

# MIIA EAP WEBINARS FY 2015

**September 18, 2014 @ 2-3 pm**

## **Best Practices for Interacting with Individuals with Mental Illness**

*Presenters:* Cally Ritter, Eliza Williamson, Angela Gautier,  
and representative from Police Crisis Intervention Team

Frequently, municipal employees feel uncomfortable and unequipped when interacting with individuals with mental illness. The reality is that mental health problems affect nearly every US family. Yet, there is stigma, misinformation, and discomfort surrounding mental illness. This webinar is designed to open dialogue about mental health concerns, through a panel discussion on how best to interact with the general public with known or suspected mental illness.

*To register, please go to:*

<https://www4.gotomeeting.com/register/818027695>

**October 16, 2014 @ 2-3 pm**

## **Working Effectively with Elected Officials and Appointed Boards & Committees**

*Presenters:* Will Brown and Town of Westwood officials

The roles between town department heads and elected officials or board members vary widely. What are keys to successful collaboration? Hear how the Town of Westwood manages the balance. Will Brown moderates a panel discussion with Town Administrator Mike Jaillet and his team. Bring questions for the panel and learn strategies that you can take back to your town.

*To register, please go to:*

<https://www4.gotomeeting.com/register/576989303>

**November 20, 2014 @ 2-3 pm**

## **Visitor Code of Conduct**

*Presenters:* Will Brown, Marianne Fleckner

Will Brown will co-present with Marianne Fleckner, Human Resources Director from the Town of Acton, on how the Town developed and implemented their Visitor Code of Conduct policy. This innovative risk management strategy has attracted national attention. Learn how to adopt a Visitor Code of Conduct for your Town.

*To register, please go to:*

<https://www4.gotomeeting.com/register/918741167>

**December 18, 2014 @ 2-3 pm**

## **Cultural Awareness in the Workplace**

*Presenter:* Beau Stubblefield-Tave

Cultural competence is the ability to work with and for diverse cultures. Cultural awareness is the foundation of cultural competence. Today's workplace is far more diverse than ever on dimensions including age, gender, national origin, race/ethnicity, and sexual orientation. Leveraging such diversity enables today's workplaces to be more creative and more productive than less diverse settings. More diverse workplaces can also be more fractious and less productive. Cultural competence makes the difference. In this webinar participants will learn six cases for cultural competence, explore the model of cultural competence, identify multiple dimensions of cultural diversity, examine their own cultural identity, and consider the implications of cultural awareness, diversity and competence in their workplaces.

*To register, please go to:*

<https://www4.gotomeeting.com/register/315225319>

**January 15, 2015 @ 2-3 pm**

## **Performance-Based Management**

*Presenter:* Cally Ritter

A key ingredient to effective management is honest, direct communication about an employee's performance. Easier said than done! This webinar is designed to help managers to better manage expectations and employee performance. This webinar will explore: the power of positive feedback, why managers often avoid providing feedback, how to decide what to confront, how to open productive conversations, and how to manage defensiveness.

*To register, please go to:*

<https://www4.gotomeeting.com/register/447609215>



**February 12, 2015 @ 2-3 pm**  
**Mental Health Awareness for Managers**

*Presenter: Cally Ritter*

Mental health issues are increasingly affecting America's workforce. Statistics indicate that millions of people struggle with the symptoms of anxiety, depression, and substance abuse. These symptoms, whether treated or untreated, often enter the work environment, sometimes requiring managers to intervene. Managers often feel ill-prepared and anxious when dealing with the troubled employee. This webinar will help build the manager's competence and confidence when faced with a troubled employee. Additionally, managers will leave the seminar with a clear understanding of when and how to intervene.

*To register, please go to:*

<https://www4.gotomeeting.com/register/544327679>

**March 19, 2015 @ 2-3 pm**  
**Managing Diverse Teams: Leveraging the Power of Culturally Fluent Leadership**

*Presenter: Beau Stubblefield-Tave*

Teams in various organizations focus on specific projects and ongoing topics. Many of these teams have diverse memberships in terms of age, ethnicity, gender, level, race, etc. More diverse teams can be more creative and productive than more homogenous teams; they can also become divided and non-functional. Leadership makes the difference. Culturally fluent leadership is the ability to effectively work with and for diverse individuals towards a shared vision. Bill Russell was culturally fluent as he led his Boston Celtics to 11 championships in 13 years as a player and player-coach. His book, "Russell Rules," identifies 11 leadership lessons. The Center for Culturally Fluent Leadership has updated and adapted Bill Russell's eleven lessons on leadership for 21st century organizations. This webinar will explore several of these lessons and focus on how team members and team leaders can apply them in their unique environments.

*To register, please go to:*

<https://www4.gotomeeting.com/register/616294919>

**April 16, 2015 @ 2-3 pm**  
**Addiction in the Workplace**

*Presenter: Robert Lenhardt*

Managers and supervisors must be keen observers and use direct communication skills in order to deal with the challenging issue of substance abuse and addiction in the workplace. Participants can modify their existing skills in managing employees in order to confront workplace substance abuse safely and effectively. Participants will learn to: recognize signs of substance abuse as job performance problems, constructively address those problems with the employee, use existing municipal policies to enhance employees' personal safety, and implement the municipality's substance abuse policies.

*To register, please go to:*

<https://www4.gotomeeting.com/register/465202775>

**May 21, 2015 @ 2-3 pm**  
**Equipping Managers to Deal Effectively with the Challenging Employee**

*Presenter: Cally Ritter*

Managers spend the majority of their time handling personnel challenges. Wouldn't you like your time freed up to attend to what's most important, rather than what's pressing? This seminar explores how managers can address frequent and recurring employee situations such as performance issues and negative behavior. Managers will leave this session with specific strategies for managing low performance, motivating others, and addressing personnel challenges.

*To register, please go to:*

<https://www4.gotomeeting.com/register/933317639>

**June 18, 2015 @ 2-3 pm**  
**Enhancing Your Resilience: A Stress Management Training**

*Presenter: Sharon Kozuch*

Everyone experiences excess stress from time to time. Chronic stress, however, takes a toll on our physical health, our sense of well-being, and our relationships. In this program, participants will learn the physical and psychological consequences of chronic stress, understand how to recognize stress before it becomes a problem, and practice specific stress reduction techniques that may be applied at work and at home.

*To register, please go to:*

<https://www4.gotomeeting.com/register/329462119>