



Webinars for LBOH

Training Schedule January 2021

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| * Communication at Work: Digital Tone
Wednesday, January 6, (2:00-3:00 pm) | Betsy Day |
| * Conflict with the Public, Masks and More
Thursday, January 7, (10:00-11:00 am) | Cally Ritter |
| * Understanding Communication Styles to Improve Working Relationships.
Monday, January 11, (1:00-2:00 pm) | Alison Freedman |
| * Self-Care and Self-Compassion
Wednesday, January 13, (10:00-11:00 am) | Cally Ritter |
| * Managing Stress: Managing the Unmanageable
Thursday, January 14, (10:00-11:00 am) | Deb Elbaum |
| * Simple Ways to Collaborate and Get Results
Wednesday, January 20, (10:00-11:00 am) | Star Dargin |
| * Conflict with the Public, Masks and More
Wednesday, January 27, (2:00-3:00 pm) | Cally Ritter |

Program Descriptions

Communication at Work: Digital Tone

Betsy Day

Even if it is someone you know at work or in your community, there's always a chance that the email you have written could strike the wrong tone or be interpreted in a different way than you meant. So, imagine how important "digital" tone is when we are communicating with residents and other important people.

Without nonverbal cues such as facial expressions, tone of voice and eye contact, we lose the context of body language. Just like physical body language, your digital language needs to match your message, even more than ever since many of us are working from home. We are still professionals in our role, even when working from a corner in our kitchen!

This 60-minute webinar will cover how to pay better attention to how we are expressing ourselves in our emails, texts or social media. Explore some important actions and strategies we should consider such as:

- Impact of personal communication styles
- Why tone in writing is important
- How quickly we respond to messages
- Not confusing brevity with clarity
- What we put in our email signature and subject line
- Learn some simple strategies to build connection and enhance effectiveness

Conflict with the Public, Masks and More

Cally Ritter

In municipal work we periodically work with challenging residents, business owners or others in our community. While we expect residents, business owners and others in our community to be civil and follow regulations (such as wearing masks), our staff is sometimes confronted with people who are argumentative, irate or even intoxicated. This webinar will cover how to manage the unexpected. It will explore how best to avoid public conflicts, how to de-escalate the belligerent resident, business owner or others in the community and when to call in security or police.

Understanding Communication Styles to Improve Working Relationships

Alison Freedman

Why is it so hard to work well with some of your co-workers? More importantly, what can you do to improve those working relationships? This course helps participants understand their own communication styles and how they may come across to colleagues and community members. It also explores how to understand others' behavior to know how to work best with them. Participants will learn how to make subtle adjustments to their own communication styles that will dramatically improve the quality and productivity of their work relationships. Through discussions and activities, participants will become better communicators and relate more effectively with others.

Self-Care and Self-Compassion

Cally Ritter

Local health has had a different experience as they have been responding to this global health crisis, 24/7 since March 2020. A majority of those surveyed report that the last year has been the most challenging of their career. Since March local health department staff has been called upon to work 24/7 with not enough staff or funding. Local health department staff has been enforcing ever changing public orders and facing hostile residents and business owners who have been threatening. This session invites participants to explore simple, evidence-based approaches for improved well-being. Attendees will enjoy relaxation exercises and will examine a menu of 7 strategies of self-care while living through

this challenging and overwhelming time. Specifically, this session will focus on how to gather self-compassion when messages of self-doubt are frequent and loud.

Managing Stress: How to Manage the Unmanageable Using Neuroscience to Cope More Effectively

Deb Elbaum

Many aspects of life these days cause stress, and this stress can undermine how we think, feel, and communicate. The good news is that there is always more in our control than we realize and making intentional choices around our thoughts and actions can help us feel happier, calmer, more focused, and more engaged. Understanding what happens with our brain when we're stressed is key so that we can take action to cope more effectively. This interactive talk is based in neuroscience and offers concrete and easy-to-implement strategies to reduce stress and maximize coping skills.

