

# Familylinks Training Institute

**JULY - NOVEMBER 2017**



**Cost-effective training solutions for you.**

# QUICKGUIDE

COURSE #	TITLE	DAY	DATE	TIME
1.	Six Keys to Thriving	F	8/25	9:30 – 4:30
2.	Balancing Your Work with Family Caregiving	T	8/29	9:30 – 12:30
3.	Leadership Series: Discipline without Punishment	TH	9/7	9:30 – 4:30
4.	Effects of Trauma on the African American & Community	T	9/12	9:30 – 4:30
5.	Understanding the PA Child Protective Service Law	TH	9/14	9:30 – 12:30
6.	Supporting Caregivers in Your Workforce	F	9/15	9:30 – 4:30
7.	Women in Addiction and Recovery	F	9/22	9:30 – 4:30
8.	Trauma Sensitive Schools	T	9/26	9:30 – 12:30
9.	Medication Assisted Treatment: Methadone & Opioids	W	10/25	9:30 – 4:30
10.	Family Caregiving 101	F	10/27	9:30 – 12:30
11.	Leadership and Emotional Intelligence	T	10/31	9:30 – 4:30
12.	Essential Principles of Trauma Informed Care	T	11/7	9:30 – 4:30
13.	Creating and Sustaining Highly Cohesive Teams	T	11/14	9:30 – 4:30
14.	Managing Stress in the Workplace	TH	11/16	9:30 – 12:30
5.	Understanding the PA Child Protective Service Law	M	11/20	9:30 – 12:30
15.	Essential Tools to Bring the “Super” to Supervision	W	11/29	9:30 – 4:30

**All trainings will be held at Familylinks Highland:  
401 North Highland Avenue, Pittsburgh, PA 15206**

*We recommend using public parking. If you enter 6036 Harvard Street into your GPS, you will be directed to the closest parking lot to our facility.*



# TRAINING DESCRIPTIONS

## 1. Six Keys to Thriving

August 25

Freado

9:30 – 4:30

Discover the six keys to helping youth thrive in this innovative, new workshop from CF Learning! As youth-care professionals, we all strive to build strengths in young people. Our goal is to enable them to overcome adversity and to learn, grow, and flourish. CF Learning's Model of Leadership & Service identifies six biosocial drives that must be met for this to happen. Learn the "keys" to promoting resilience in youth: Safety, Belonging, Achievement, Power, Purpose, and Adventure. Each key will be explored to discover the most effective ways to remove barriers & help youth reach their greatest potential

## 2. The New Second Shift: Balancing Your Work with Family Caregiving

August 29

Anderson / Leyh

9:30 – 12:30

Many people are working full- or part-time jobs while also caring for a family member, friend, neighbor, etc., which can be very stressful. Working caregivers often struggle with maintaining their careers while fulfilling their caregiving duties at the same time. Learn about strategies and community resources to help balance your work life with being a caregiver.

## 3. Leadership Series: Discipline Without Punishment

September 7

Amato

9:30 – 4:30

Develop ways to implement positive actions to reinforce or create the outcome you are looking for from your employees. Traditional methods of discipline have been found to create more problems – hostility, lower morale, lower performance and an eventual termination. This, problem-solving, results-oriented method for holding people accountable without the use of threat or negative punishment is changing the way employees and workplaces grow and evolve.

## 4. The Effects of Trauma on the African American and the Community

September 12

Fleming

9:30 – 4:30

This training will help registrants understand the effects that trauma has on the African American community; as well as long-term effects that result from exposure and perception of racism and discrimination. In an attempt to capture how racism and discrimination negatively impacts the physical and mental health of people of color, we will explore the term "racial trauma" or race-based traumatic stress. Also explored are the mental health symptoms of individuals who have encountered black on black crime, poverty, and post-slavery institutional racism; and the negative impact of those that witness these events directly or indirectly.

