

MIIA EAP WEBINARS 2018-2019

September 27, 2018 @ 2-3 pm

Preventing Workplace Harassment & Discrimination

Presenter: Steven Bernstein, LMHC, CEAP

This seminar heightens participants' awareness of harassment in the workplace. Federal laws, State laws and company policies that protect workers from harassment are discussed. Participants are encouraged to examine their own attitudes and behavior, as well as the impact of their behavior on co-workers. Discussion will include review of recent court rulings and policy recommendations.

October 23, 2018 @ 2-3 pm

School Safety & Crisis Prevention

Presenter: Steven Bernstein, LMHC, CEAP
with guest facilitator

All you have to do is watch the news today to hear about some school safety breach. In 2018 alone, there have been 23 school shootings in the U.S., and we know such tragedies extend much further back to Columbine in 1999. While the world may have changed, the research is quite clear that one of the most effective ways to mitigate risk is to be prepared. In this webinar we'll explore the elements that comprise school safety – from hardware to communication to teamwork – as well as the elements of an effective crisis plan. Join us for this informative, empowering discussion on being ready in our schools

November 15, 2018 @ 2-3 pm

The Opioid Crisis: What Managers need to know

Presenter: Steven Bernstein, LMHC, CEAP

We know that employees can bring their personal problems to work with them. Addiction is no exception. The fact is; you likely have employees who are misusing or are addicted to substances. As a manager, what's your responsibility around identifying employees who may be at risk? What are the danger signs, the recovery resources? Particular attention will be paid to how managers can support employees who may be exhibiting signs and symptoms. Many supervisors feel unsure about whether or how to intervene with an employee. This session will illuminate the best steps to take. Join us as we explore what you can do to help combat the opioid epidemic in the workplace and your community.

November 29, 2018 @ 2-3 pm

Municipal Driving & Fatigue Management

Presenters: Steven Bernstein, LMHC, CEAP
Allan Marsh, MBA

Taking to the road at all hours is part of the call to duty, but around-the-clock shifts can create health and social struggles for employees, and a unique set of challenges for managers. This practical seminar will offer tried and true suggestions on how to manage fatigue and other common problems associated with working multiple shifts. This seminar will also address techniques to manage emotions and reduce stress, help expand attendees' emotional vocabulary, and demonstrate ways to effectively express ourselves before reaching our emotional boiling point.

December 13, 2018 @ 2-3 pm

The New Science of Stress: Embracing Stress

Presenter: Allan Marsh, MBA

You can't open a newspaper, magazine or webpage without seeing messages that stress is bad for your health. It's accused of causing heart disease, cancer, and even Alzheimer's. But what if that is not the case? What if stress makes you smarter, stronger, happier, and more resilient? What if stress is just like a muscle, and the more you use it, the better it becomes? The latest science finds that it is not the stressor we experience that makes us sick, but our stress mindset. Rather than trying to reduce, avoid or escape our stress, understanding and embracing it may be the secret to resilience and longevity. Attend this seminar to learn about the latest science and strategies regarding stress.

January 10, 2019 @ 2-3 pm

Diversity & Cultural Awareness

Presenter: Daphney Valcinor, MHC, MFT

Why does cultural sensitivity matter to us today? The face of the world is changing, and we must identify and appreciate these changes in order to function effectively in a multicultural environment. This seminar will define cultural awareness and culture, offer compelling facts about today's changing cultural landscape, address the unique psychological challenges associated with building cultural awareness, and provide tools for participants to enhance their cultural awareness.

January 31, 2019 @ 2-3 pm

Opioid Crisis For Employees

Presenters: Steven Bernstein, LMHC, CEAP
Martha Deering, MA, CAGS, LRC, CRC, LADC-I/CADC-II, ICA-
ADC, QSAP

Today's opioid epidemic is being increasingly felt in the workplace. This is hardly a surprise, given that 75% of those who have an addiction are employed. Equipping employees with knowledge on this epidemic allows them to stay safe, productive and help support others. What are the signs of opioid use? How does addiction itself work? What's the impact on one's family? Particular attention will be paid to destigmatizing addiction itself. Join us as we explore what you can do to help combat the opioid epidemic in the workplace and your community.

February 21, 2019 @ 2-3 pm

**DOT Drug & Alcohol Awareness
for Supervisors and Managers**

Presenter: Steven Bernstein, LMHC, CEAP

To register, please go to:

<https://attendee.gotowebinar.com/register/3801433202922502913>

The purpose of the DOT regulations is "to prevent, through deterrence and detection, alcohol and controlled substance users from performing safety-sensitive functions." Managers and supervisors must be keen observers and use constructive confrontation to deal with this volatile issue and comply with DOT regulations. Participants in this seminar will learn how to recognize signs of substance abuse as job and performance problems and DOT violations, constructively address these problems with employees, identify employee appearance and behaviors that trigger reasonable suspicion drug tests, and implement the organization's substance abuse policies.

