To develop professionally: Adopt a beginner’s mindset, stay teachable, seek feedback, teach others, embrace teamwork.

– Dan McCabe

Customers – Summer 2019
(September)
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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, inter-active, 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@goodshepherds.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>
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<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>
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</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 workshop 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 HSJC registration questions
212-243-7070 xt 10242
Margie_Lafond@goodshepherds.org
Overview of Offerings by Month

September

- **September 10th**: Reparative Relationships in Working with Parents with Multiple Challenges (formerly titled Working with Disorganized Parents) (6 Contact Hours)
- **September 16th**: Trauma, PTSD, Complex Trauma, and The Stress Response (6 Contact Hours)
- **September 17th**: Motivational Interviewing: Moving Clients through Stages of Change (6 Contact Hours)
- **September 18th**: An Introduction to the Circle Way: A Leader in Every Chair (6 Contact Hours)
- **September 24th**: Traumatic Reenactment: Transformation to Healing (6 Contact Hours)
- **September 30th**: The Impact of Attachment and Substance Use Disorders on Parenting (6 Contact Hours)
Center for Trauma-Informed Practice

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.

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.

Upcoming Session(s):

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<td>Irina Kaplan, LMSW, Senior Practitioner of Trauma-Informed Practice, Good Shepherd Services</td>
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Traumatic Reenactment: Transformation to Healing

6 Contact Hours

The majority of those receiving services in mental health and social service agencies are survivors of complex trauma. The staff that work in these programs and organizations may also have their own trauma-histories and are susceptible to vicarious trauma in the workplace, also referred to burn-out, stress, or compassion fatigue. Because of high trauma and
stress in these organizations and programs, frequently people unconsciously repeat their pasts and transpose past relationships onto workers and participants in the program or organization. A youth may show more unwarranted aggression toward a worker that reminds her unconsciously of her older sister, who has disappointed her in the past. A staff person may be unconsciously intimidated by a supervisor, who is generally thought of as a friendly and supportive, because the supervisor reminds him of an old teacher, who was strict and liked to call students out in front of the class. This phenomenon is referred to as traumatic reenactment. By becoming more aware of and recognizing this reenactment and how it takes place in the workplace, both amongst staff and between participants and staff, we can begin to disrupt reenactments, engage in trauma-informed practice, and move toward healing. Through identifying and learning about concepts like the traumatic reenactment triangle (or drama triangle), parallel processes, and collective disturbances, workshop participants develop strategies and practices that move toward engaging in the healing triangle. By learning how to address, rather than engage in reenactment, workshop participants will begin to see how to provide care that is minimally re-traumatizing.

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The Impact of Attachment and Substance Use Disorders on Parenting

6 Contact Hours

The training identifies the four major types of attachment: secure, avoidant, resistant and disorganized and explores how observation of parent/child interactions can be used to identify them. The focus on the relationship between attachment, trust and substance use demonstrates why treatment programs that utilize group interventions and long-term recovery supports are more successful in helping clients maintain sobriety.

This training also focuses on what can be done to help a parent, who has not received sufficient parenting, learn to become attuned to their child and facilitate that child’s attachment. By employing trauma-informed practices, child welfare and social service providers can work with parents to heal their attachment driven substance use disorder and change the developmental trajectory of that parent’s child.

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Continuing Education for Social Workers

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

Reparative Relationships in Working with Parents with Multiple Challenges (formerly titled Working with Disorganized Parents)

6 Contact Hours

This workshop provides both a theoretical and practical skills in working with parents who have challenges in many areas of functioning, and who come from families with many generations of abuse and neglect. Participants will discuss how this impacts the parent’s world-view and barriers to engagement, and practice effective interventions in working with the parents we often find the most challenging. The primary focus is on parents who have had ACS involvement. The day includes lectures, case discussions, and role playing interventions.

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Trauma, PTSD, Complex Trauma, and The Stress Response

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Motivational Interviewing: Moving Clients through Stages of Change

6 Contact Hours, CASAC Renewal Eligible

This workshop focuses on how to motivate clients to change unproductive behaviors. Beginning with a theoretical framework for understanding the process of change, participants learn how to assess clients on a continuum of readiness for change and target strategies appropriate to the client’s stage of change.

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An Introduction to the Circle Way: A Leader in Every Chair

6 Contact Hours

The Circle Way is a methodology and practice that supports productive and inclusive meetings, groups and team conversations. In this highly interactive workshop we will demonstrate the components of circle as a way to create an environment for working together that is constructive and intentional. The principles and practices of The Circle Way offer the safety needed to encourage genuine contribution and creativity. The Circle Way can be used in a range of situations from routine meetings, simple group check-ins to more challenging problem-solving, conflict resolution and decision making.

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**The Impact of Attachment and Substance Use Disorders on Parenting**

**6 Contact Hours**

The training identifies the four major types of attachment: secure, avoidant, resistant and disorganized and explores how observation of parent/child interactions can be used to identify them. The focus on the relationship between attachment, trust and substance use demonstrates why treatment programs that utilize group interventions and long-term recovery supports are more successful in helping clients maintain sobriety.

This training also focuses on what can be done to help a parent, who has not received sufficient parenting, learn to become attuned to their child and facilitate that child’s attachment. By employing trauma-informed practices, child welfare and social service providers can work with parents to heal their attachment driven substance use disorder and change the developmental trajectory of that parent’s child.

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Art of Hosting and Participatory Leadership

Workshops in this section, listed in chronological order, are designed to help participants develop and enhance their participatory leadership practices. Participatory leadership is a more advanced, more democratic and more effective model of leadership. It harnesses diversity, builds community, and creates shared responsibility for action. It deepens individual and collective learning yielding real development and growth. Workshops in this section offer a blend of some of the powerful methods to create open and meaningful conversations that leaders can tailor to their context and purpose.

An Introduction to the Circle Way: A Leader in Every Chair

6 Contact Hours

The Circle Way is a methodology and practice that supports productive and inclusive meetings, groups and team conversations. In this highly interactive workshop we will demonstrate the components of circle as a way to create an environment for working together that is constructive and intentional. The principles and practices of The Circle Way offer the safety needed to encourage genuine contribution and creativity. The Circle Way can be used in a range of situations from routine meetings, simple group check-ins to more challenging problem-solving, conflict resolution and decision making.

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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. The section below highlight the facilitators that will be presenting this quarter.

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

**Facilitates:** An Introduction to The Circle Way: A Leader in Every Chair

Andrew Hamid, PhD, ACSW, CASAC, Professor of Social Work, Columbia University, Consultant

**Facilitates:** Motivational Interviewing: Moving Clients through Stages of Change

Liz Haskel, LCSW, Assistant Director, New Alternatives for Children, Consultant

**Facilitates:** Reparative Relationships in Working with Parents with Multiple Challenges
Irina Kaplan, LMSW, Senior Practitioner of Trauma-Informed Practice, Good Shepherd Services

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