MORALE

WELLNESS

TRAINING GOALS

SAFETY

Quality consulting services provided with care and professionalism

Luis R. Orozco, LCSW
DIRECTOR

Training Goals

Trainings are one of the most effective means to assist an organization in creating a productive and healthy work environment. By helping to improve practices used by your workforce, trainings can serve to boost productivity, improve morale, promote safety and reduce liability. During challenging circumstances people rise to the level of their preparation.

As consultants our goal is to work with you to discover the solutions that you are seeking. We will work together on approaches to improve employee work habits and perceptions. This can help to establish a healthier work environment and prevent potentially harmful situations.

Our primary mission as consultants is to assist organizations in meeting their business goals while enhancing organizational and individual wellbeing. Our emphasis is working with organizations to help improve practices from the management to the employee and customer service levels. This can translate into improved productivity, communication, and safety with decreased turnover and burnout.

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(English and Spanish)
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Wellness
Begins with you!

TRAINING AND CONSULTATION SERVICES FOR YOUR ORGANIZATION

DECREASE LIABILITY
IMPROVE MORALE
PROMOTE SAFETY
BOOST PRODUCTIVITY

PsyLink center

The following workshops can be customized by topic, duration and pricing to meet your organization's needs. All workshops are available in English and Spanish.

• Anger Management
Participants will learn anger management techniques that can assist in defusing volatile situations that can potentially become dangerous. Key concepts that are reviewed in this training are the biological response to stress, strategies to de-escalate high tension situations and self-awareness.

• Bullying/ Harassment
Understand the dynamics and warning signs of bullying & harassment in work or school settings. Attendees will learn about the law involving bullying and harassment and strategies to prevent and respond to these issues.

• Conflict Resolution
Learn to resolve workplace conflicts through effective approaches that increase safety, foster healthy work environments and reduce liability.

• Creating Healthy Work Environments
Understand the steps required to create a healthy work environment. The goal of this workshop is to reduce liability, improve morale and decrease employee turnover rates.

• Crisis Management
Learn practical techniques and interventions for crisis management that can be utilized in various types of stressful scenarios.

• Customer Service
Learn techniques that have been proven to increase customer satisfaction and retention.

• Domestic Violence
Recognize the cycle/ dynamics of domestic violence as well as how to respond to intrafamilial conflicts that spill over into other settings (e.g., work, school, church etc.) in a safe and supportive manner.

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Consulting Services For Organizations That Care

WELLNESS

TRAINING

TRAINING CURRICULUM

KNOWLEDGE

• Effective Communication Skills
Develop strategies and techniques that will increase the communication flow that is necessary to create healthy bridges between administrators, employees and customers in order to have a strong organization and maintain customer satisfaction.

• Field Safety
Recognize the importance of safety when providing direct customer service in field based jobs. Organizations that employ home health aids, social service workers, gas and utility workers, phone and cable-TV installers, letter carriers, service providers, and code inspectors in the community can benefit from this training. Participants will

learn key concepts of threat management such as safety, situational and self-awareness, and de-escalating techniques.

• Mental Health Basics
Exposure to a broad overview of issues concerning mental health that can impact your workforce. Approaches to consider when working with mental health issues and disorders and available community resources for those affected by mental illness.

• Psychological Support for Traumatic Events
Educate leaders in practical debriefing interventions that are known to be effective during the aftermath of a traumatic event.

• Self-Care
Promote self-care through practical recommendations associated with wellness and healthy life styles. This helps to establish a more positive individual and group work environment & reduce burnout/ turnover rates.

• Stress Management
This workshop focuses on stress reduction. Participants will learn about healthy ways to deal with stress as well as techniques that have been proven to increase life satisfaction. The goal of this workshop is to increase employee morale and resiliency.

• Substance Abuse
Recognize substance abuse problems in your employees as well as provide information on educational, self-help and treatment resources available for individuals/families affected by substance abuse.

• Suicide Prevention
Provide an overview of behaviors associated with suicidality as well as recommendations to be considered when helping individuals at-risk of suicide.

• Targeted School Violence
Learn key threat assessment approaches effective in preventing school violence. These include maintaining safety, de-escalating techniques, and situational awareness.

• Threat Management
Learn key approaches related to threat management such as maintaining safety, situational awareness, de-escalating techniques, and preventative measures with an emphasis on eliminating predatory and reactive violence.

• Working with Difficult Individuals
Learn effective strategies for setting healthy relational boundaries. Participants will also learn how to objectively work with individuals who tend to have conflicts, interpersonal difficulties or are manipulative.

• Workplace Violence
This training focuses on workplace violence prevention. Attendees will learn threat management concepts that are safe and proven to be effective as well as the importance of open communication and multi-systemic approaches that are known to defuse potentially dangerous situations.