February 21, 2019 @ 2-3 pm

**Attracting the Next Generation:
Municipal Succession Planning**

Presenter: Allan Marsh, MBA

To register, please go to:

<https://attendee.gotowebinar.com/register/1856217912991460097>

In today's busy workplace, succession planning frequently takes a second seat to more immediate needs or just getting through the day. But, in an era when baby-boomers will soon be retiring and when many municipalities are calling out for technological inroads, thinking about the next generation of leadership is critical. As a municipality, it's helpful to ask, what kinds of discussions are being had around this? Are younger generations being recruited? Is social media being used in support of this? What does it look like to have a succession plan? Planning ahead always makes good sense, and attracting the next generation is no exception.

April 16, 2019 @ 2-3 pm

Best Practices in Progressive Discipline

Presenters: Steven Bernstein, LMHC, CEAP
with guest facilitator

To register, please go to:

<https://attendee.gotowebinar.com/register/787514601025770241>

Disciplining employees is often one of the most challenging parts of being in HR, just by its very nature. As a result, disciplinary tools are frequently overlooked or underutilized, resulting in a worsening of the initial problem. As the research says, though, when done right, progressive discipline can be productive for both employer and employee. Here we'll look at the importance of having a Progressive Discipline Policy; what the associated 'steps' are; how to have those tough conversations with employees; the importance of following-up; and more. We've heard the phrase, 'one step at a time.' The same approach makes good business sense when it comes to progressive discipline in the workplace.

May 14, 2019 @ 2-3 pm

Working Effectively with Constructive Feedback

Presenter: Allan Marsh, MBA

To register, please go to:

<https://attendee.gotowebinar.com/register/2122550415565693697>

We all know that feedback can be hard. But, we also know that it's through feedback that we learn and grow in the workplace. So, the trick is how to hear it and use it without....personalizing it. It may depend on our boss's tone, for sure, but it also depends on our own willingness to take it in. Indeed, the research is clear that the employees, who make the best use of feedback, are also the ones who advance the most effectively in the workplace. Here we'll look at how not to personalize; how to focus on reason and not emotion; and how to ask for further clarity when needed around feedback. Remember, 'QTIP.' Quit-taking-it-personally.

June 11, 2019 @ 2-3 pm

Leveraging Personality Differences on Your Teams

Presenters: Allan Marsh, MBA

Daphney Valcinor, MHC, MFT

To register, please go to:

<https://attendee.gotowebinar.com/register/5230152905707223041>

People will always be different, and that's a good thing! Diversity of thought can be an essential asset to your organization. The trick is learning how to best leverage employees' personality differences. In this webinar, we will look at certain personality types (such as introverts and extroverts), consider where each tends to shine, and learn how to align them with their natural tendencies. Understanding ourselves, and others, allows for enhanced cohesion, motivation, creativity, and morale in the workplace.

July 16, 2019 @ 2-3 pm
Working Effectively with Elected Officials

Presenters: Allan Marsh, MBA
with guest facilitator

To register, please go to:

<https://attendee.gotowebinar.com/register/7594323907262836993>

Collaboration sometimes has its challenges – different personalities, needs, etc. This can certainly be true when it comes to working with elected officials, who typically might not work in the same municipal building; who are elected and not hired, so may ‘beat to a different drummer’; and who have term limits, so may not have the cohesion with staff members. In this webinar we’ll explore how to preempt and navigate these tensions through communication, role clarification, collaboration, and mechanisms to assist with conflict resolution. We all know that it takes a village. Learn how to overcome these perceived divisions to benefit all.

August 15, 2019 @ 2-3 pm
De-escalation & Code of Conduct

Presenter: Steven Bernstein, LMHC, CEAP
with guest facilitator

To register, please go to:

<https://attendee.gotowebinar.com/register/8799821858886711553>

In the municipal environment, employees may sometimes find themselves in the midst of a conflict with a patron, third party or co-worker. Left unchecked, such disputes can pretty quickly become hostile, derailing employees from providing their invaluable service and stripping the environment of morale. Here we’ll look at a number of invaluable de-escalation techniques for helping calm self and other. But, we’ll also look at what’s involved in creating a municipal Code of Conduct to help establish the appropriate expectable behaviors for residents/others when in a municipal environment, as a means of preempting conflict and helping ensure safety and predictability for all.