Simple Ways to Collaborate and Get Results

Star Dargin

When you can bridge the gaps and align the outcomes for the good, everyone wins. No profession or function operates on an island. It's not about being liked or being friends with everyone. Collaborative productive relationships create mutual respect and trust that is sustainable and gets immediate and long-term results.

Hear real life stories and tons of tips that can be used immediately. Star will share her insights and lessons learned about collaboration from coaching leaders over 10+ years!

These programs and services are being made available by funding from the Massachusetts Department of Public Health as support to the local boards of health and local public health professionals. Therefore, these programs and services are only available to the members and staff of local boards of health.

Registration: Register by emailing Bruce Cedar bcedar@cmgassociates.com

CEUs are available for RS, REHS, CHO, CP-FS and RN

Please contact Dawn Sibor with questions, dsibor@mhoa.com

Coaching for LBOH Leaders

As part of DPH's support of LBOH we are offering some coaching opportunities. We have a few coaching slots available to provide leadership coaching for local public health leaders. We also would like to offer a Coaching group for program leaders and supervisors. These opportunities are beginning now.

Leadership Coaching: Who is eligible?

This opportunity is designed for individuals who are in leadership positions, (Directors of departments, supervisors), and are currently supervising staff, programs and teams. In making this Coaching available we also want to ensure that the people who may be interested are appropriate candidates. We ask that interested individuals be referred to us by their manager, and consent to an interview to ensure that they meet criteria.

Individual leadership coaching engagements support leaders to step up and into their strengths and their careers so they can have the impact and get the results they desire. Through core values assessment, strength-based coaching and illumination of blind spots, clients are supported and challenged to really take the reins and "show up" fully in service of their team and organizational mission. Another important element of coaching, addresses developing solid, engaged and collaborative working relationships.

Engagement focus, depending on the client's priorities may include some of the following:

- Establishing authentic stance & presence as a leader
- Identifying and leveraging of natural strengths and management style
- Understanding how to use various leadership styles and their impact
- More effective planning, delegation and follow-through
- Enhanced staff engagement, inclusion and accountability
- Ability to make decisions with more clarity and efficiency
- Leading others with more self-assurance
- Capacity to manage priorities with greater ease
- Increased ability to remain cool and calm under pressure
- More proactive response to issues

Group Leadership Coaching

This is a development platform for supervisors and program managers. This is designed for program leaders with supervisory responsibilities and who are managing multiple employees and teams. A coaching group would consist of 5-6 people and would meet twice a month for three months.

The Coaching Groups would be a total of Six Sessions and would include session topics. Below are possible topics:

- **Leadership Styles and their Impact**
- **Developing Others: Providing Effective Feedback**
- **Stop Avoiding the Hard Conversations**
- **Employee Engagement: Creating the Team**
- **Navigating Conflict at Work: A toolkit for Supervisors**
- **Developing Others through Effective Delegation**
- **Running Productive Meetings that Make a Difference**
- **Emotional Intelligence at Work**

If you are interested in referring someone to the Coaching Program or if you are interested in taking part in the Group Coaching, please contact Bruce Cedar. Bruce can be contacted at the email below or by calling him at 617-969-7600, ext 223.

Registration: Register by emailing Bruce Cedar bcedar@cmgassociates.com

Individual Support for LBOH

We continue to offer individual support for local health employees. We are aware that the last 9 months have been incredibly stressful and may have impacted people's mental health. We are offering an Employee Assistance like model to LBOH. Individuals may contact us confidentially for counseling. We will provide 3 covered sessions and will also help identify a counselor for referral, should you choose to continue counseling through your health insurance. All of our counseling sessions are offered through a secure, HIPAA compliant video platform.

Individuals interested in these services should contact Bruce Cedar.

Phone: 617-969-7600 ext. 223

Email: bcedar@cmgassociates.com

Please watch for the February 2021 Webinar schedule, which will be released soon.