## **5. Understanding the PA Child Protective Service Law**

Sept. 14 / Nov. 20

DeYoung

9:30 – 12:30

Discover and learn about the current facts and recent changes surrounding the Child Protective Services Law. Learn about the forms of abuse/neglect that are considered under this law, in addition to Mandated Reporting guidelines, Perpetrator by Omission guidelines, and how to respond appropriately when abuse/neglect is disclosed. Note: This training has been approved by The Pennsylvania Department of Human Services, Office of Children, Youth and Families.

## **6. Better Business Practices: Supporting Caregivers in Your Workforce**

September 15

Anderson / Leyh

9:30 – 4:30

With an increase in how long people are living, there are more non-paid family caregivers of older adults. Many of those caregivers are still in the workforce trying to balance caregiving with working. Learn about the strategies and beneficial outcomes of supporting caregivers in your workforce.

## **7. Women in Addiction and Recovery**

September 22

Abbott

9:30 – 4:30

Enhance your skills as a service provider for women confronting addiction and recovery. Discuss the myths and issues surrounding women and addiction and also discuss the specific needs of this population. Discover effective strategies for addressing those needs as we focus on barriers to treatment as well as the challenges women face in committing to recovery after treatment.

## **8. Trauma Sensitive Schools**

September 26

DeYoung

9:30 – 12:30

By conservative estimates, 40% of American children will experience at least one potentially traumatizing event by the age of 18. How many children in your school? This training will cover some basic trauma information to get you up-to-speed. We will then discuss how to handle these situations during a classroom setting. You will gain knowledge on why students behave the way they do, and how to respond in a manner that both helps the student, as well as providing continuity to the school day for other students.

## **9. Medication Assisted Treatment: Methadone & Other Opioids**

October 25

Palladini

9:30 – 4:30

Medication assisted treatment involves the use of medications, specifically methadone, buprenorphine, and naltrexone, to treat the symptoms of opioid dependency. This training will review the medications and discuss the proper use of each, including dosages, treatment parameters, and goals of therapy. Pharmacology and opioid relationships will be reviewed to better understand the biochemical nature and therapeutic value of medication assisted treatment as well as the benefits and risks associated with each. Also reviewed will be diversion potential and clinically complicating factors.

## **10. Family Caregiving 101**

October 27

Anderson / Leyh

9:30 – 12:30

Becoming a caregiver for an older adult can lead to isolation, stress, and poor health. Learn about resources and tools you need to cope with the demands of caregiving.

## **11. Leadership Series: Leadership and Emotional Intelligence**

October 31

Amato

9:30 – 4:30

Tune into the importance of emotional intelligence and interpersonal relationships in the workplace. Connecting with colleagues and employees on a genuine level is a direct result of high emotional intelligence and leads to better working relationships. Find out how self-awareness, social awareness, self-management, and social skills influence the way people handle themselves and their relationships. Also, discover how these strengths play a bigger role than cognitive intelligence in determining success in life and in work, as studied by Daniel Goleman, author of Emotional Intelligence and other writings on this subject.

## **12. Essential Principles of Trauma Informed Care**

November 7

DeYoung

9:30 – 4:30

This training will cover a basic overview of trauma informed care. Topics covered will include origins of trauma, how trauma affects the brain, vicarious trauma, self-care. Included in the topics will be strategies on how to help your clients, and tools to help yourself, as you provide service to clients who have experienced trauma.

## **13. Leadership Series: Creating & Sustaining Highly Cohesive Teams**

November 14

Amato

9:30 – 4:30

Those who have experienced being a member of a high performing team know of the powerful potential and satisfaction that can result. This program provides the concepts and the practical skills needed to be an effective leader and to build a high performing, cohesive team. In this workshop we will identify how team leader behaviors influence the team. We will also demonstrate effective strategies to assist in facilitating a team's development.

## **14. Managing Stress in the Workplace**

November 16

DeYoung

9:30 – 12:30

It is difficult to talk about stress without context. We must look at the sources of the stress, our belief systems that effect the impact of that stress and ways that we can handle specific common issues/problems in order to lessen our stress at work. This training will do just that, and give you goals and strategies for how to combat the stress that impacts of every day at work.

