



**THRESHOLDS**

# Workforce Development

**Catalog of Training**

Workforce Development Department  
4101 N. Ravenswood, Chicago, IL 60613

This catalog contains programs of interest for professional and direct support staff in both mental health and addictions fields. In addition, there are programs of interest to people in recovery, their family members and/or advocates.

We encourage you to select sessions that you feel will benefit you personally or that will enhance your job performance and competency. We welcome your questions on this catalog. You may direct them to:

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**Note: Please use the Inquiry Form to formally request training. Sessions are on average 2-3.5 hours in length and can be approved for licensed social workers and counselors, and IAODAPCA certifications.**

**All sessions are divided by skill level. Sessions can be altered to meet the needs of the host organization.**

<b>Thresholds Introductory Sessions</b>	
<b><i>Overview of Thresholds</i></b>	This seminar provides an overview of Thresholds, including its mission and philosophy, organizational structure, membership and funding sources. The basic principles of Evidenced Based Practices (EBP’s) and how they are operationalized in Thresholds’ programs are presented.
<b><i>Mental Illness and Recovery</i></b>	This classroom training is a discussion on the definition of mental illness, its various diagnoses and symptoms, and the key components in the Recovery Paradigm. Trainer will challenge participants in objectivity of definitions, use of language, and viewpoint on stigmas that surround people with mental illness. Participants will be able to “walk in a member’s shoes” through a “Hearing Voices” activity and by bearing witness to personal stories of recovery. Trainer will also discuss Person-Centered Language through the use of activities, the Trauma-Informed philosophy, and setting Personal Recovery Goals based on Thresholds therapeutic stance.
<b><i>Introduction to Motivational Interviewing: Fostering Change</i></b>	This session introduces participants to the person-centered, collaborative style of counseling called Motivational Interviewing. Trainees will understand the importance of identifying where a member is in the change readiness process, early interventions designed to build the therapeutic relationship and introduce the notion that change is possible and the overall spirit and style of this approach. Key elements of the therapeutic stance will also be introduced. Participants will practice skills in small groups.
<b><i>Everyday Ethics</i></b>	This classroom session invites attendees to expand on the rudiments of ethical decision making learned in the on-line ethics class, by immersing them in real-life, challenging situations and asking them to discuss, in small groups, what they would do and by what process they would arrive at their decision(s). Lively conversation typically ensues, making this a hands-on, animated training experience.
<b><i>Building a Culturally Humble Workforce</i></b>	Understanding and defining culture is a complex task, yet we navigate our way with a wide variety of people with whom we live and work on a daily basis. With all of our individual and group beliefs and values we attempt to work together with varying levels of success. This training is designed to help staff examine their own values and biases. And discuss the ways in which privilege and micro-aggressions impact our interactions. Policies surrounding diversity and workplace harassment will also be reviewed. With the overall goal of helping staff communicate their values and beliefs to contribute to an effective multicultural workplace.

Thresholds Introductory Sessions	
<p><b><i>Introduction to Working with People with Severe Mental Illness</i></b></p>	<p>(Note: Session length is 3-3.5 hours) <b>The training is an introduction to signs and symptoms of serious mental illness; recovery concepts and recovery language and crisis prevention and de-escalation.</b> This training will provide skills trainees can use to work with individuals that are struggling with mental illness. An overview of common signs and symptoms of mental illness and substance use will be provided. The information and skills learned will prepare participants to offer support while assessing or preventing any potential crisis. Participants will process vignettes and have an opportunity to practice skills learned.</p> <hr/> <p><b>Note: This session can be extended to a full day training. Additional topic areas may include basic motivational interviewing skills (open-ended questions, affirmations, reflective listening and summarization), boundary management and self-care strategies for staff.</b></p>

Clinically Based Training Sessions	
<p><b><i>Trauma Informed Care</i></b></p>	<p>This training provides basic information on the etiology, definition and prevalence of trauma as well as ways in which recovery programs and services can avoid re-traumatizing their clients. Worker self-care will also be discussed.</p>
<p><b><i>Trauma Informed Transference/Countertransference</i></b></p>	<p>Trauma is a nearly universal experience for the members that Thresholds serves. It impacts the ways in which members engage in substance use as well as in treatment services. Most members will not directly or clearly describe their traumatic experiences and the subsequent impact; rather, they will show their trauma story through their behavior. Therapists who are able to interpret the dynamics of transference and countertransference through a trauma informed lens will have a clearer understanding of members' trauma experiences and treatment needs. This training will offer information, skills, and strategies necessary for effective trauma informed and trauma specific counseling.</p>
<p><b><i>Hearing Voices that are Distressing</i></b></p>	<p>In this training, designed to increase staff sensitivity to the experience of mental illness, hearing distressing voices is simulated through the use of audiotapes. Participants then try to negotiate some of the day-to-day tasks members' face. The session closes with a debriefing session in which participants are encouraged to talk about their impressions. <b>Note: This training is intended for non-voice hearers.</b></p>

