

Defining Your “New Normal” Strategizing for the Post-Pandemic in the Workplace and Beyond

Tuesday, March 14, 2023

9:00 am - 2:00 pm

Location: Virtual - Online via Zoom – *link to be sent prior to meeting*

Audience: This training is only for HCSA permanent, part-time and temporary employees (including Provisional, Project and TAP employees assigned to HCSA departments). The course content is applicable for clinical, consumer, administrative, managerial, program and support staff.

Description: The worldwide COVID-19 Pandemic coupled with stay-at-home orders, increased demands on workers to care for family members, economic hardships, national and international political tensions and more, pushed workers and those they serve to struggle with how to navigate the rapid changes to their daily lives. The Post-Pandemic fallout continues as organizations try to navigate return to office vs work from home scenarios and the impact of uncertain economic conditions are felt. As the world experiences declining COVID-19 rates, new complexities take its place. Defining your “new normal” can be a confusing concept, layered with personal and professional concerns.

This course will help participants understand and create the conditions for change in the workplace and the impact of all these world events on ourselves, our colleagues and the communities we serve.

Trainer(s): Ellen Muir, LCSW, ORSCC, and Betsy Baum Block, MPP, CPCC, ORSCC, PCC.

Learning Objectives – at the end of the training, participants will be able to:

1. Be able to state the 6 stages of grief and loss and how they are reflected in work performance and the ability to engage in services.
2. Name 2-3 stressors new in the past few years that make it difficult to fully engage and focus on working as a team and providing services to the community.
3. Name the Conditions for Change in order to identify and honor the different change styles that show up in ourselves, our teams and the consumers we serve.
4. Identify two ways that unconscious bias may surface during change in systems.
5. Convert or transform the components of a Volatile, Uncertain, Complex and Ambiguous environment into Vision, Understanding, Clarity and Agility.
6. Identify 3-5 core values that can support us, our teams and our communities through challenging and unpredictable societal and world changes.

Please note: There is a registration fee for this training and the departments will be billed for their confirmed attendees. Therefore, managers and supervisors must approve their staff's registration on the Learning Management System (LMS). Registrants who decide not to attend must cancel their registration by 02/28/2023 by contacting HCSALearningCenter@acgov.org to avoid being charged for the training. Departments will be charged for attendees who fail to notify HCSA HR about their cancellation or do not attend the training.

Registration capacity is limited and open until filled based on confirmation of registration by supervisor in the LMS.

REGISTRATION:

Please register [HERE](#)

For registration help, information about this training or reasonable accommodation requests, please contact: HCSALearningCenter@acgov.org.

If you would like to report a grievance, please reach out to ACBH Training Unit at training.unit@acgov.org.

Continuing Education

CE credit will be provided to staff upon request and successful completion of CE requirements.

*This course meets the qualifications for 4.5 hours of continuing education credit for RNs by the California Board of Registered Nurses, BRN Provider No. 12040; for **Addiction Professionals** by the California Consortium of Addiction Programs & Professionals Education Institute (CCAAP_EI), Provider No. 4C-04-604-0624; for **LMFTs, LCSWs, LPCCs, and/or LEPs** as required by the California Board of Behavioral Sciences; and for **Psychologists** as an approved provider by the California Psychological Assoc., Provider No. ALA006. Alameda County Behavioral Health Care Services (ACBHCS) is approved by the California Assoc. of Marriage and Family Therapists to sponsor continuing education for the target audience of this training, Provider No 65749. ACBHCS maintains responsibility for this program/course and its content.*

Please note: in order to receive CE credit you must attend the full training, complete an evaluation, and pass the post-test(s) with a score of at least 70%. Participants wanting a general attendance certificate must also achieve a passing score of 70% on the post-test(s).

CE Certificates will be emailed within 30 days after the training.