

### **Caring for Those with Substance Use Disorders:**

Overview: Gain insights into working with patients struggling with substance use disorders, including understanding their unique needs and challenges.

Learning Objectives: Identify the factors contributing to the onset of SUD, examine connections between SUD and mental health, apply best practices in care.

### **Creating Psychologically Safe Teams:**

- Overview: Learn how to foster a work environment where employees feel safe, supported, and able to contribute fully without fear of negative consequences.
- Learning Objectives: Understand the principles of psychological safety, implement supportive practices, and discuss ways to promote a culture of openness and trust.

### **Customer Service Excellence in Healthcare:**

Overview: Enhance your customer service skills by integrating trauma-informed practices, de-escalation techniques, and effective communication strategies.

Learning Objectives: Define customer service, apply trauma-informed care principles, improve de-escalation skills, and discuss ways to respond effectively to challenging situations.

### **Mental Health First Aid:**

Overview: This program introduces participants to risk factors and warning signs of mental health problems, equipping them to provide initial support and connect individuals with appropriate care.

Learning Objectives: Identify signs of mental health issues, apply Mental Health First Aid techniques, and understand the importance of early intervention.

### **Motivational Interviewing (MI):**

Overview: Learn evidence-based techniques to strengthen patients' motivation and commitment to change, particularly useful in primary care settings.

Learning Objectives: Introduce the core concepts of MI, their application in primary care, and discuss how the skills of open-ended questions, affirmations and reflective listening can be applied.

### **Nurturing Healing Through Trauma-Informed Implementation:**

Overview: Discover how to implement trauma-informed care practices across your organization to promote healing and recovery.

Learning Objectives: Understand trauma-informed care principles, implement organizational changes, and support staff in adopting trauma-informed practices.

### **Professional Boundaries:**

Overview: Understand the importance of maintaining healthy professional boundaries to support effective client relationships and professional integrity.

Learning Objectives: Differentiate between personal and professional relationships, discuss the challenges and benefits, and learn effective strategies for setting and maintaining boundaries.

### **Screening and Managing Mental Health and Substance Use Disorders:**

Overview: Equip yourself with the skills to screen and manage mental health and substance use disorders, focusing on UDS depression measures.

Learning Objectives: Utilize screening tools, manage positive screens, and integrate evidence-based interventions.

**Stress Management & Building Resilience:**

Overview: Develop strategies to manage stress and build resilience to enhance personal well-being and professional performance.

Learning Objectives: Identify stressors, implement self-care practices, and foster resilience in the face of adversity.

**Suicide Prevention and Crisis Management:**

Overview: Understand the risk factors and warning signs of suicidal ideation and learn effective intervention strategies.

Learning Objectives: Identify signs of suicide risk, develop crisis response plans, and use intervention techniques to support individuals in crisis.

**Trauma-Informed Care:**

Overview: Learn how to shift the focus from “What’s wrong with you?” to “What happened to you?” and provide care that acknowledges the importance of understanding trauma.

Learning Objectives: Recognize the impact of trauma, integrate trauma-informed practices, and enhance patient-provider relationships.

**Verbal De-escalation & Conflict Resolution:**

Overview: Learn effective strategies for managing and defusing anxious, hostile, or challenging behaviors.

Learning Objectives: Assess personal responses to aggression, apply de-escalation techniques, and strategies to maintain composure during conflicts.

**Working with Diverse Populations:**

Overview: Increase your understanding and acceptance of diverse patient backgrounds to promote health equity and effective care.

Learning Objectives: Recognize unconscious bias, respond to microaggressions, and apply strategies for equitable care.