Clinically Based Training Sessions	
<b><i>The Importance of Change Talk</i></b>	This session will focus <b>primarily</b> on the role of change talk in an individual’s recovery process. Staff often find themselves ahead of members’ change curves, creating conflict and frustration for both parties. Strategies for eliciting change talk will be explored as well as appropriate responses to facilitate movement to the next stage of change readiness.
<b><i>Understanding the DSM-5</i></b>	This training will outline the major revisions in the Diagnostic Manual from the DSM IV-TR to the DSM5, published in May of 2014. Special attention will be paid to the reconfiguration of the manual, the collapsing of the axes and the significant changes made to diagnoses of Trauma-related disorders, Obsessive compulsive related disorders and Substance related and addictive disorders. Cross-cutting dimensional assessments, the rationale for additions and deletions of diagnoses and areas for further clinical consideration will be included as well as topics that are generating controversy.
<b><i>Difficult Boundary Issues Negotiating Complicated Territory (Intentional Care Standards)</i></b>	A more nuanced and dimensional examination of ethics and boundaries than ‘Everyday Ethics’, this session consists almost entirely of experiential, small group work discussing vignettes common to mental health recovery programs. Issues related to digital ethics (email, social media, texting) as well as circumstances that may necessitate the loosening of professional boundaries (end-of-life matters, etc.) will feature prominently in the scenarios.
<b><i>Introduction to Wellness Management and Recovery (WMR)</i></b>	In this training, staff will learn about the SAMHSA Evidence Based Practice known as Wellness Management and Recovery. WMR is a manualized form of treatment, and staff will learn how to use the manual to help members identify personal goals, and then learn and refine skills in order to achieve those goals.
<b><i>Wellness Management &amp; Recovery Practitioner Training</i></b>	This session is the instructor course necessary to lead Wellness Management and Recovery sessions with members.

<b>Clinically Based Training Sessions</b>	
<b><i>Developing Personal Recovery Goals</i></b>	Participants will learn about the difference between 'treatment' goals and how we can help consumers articulate and identifying meaningful personal goals. Clinicians explore with members how they would like things to be different in their lives by talking about their hopes for the future, their aspirations and even their fantasies. Use of open-ended questions, active listening and reflective listening is required.
<b><i>Introduction to DBT</i></b>	Dialectical Behavior Therapy is known as an evidence-based practice for Borderline Personality Disorder; it has also been found to be useful with many populations who experience emotional and/or behavioral dysregulation. This introductory session will provide an overview of the model and its philosophical underpinnings; you will also walk away with a few tools that can be used immediately with your teams and your members.
<b><i>Basics of Cognitive Behavioral Interventions</i></b>	This session will cover the basic elements of cognitive behavioral treatment. This rehabilitation approach has elements of psycho-education and uses normalizing experiences to combat a member's sense of alienation due to symptoms of mental illness. The presentation will cover information about the importance of addressing cognitive impairment, suggestions for identifying and recognizing cognitive impairment, and strategies for coping with cognitive impairment.
<b><i>Mindfulness &amp; Distress Tolerance: Core Skills of DBT</i></b>	This session will provide a broad overview of DBT with a special emphasis on Mindfulness and Distress Tolerance, two of the four basic skills associated with DBT. It should be stressed that the training will focus on practical application of DBT skills and techniques and not the formal therapy, per se. Participants will review situations in which these skills may be integrated into their work with consumers and will practice implementation in small groups.
<b><i>Cognitive Behavioral Techniques for Serious Mental Illness</i></b>	Training participants will be able to describe how thoughts, feelings, and behavior influence one another, as outlined in the CBT model. Participants will learn about CBT techniques including normalization, reinforcement, education, and cognitive restructuring that have been proven to be efficacious in the treatment of serious mental illness. Video illustrations, role playing, and solution focused activities will be used to help participants learn to adapt CBT techniques to specific cases for the SMI population.