## 15. Essential Tools to Bring the “Super” to Supervision

November 29

Amato

9:30 – 4:30

One of the most critical roles in organizations that challenge leaders today is the ability to effectively supervise employees. Simply telling people what to do does not guarantee success. It also does not guarantee a motivated workforce. Supervisors today know that a strong relationship with their employees is the critical foundation for successful performance. Success comes from the ability to inspire people through a variety of competencies that help employees do what is expected of them in a high quality way. Oftentimes, however, supervisors are provided the least amount of training to develop the essential skills needed to be successful.

### ASSOCIATE TRAINERS

**Lori Abbott** is currently the Program Manager for POWER. She has over 10 years of experience working with both dually diagnosed and addicted women and their families. Her experience includes both inpatient and outpatient AOD treatment as a Clinical Therapist, Clinical Supervisor and Program Manager.

**Emily Anderson** is a Care Coach with the Familylinks Caregivers First Initiative, where she specializes in helping families learn to care for an older adult while also caring for themselves. She has a master's degree in social work and became a licensed social worker (LSW) in 2014, with a special focus on mental health and aging. Her internship experiences include working with Mercy Behavioral Health, UPMC Palliative Care Institute, Western Psychiatric Institute and Clinic, and the Benedum Geriatric Center. Emily has also worked as an in-home caregiver for older adults and people with disabilities for the last 7 years, giving her first-hand insight into the daily lives of families caring for a loved one.

**Mark Freado** is Director of the International Training Network for CF Learning, a program of Cal Farley's in Amarillo, TX. His 40-year professional career encompasses contributions to the mental health field, public education, social services, program development, leadership, consultation, and training. He is a master trainer of Life Space Crisis Intervention (LSCI), and has trained more people in this skill-based course than anyone in the world. He is the co-creator of *The Art of Kid Whispering: Reaching the Inside Kid* and is also a senior trainer of *Planning Restorative Outcomes: Transforming Assessment*, a senior trainer of Three Pillars of Transforming Care: Helping Kids Who Hurt, and a certified trainer of Situational Leadership II with the Ken Blanchard Company. Freado has worked with private providers, public agencies, and schools throughout the United States as well as Canada, Europe, Australia, South Africa and Asia, speaking, consulting and delivering training services. He specializes in program development, leadership skills, and interventions for at-risk and disadvantaged children, adolescents, and their families. Freado holds a master's degree in Forensic Psychology from the Chicago School of Professional Psychology and a master's degree in Counseling from West Virginia University.

**George J. Fleming** is a native of Pittsburgh, Pennsylvania. He is a graduate of Clarion University and has worked in the Human Services field for the past 30 years. His background includes several decades of administration and management of various alcohol, tobacco and other drug treatment programs, residential group homes, mental health services, reunification services, homeless shelters, and prevention services. Mr. Fleming is the Founder and Executive Director of C & G Consulting and Training.

**Deanna Leyh** was born and raised in Pittsburgh and finished her master's degree in counseling psychology from Chatham University in 2013. She is currently working toward attaining her license in professional counseling (LPC), and she loves her position as a Care Coach with Familylinks' Caregivers First Initiative. She has had previous professional work and internship experience with UPMC's Family Based Mental Health Services, UPMC Shadyside's Pastoral Care Department, UPMC's Merck Summer Therapeutic Inclusion Program, and Forbes Hospital's Psychiatric Department. Deanna has worked with individuals across the lifespan, but found her calling in working with older adults and caregivers.

**Michael Palladini** has over 20 years of work experience in hospital, retail and long term care pharmacy. He has helped to develop and instruct in pharmacy technician programs, has been involved in action committees to address prescription drug abuse, and has been a certified trainer for PA Certification Board and the PA Department of Drug and Alcohol Programs for many years. He is the founder of Three Suns Publishing, a sole proprietorship developed to educate and inform interested parties in the areas of drug addiction. He recently published "Drugs of Abuse: From Doctors to Dealers, Users and Healers." His website and blog can be viewed at [www.drugsofabuse.net](http://www.drugsofabuse.net).

