David Caba, Senior Program Director, Good Shepherd Services

**Facilitates:** The Evolution of Gangs: Engagement Strategies and Practice Concepts for Working with Youth in Today’s Gangs
Vernon Dietz, LCSW, Trainer, Consultant, Private Practice

Facilitates: Identification and Reporting of Child Abuse and Maltreatment

Geraldine Ferrara, General Counsel, Good Shepherd Services

Facilitates: Core Workshops for the Supervisory Certificate Program: Ethics and Boundaries for Supervisors

Nancy Fritsche Eagan, LMSW, Senior Facilitator, Good Shepherd Services

Facilitates: Core Workshops for the Supervisory Certificate Program: Roles and Responsibilities of Supervisors

West Gordon, Senior Advocate Mentor, Good Shepherd Services

Facilitates: The Evolution of Gangs: Engagement Strategies and Practice
Concepts for Working with Youth in Today’s Gangs
Candice Jarvis, LCSW, Adjunct Professor at NYU School of Social Work
Consultant, Private Practice

Facilitates: Group Work for Front Line Staff

Irina Kaplan, LMSW, Senior Practitioner of Trauma-Informed Practice, Good Shepherd Services

Facilitates: Trauma, PTSD, Complex Trauma, and The Stress Response

Cassandra Mack, CEO at Strategies for Empowered Living, Inc., Trainer, Consultant

Facilitates: Core Workshops for the Supervisory Certificate Program: Critical Conversations for Supervisors; Intergenerational Supervision: Managing Different Generations Well

Shantel Mayris, MSW, Assistant Director at Services for the Underserved, Consultant

Facilitates: SafeTalk: Suicide Awareness & Prevention
Mamie McIndoe, M.Ed., Consultant

**Facilitates:** Empathy: What We See, What We Hear, What We Say

Lina Pasquale, Senior Division Director of Child Welfare Residential and Trauma-Informed Practice, Good Shepherd Services

**Facilitates:** Creating Trauma-Informed Supervisory Practice: Supervising to Prevent Vicarious Trauma and to Mindfully Create a Positive Parallel Process

Peleya Patterson, LMSW, Senior Program Director, Good Shepherd Services

**Facilitates:** The Evolution of Gangs: Engagement Strategies and Practice Concepts for Working with Youth in Today’s Gangs

Melissa Shillingford, Consultant

**Facilitates:** Introduction to Project Management Skills: Moving to Action
Michael Stern, Career and Life Coach at Integral Alignment, Founder of Integral Alignment, Consultant

**Facilitates:** Contemplative Collaboration: Using Mindful Communication to Transform Your Relationships (formerly titled, The Essence of Communication: Using Mindfulness to Transform Your Relationship)

Barbara Strickland-Berry, Consultant

**Facilitates:** Core Workshops for the Supervisory Certificate Program: Expectations and Feedback for Supervisors; Emotional Intelligence for Supervisors

Walter Vega, LCSW, Adjunct Lecturer at Columbia University School of Social Work

**Facilitates:** Crossing Borders: Working with Immigrant Families