Clinically Based Training Sessions	
<b><i>Acceptance and Commitment Therapy</i></b>	This training is an entry level exploration of Acceptance and Commitment therapy as one of the “third wave” of behavioral and cognitive therapies currently being used for a wide range of mental health conditions including anxiety, PTSD and psychosis. The audience will be exposed to concepts related to using acceptance and mindfulness and the notion of assisting people to develop “psychological flexibility”. There will be experiential exercises to help illustrate the concepts and potential clinical interventions.
<b><i>Motivational Interviewing: Dancing with Discord</i></b>	This training will provide participants with information about the conflict that can occur when service providers are not in sync with member’s readiness to change. What used to be referred to as resistance, has been reformulated as discord removing any judgment about member behavior and focusing, instead, on helper’s stance and ability to meet member where he/she is. Specific strategies to reduce discord will be discussed along with opportunities to practice.
<b><i>Motivational Interviewing: Strengthening Commitment to Change</i></b>	This training identifies hands-on interventions for helping members convert change talk to change behavior. Behavioral experiments, harm reduction tools and other behavior shaping techniques will be highlighted along with opportunities to practice.
<b><i>Motivational Interviewing: Reflective Listening</i></b>	This training session focuses specifically on reflective listening skills, providing background on the power of reflection over questions. Participants will learn the difference between simple and complex reflection, overstatement, double-sided reflection and the use of reflections to elicit change talk and weaken sustain talk. Vignettes and role plays will be included.
<b><i>Negotiating the Challenges of End of Life Issues</i></b>	As members age, staff are increasingly struggling with issues involving terminal illnesses, premature mortality and how best to support people with serious mental illnesses who may, near the end of their lives, choose to not pursue recommended treatments and to die on their own terms with dignity. End of life issues tax staff in unique ways to reevaluate their roles as helpers, identify and acknowledge their own feelings/experiences regarding death and wrestle with ethical dilemmas regarding a person’s right to choose the manner in which they live and die. Topics like advance directives, healthcare proxies and techniques specifically designed to assist people at the end of their lives will be addressed.

Clinically Based Training Sessions	
<b><i>Understanding Serious Mental Illness</i></b>	This workshop provides an overview of the range of mental health diagnoses and the types of symptoms associated with them, along with information about current treatments and services. Special attention will be paid to questions of mental illness and heightened aggression or violence. The reality of recovery, and the importance of recovery-based approaches in the community will be discussed as well as the challenges of accessing treatment and services.
<b><i>Living with Obsessive Compulsive Disorder</i></b>	This classroom training provides an overview of Obsessive/Compulsive Disorder (OCD), the various ways it manifests in behaviors and some suggestions on how to treat it. The trainer will use first-hand interpretations/stories to take participants on an experiential journey into endless “OCD” patterns. An explanation of DSM V’s chapter on OCD will also be provided.

Safety Training	
<b><i>Staff Guide to Safe Practices</i></b>	In this session staff will understand and develop the basic skills necessary for creating and maintaining safety in both community and agency settings. Staff will understand their role in promoting safety while learning to identify risk factors and contributors to escalation. A stage model of crisis escalation will be reviewed along with effective steps to managing crisis. Staff will practice de-escalation skills, while considering the importance of self-care and de-briefing. The training will conclude with staff identifying specific safety tips relevant to their service environment.
<b><i>Suicide Risk Assessment and Prevention</i></b>	This training will examine the prevalence and causes of suicide, the difference between suicide and self-injury and warning signs and symptoms that could suggest the imminence of suicide.
<b><i>Street Safety and Outreach</i></b>	In this session, staff working in the community will learn about and discuss: productive and unproductive fear; unsafe people places and things; being aware of personal space; dealing with the threat of weapons; levels of verbal escalation; and when and how to say, “no”. Scenarios and role plays will be heavily emphasized to help staff learn to respond to potentially unsafe situations.