## TRAINING & CONSULTATION STAFF

**John Amato, MEd, Director** has over 30 years of clinical, managerial and training experience in social services. He is a certified trainer for the Pennsylvania Child Welfare Resource Center. Since 1994, John has delivered hundreds of workshops and has provided consultation and training in the areas of leadership, and team development. He has also provided trainings on chemical dependency and recovery and at-risk youth related issues. John earned his Master's degree from the University of Pittsburgh in 1980. In February, 2014, John became a Certified Situational Leadership Experience trainer. In October of 2015, he became a Predictive Index Analyst.

**Deborah Murphy, BA, Training Coordinator** has over 20 years of experience in social service administration, Deborah Murphy manages the operations and logistics of the department. She is your first point-of-contact concerning training products and services.

**Tricia DeYoung** has over 18 years of clinical, training, and leadership experience, working in Pennsylvania, Florida, and Texas. She is a Professional Level TCI Instructor as well as an American Heart Association Instructor Trainer for CPR/BLS. She has extensive training in the Boys Town Family Teaching Model, trauma informed care, as well as crisis intervention.

# ONSITE LEADERSHIP TRAINING

## Familylinks Excellence in Leadership

Effective leaders recognize that continuing to hone and enhance their skills is integral to their continued success. They are aware that true leadership is about inspiring others, leading by example, holding themselves, as well as employees, accountable and having a commitment to developing the 'best' in their employees.

**Familylinks Excellence in Leadership** series is designed to help your directors and managers achieve greater success and develop higher functioning teams. The series includes sessions on a broad array of topics, including emotional intelligence, positive discipline, effective performance evaluations, conflict resolution, understanding work styles and smart goals. In each session, participants not only have the opportunity to broaden their knowledge, but also discuss the practical applications of the information. Participants will receive printed reference materials as well as a comprehensive list of additional helpful resources.

**Familylinks Excellence in Leadership** is customizable to the unique needs of your organization—including your organization's policies, procedures, mission and values.

## Familylinks Aspiring Leaders

Succession planning is critical to the continued success of any organization. Developing staff to become leaders assures that your agency's mission and values will be honored in the future. To help you develop your next generation of leaders, Familylinks has created the **Familylinks Aspiring Leaders** series. Covering some of the same topics listed in the **Excellence in Leadership** series, **Aspiring Leaders** is designed to help potential leaders develop the competencies and confidence needed to take the next step.

## Trainings Available at Your Organization

Through training and consultation, we assist professionals and community service agencies in developing and maintaining program effectiveness and service excellence. Our professional staff provides program consultation to assess organizational and staff training needs. We design and deliver training and awareness programs with content that addresses the identified program and personnel needs. All of the trainings listed in this brochure can be offered at your organization, as well as other topics related to:

- Children & Youth
- Mental Health
- Professional Development
- Chemical Dependency & Recovery
- Management & Supervision
- Abuse and Trauma

These "on-site" trainings can be customized to the specific competency needs of your staff. *Fees apply for consultation, development, and training.*

## More Information

For additional information regarding course content, pricing, or scheduling either **Familylinks Excellence in Leadership** or **Familylinks Aspiring Leaders** training, please contact John Amato at [jamato@familylinks.org](mailto:jamato@familylinks.org).



# IMPORTANT REGISTRATION INFORMATION

## For More Information About Registration

Deborah Murphy                      training@familylinks.org  
Phone: 412-924-0115    Fax: 412-661-6520

## Training Cost

6 hour - \$110 / 3 hour - \$55

## Continuing Education Credits

We offer the following CE credits:

- CAC credits approved by PA Certification Board
- LSW credits approved by the PA National Association of Social Workers

## Consultation, Development and Training

John Amato, MEd, Director of Training/Consulting Services  
412-924-0118                      jamato@familylinks.org

## Bad Weather?

Watch WTAE, KDKA or WPXI, or check their websites for training cancellations.

## Cancellation/No Show Policy

Cancellations must be received 48 hours prior to the training in order to receive a refund. Cancellations made less than 48 hours from the training or those who “no show” will receive a credit to future trainings, but will not be eligible for a refund.

## Attendance Policy

All training events will begin promptly at the designated time. Participants who arrive more than 15 minutes late will not be eligible to receive credit for attendance or any CEU's associated with the training event. We encourage participants to plan arrival 15 minutes before the scheduled start of the training event.

# FAMILYLINKS LEARNING CENTER

## Introduction:

Welcome to the Familylinks Learning Center. This new online management system provides you with continuous access to your training information and records:

- View the training calendar and class descriptions
- Enroll and manage your training plans and registrations; access any pre-training materials
- Track your training schedules and access transcript records; print training certificates
- View messages concerning training updates, re-scheduling or cancellations

## Getting Started:

All first-time users need to create a profile page. To begin, access:

- <http://www.familylinks.org>,
- Click on the Training tab on the left of the page,
- Click on Familylinks Training Center, locate at the bottom of the page.

Create your User ID, password, and enter your account history (agency name, email address, etc.). If you want your supervisor or another person to receive your training confirmation, enter his/her email address in the **Email Others** block. Please keep a record of your User ID and password.

You are now ready to register for trainings!

## To Register for Training(s):

### Log in.

The main page will be displayed. Scroll over REGISTER/ENROLL then click on **View Calendar**. Click on any training for descriptions and to register (**add to shopping cart**).

Payment Methods: Credit card, cash, purchase order to your agency or check.

**NOTE:** If your agency is to be invoiced, please enter the purchase order ID# when prompted, and any other identifying information in **Remarks**. If paying by check, indicate check number and amount. Under **Remarks** indicate agency name for the check, or if a personal check.



The screenshot shows the login interface for the Familylinks Learning Center. At the top, there is a logo with three green leaves and the text "familylinks Learning Center". Below the logo, the text "Familylinks Learning Center" is displayed. There are two input fields: "User Name:" and "Password:". Below the "Password:" field is a "Login" button. To the right of the input fields, there is a green box with white text that reads: "Do you need a user name and password?" and "Did you forget your user name or password?".

# FAMILYLINKS LEARNING CENTER

## Quick Links:

- **MY TRAINING**

My Classes – This feature will display your upcoming trainings.

Testing – This feature will display any completed training tests. (Inactive)

- **STUDENT SUPPORT**

My Account – This feature allows you to print your certificates and transcript. Note: All training information will begin with the first training in the system; not past training information. You can also review class registrations by date-range and any sessions that are wait-listed status.

Edit Contact Information/Edit Profile – This feature is available for other members of the class to contact you.

- **HELP DESK**

Have a question? A problem? Enter a Helpdesk request here.

- **MESSAGES**

Notifications concerning training cancellations, changes, etc. will be posted here.

NOTE: **My Courses** and **My Results** quick links are also tabbed on the main notification section.

## To Access and Print Your Transcript:

### Date Type: Status Date

SPECIFY Date Range for the transcript (i.e., 01-Jan-1990 to 03-Oct-2012).

Course Type – Specify “All” or “Some” – Specify “Classroom”

Course Category – Specify “All Courses”

Course Code – Specify “All” or “Some”

Primary Sort – Specify field

Secondary Sort – Specify field

CLICK on Optional Fields (information to be included on transcript.) Select: Attendance, CEU, Duration, Grade and Class ID.

CLICK on Run Report.

**If you have questions regarding using Familylinks Learning Center, contact: Deborah L. Murphy, Training Coordinator  
dmurphy@familylinks.org / 412-924-0115**



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Connect with us on LinkedIn:

John Amato  
Tricia DeYoung