<b>Safety Training</b>	
<b><i>Center Based Safety</i></b>	This session will focus, specifically, on risks to safety that are unique to center-based programs. Risk mitigation strategies for high stimulus environments, containment and crisis defusing techniques will be addressed
<b><i>Residential Safety</i></b>	This session will provide specific techniques for reducing and responding to potential crises in residential programs. Because staff are often on duty alone, risks and responses to safety concerns are different. Tips for promoting safety will be discussed.
<b><i>Mental Health First Aid – Youth</i></b>	Youth Mental Health First Aid is a public education program which introduces participants to the unique risk factors and warning signs of mental health problems in adolescents, builds understanding of the importance of early intervention, and most importantly – teaches individuals how to help a youth in crisis or experiencing a mental health or substance use challenge. Mental Health First Aid uses role-playing and simulations to demonstrate how to assess a mental health crisis; select interventions and provide initial help; and connect young people to professional, peer, social, and self-help care.
<b><i>Mental Health First Aid – Adult</i></b>	Developed in Australia in 2001, Mental Health First Aid is sweeping the nation with certified trainers in all 50 states. Using the principles of CPR, students learn an acronym and practice using it in the classroom to help remind them what they may do if they see a developing mental health problem in the community. Mental Health First Aid certification introduces participants to risk factors and warning signs of mental health problems, and builds understanding of their impact and overviews common treatments.

Cultural Competency	
<i>Aspiring Ally</i>	<p>This training workshop will provide participants with information about how to be an ally by promoting social justice as the member of a privileged group. It will cover key terms and concepts for aspiring allies as well as qualities of an effective ally and typical mistakes that aspiring allies make. Participants will learn what a micro-aggression is and how to spot when one is happening. This training is designed to foster the specific critical thinking skills that will help build a culture of allies at Thresholds.</p>
<i>Trans Ally</i>	<p>This training provides an opportunity to deepen understanding around the trans population. Sexual orientation, gender identity and gender expression are distinguished. Following, information on psychosocial factors as well as useful tips on how to be an Ally to this group are outlined and explored.</p>
<i>Examining Race and Privilege</i>	<p>According to a study by the Kaiser Family Foundation in conjunction with CNN, 49% of Americans say race is a “big problem” in the US. 64% of Americans feel that race tensions have increased over the last 10 years; however 8 in 10 feel that they are individually responsible for improving race relations rather than the federal or local government or the media. In light of this, we are charged with strengthening our organization and communities by creating opportunities to increase awareness, share perspectives and validate experiences. Discussing race can be emotionally challenging. <b>In this experiential session, we will provide a safe structure and a forum in which to consciously address ideas of race, privilege, and bias. And how those concepts impact our decisions and the work that we do.</b></p>

Leadership and Supervisory Training	
<b><i>Ethics and Anti-Harassment for Supervisors</i></b>	Attendees will get an overview of Thresholds policies on antidiscrimination and ethics, and then apply the policies to vignettes taken from real experiences at Thresholds. Staff will work on the vignettes in small groups and then present their conclusions, action plans, and strategies to the rest of the group. Emphasis will be placed on ability to analyze the situations, including risk of harm, and developing staff's ability to think critically and create action plans that utilize the policy and procedures.
<b><i>Conflict Resolution/ Crucial Conversations</i></b>	In this session, staff will learn about a model for conflict resolution that promotes peaceful compromise and consensus. While emotions may run high, rules of conduct must be in place to avoid aggressive speech and body language. Other models for conflict resolution that staff and residents may have learned in their families and neighborhoods will also be reviewed, and staff will have the opportunity to discuss pros and cons of each model. Staff will have a chance to practice teaching the conflict resolution protocol to each other, and role play scenarios where staff teach and use the model with residents.
<b><i>Supervisors Guide to Safe Practices</i></b>	In this session supervisors will understand and develop the basic skills necessary for creating and maintaining safety in both community and agency settings. Supervisors will understand their role in promoting safety. They will be able to identify risk factors and contributors to escalation. Supervisors will learn the stages of crisis escalation and understand steps to managing crisis based on the stage of escalation. Supervisors will begin to develop skills for addressing safety concerns and review safety best practices and debriefing.
<b><i>Essentials of Clinical Supervision</i></b>	This training is specifically designed for clinical leaders and focuses specifically on the challenges inherent in developing staff to be better clinicians. Elements of transference/countertransference, the parallel process and building the supervisory relationship will be included.
<b><i>New Leaders Orientation</i></b>	This session introduces supervisors to basic leadership concepts and skills including knowing oneself as a leader, setting the stage for employee success and performance management. Skills introduced include alternating between different leadership and communication styles, setting clear performance expectations, providing feedback, crucial conversations and developing staff.

<b>Leadership and Supervisory Training</b>	
<b><i>Improving Communication</i></b>	This training will help staff examine their own communication strengths and deficits. Attention will be paid to what, to whom and how information is communicated and ways to enhance one’s own capacity to convey important information to others. Self-assessments, dyad practice and specific vignettes will be utilized.
<b><i>Coaching and Motivating Staff</i></b>	This session is geared towards supervisors and focuses on the challenges of coaching and maintaining morale of their staff. Special attention will be paid to the developmental needs of staff and specific coaching strategies as well as techniques for addressing commitment, motivation and morale. Vignettes will be provided as part of the learning process

<b>Team Building</b>	
<b><i>Team Care</i></b>	Participants will gain an overview of team development, participating in experiential learning that will support overall team health. Areas of focus will include effective communication and team cohesion. Exercises will be included to address communication styles, effective feedback (SBIs and Feed-forward) & emotional competence, individual and team strengths, team identity and development. The final exercise will focus on brainstorming program specific self-care toolboxes.
<b><i>Team Leader Orientation</i></b>	This training introduces Team Leaders to the primary functions of their role, offering opportunities to learn and practice skills in the areas of clinical supervision, managing member referrals, managing team conflict, planning and more.
<b><i>Team Building</i></b>	This training examines how teams work and why they are important in different programmatic and administrative areas. Criteria for determining effective teams and techniques for building better teams will be included.

Substance Use	
<b><i>IDDT ( Integrated Dual Disorder Treatment) Series Overview</i></b>	Trainers will use a mix of education, discussion and role play to help improve staff’s engagement with members around addressing substance use issues. Topics include; IDDT principles, the ways the electronic health record can support this work, staging members, motivational interviewing and the use of the IDDT crosswalk to identify stage based strategies to try with members.
<b><i>Candid Conversations about Substance Use</i></b>	This training helps participants enhance their understanding of the prevalence, availability and appeal of common and newer street drugs. Participants will practice creating safer spaces, discussing factors that hinder and/or facilitate candid discussions on substance use as well as its impact on members’ lives. Finally, participants will reinforce and increase knowledge of street drugs with a fun game of “Jeopardy.”
<b><i>Street Drugs 101</i></b>	Staff will be introduced to the varied street drugs, as well as signs and symptoms of street drug use and interactions.

Additional Sessions	
<b><i>Health and Wellness</i></b>	Trainers will use a mix of education, discussion and role play to help develop staff’s engagement of members around health and wellness topics. Topics include; the dangers of smoking, building on member strengths, engagement based on level of motivation, use of SMART goals, skill development, health literacy and connection to supports.
<b><i>Trauma Informed Care for Administrative Staff</i></b>	This training provides basic information on the etiology, definition and prevalence of trauma as well as ways in which recovery programs and services can avoid re-traumatizing their clients. Worker self- care will also be discussed.
<b><i>Introduction to Neurological Disorders and Psychopharmacology</i></b>	This training includes a review of the biochemical theory of mental illness and how medications impact the symptoms of psychiatric disorders. The various classes of medications commonly prescribed to consumers are presented, as are the actions, interactions and side effects of those medications.

<b>Additional Sessions</b>	
<b><i>Advanced Psychopharmacology</i></b>	This training focuses on the newer medications in the pharmacopeia along with more detailed information about drug/drug interactions, long term side effects, other contraindications and evidence-informed strategies for improving medication adherence.
<b><i>Peer Role</i></b>	The Peer Specialist role in the mental health field is often ambiguous and undefined. This training will create a safe space for discussion inviting staff to respond to questions that include: What is a Peer Staff? How do people feel about the Peer Role? What can we learn from Peer Staff? Are Peer Staff's experiences being utilized to full potential? How do community agencies vs. the State of Illinois define role? Three (3) different roles of Peer Staff will be discussed: 1. Recovery Support Specialists, 2. Former Members, and 3. Staff with lived experience who have not disclosed. Discussion will revolve around the challenges and elements involved in each role.
<b><i>Working with Members in a Residential Setting</i></b>	This training provides an overview of the role of desk clerk staff and builds an understanding of their impact on the work they do with members. Topics include an overview of common psychiatric and substance use disorders, recovery and person-centered language, de-escalation tactics and self-care recommendations. Staff will also learn how to better communicate with each other, clinical staff, and the members and will work together to understand systems and protocols to better serve the members in residential settings. All content leads to learning effective approaches to helping people with serious mental illness and substance use disorders.