

# 2017 NIEAPA Conference

Tuesday, June 6 – Drury Lane Oak Brook

**Conference Theme:** Integration of Clinical Excellence and Cultural Competency

## 8:15 to 9:45 a.m.:

**Session 1** - Keynote Speaker: Achieving Clinical Excellence - *Scott D. Miller*

**Description of Keynote:** Scott D. Miller, Ph.D. is the founder of the International Center for Clinical Excellence an international consortium of clinicians, researchers, and educators dedicated to promoting excellence in behavioral health services. Dr. Miller conducts workshops and training in the United States and abroad, helping hundreds of agencies and organizations, both public and private, to achieve superior results. His humorous and engaging presentation style and command of the research literature consistently inspires practitioners, administrators, and policy makers to make effective changes in service delivery.

## 10:15 to 11:45 a.m.:

**Session 2** - Achieving Clinical Excellence, part 2: Three Steps to Superior Performance - *Scott D. Miller*

**Description of Presentation:** Thanks to a number of recent studies, there is now solid empirical evidence for what distinguishes highly effective from average therapists. In this workshop, participants will learn three specific strategies that separate the great from the good. Participants will also learn a simple method for measuring success rates that can be used to develop a profile of their most and least effective moments in therapy—what works and what doesn't. Not only will attendees get a far more exact idea of their clinical strengths and weaknesses and how to use the findings in to improve their own practice, but they will also come away with concrete tools that will immediately boost clinical abilities and effectiveness. Learning objectives include...

- Participants will learn three specific practices employed by highly effective therapists;
- Participants will learn a method for determining the overall success rate of their clinical work;
- Participants will learn a method for identifying cases at risk for dropping out of treatment or experiencing a negative or null outcome;
- Participants will learn a method for identifying and improving areas of weakness in their clinical work.

**Session 3** - Impairment Proofing Your Workplace: Best Practices for Managing Impaired Employees, Tony Pacione and Robin Belleau

**Description of Presentation:** This presentation will propose a five step practice for identifying and supporting impaired employees, while maintain the integrity of the work place and its operations. The process includes the following:

- a) Identifying the potential prevalence of impairment in the work place;
- b) creating a culture of awareness;
- c) selecting and training a Chief Assistance Officer
- d) establishing guidelines to insure support and integrity; and
- e) implement strategies to monitor potential treatment failures.

The presentation will also the cover essential topics of maintaining confidentiality, protecting the workplace form impaired employees, and the use of workplace mentors and peer support volunteers. Tools and techniques that can monitor and identify potential risks of treatment failures will be demonstrated.

**Session 4** - What is all this gender business, and what does it have to do with my business?: Transgender and gender nonconformity in the workplace, Margot Jacquot

**Description of Presentation:** From bathrooms to fitting rooms; laws to employer's rights, the changes in how sexual orientation and gender equality are impacting both the workplace and workforce can be confusing and can also offer great opportunities in the workplace.

In this 1.5 hour presentation we will discuss:

- Making the workplace welcoming and safe for LGBTQ and non-LGBTQ people alike.
- Bathrooms and fitting rooms. What now?
- Illinois labor laws regarding LGBTQ people.
- What have you always wanted to know about LGBTQ people but were afraid (or didn't know who) to ask.
- Time for Q&A.

**Session 5** - Grief in the Workplace: What really happens in the 21st century, Rachel Kodanaz

**Description of Presentation:** When a company experiences the death of an employee, an employee has experienced the loss of a family member or an employee has received a significant diagnosis, standard protocol for most companies is to provide a counselor onsite the day after the loss and then an Employee Assistance Program (EAP) will provide ongoing counseling for the grieving employee or workgroup if and only if they reach out for the services. The co-workers do not know how to interact with the griever, the associated paperwork is often overlooked and productivity suffers. The best way to change this dynamic is to understand grief, coordinate efforts between Human Resource Personnel & EAP's and develop procedures that are effective. We will address challenges that are often overlooked when dealing with grief in the workplace including mobile society, social media, aging society, family caregiving and anticipatory loss.

**1:30 to 3:00 p.m.**

**Session 6** - "One Orlando" - EAP Response to Mass Shooting, Jeff Gorter

**Description of Presentation:** On June 12, 2016 the city of Orlando suffered the worst mass shooting in US history, with 49 fatalities and 53 wounded. EAP organizations were urgently called upon to bring stability to chaos, compassion to the distressed, and hope in the midst of the unthinkable. While the sheer size of this tragedy brought many operational and service delivery challenges, it also clearly highlighted the critical need for cultural sensitivity in disruptive event management in ways that were powerful, poignant and unique. Effective response required a robust deployment of resources, a nuanced understanding of cultural dynamics, and the ability to maintain mission-focus despite intense media coverage and political commentary. Through firsthand experience and evidence based approaches, this presentation will explore the lessons learned from this tragedy, consider specific strategies for culturally sensitive support, and discuss ways that EAPs can meet the challenge of a mass shooting event. The integration of EAP Disruptive Event Management (DEM) Services into the realms of Safety, Risk Management, and Business Continuity will be considered.

**Session 7** - Using Transdiagnostic Model to treat complex patients with Co-Occurring Disorders, Linda Lewaniak and Lara Effland

**Description of Presentation:** Many people suffer from depression, anxiety and substance abuse. When treating co-occurring issues at a higher level of care it is imperative to choose an evidence based, and transdiagnostic approach. In this presentation we will support the use of Dialectical Behavior Therapy, Acceptance and Commitment Therapy, Motivational Interviewing, and Harm Reduction as effective treatment models and skills interventions that when used in tandem promote treatment adherence, reduction in relapse, and higher levels of patient commitment to recovery in comparison to treatment as usual. This presentation will discuss the above evidence-based treatment models in treating co-occurring diagnosis in higher levels of care such as intensive outpatient, partial hospitalization program and residential treatment.

**Session 8** - Engaging Male Clients in Counseling, Bob Carty

**Description of Presentation:** Typically in our society, men develop within certain cultural expectations that emphasize being in control and not relying on others to solve one's problems. These and other messages tend to serve as barriers for men in counseling, where they are asked to be vulnerable, emotionally expressive, and willing to ask for help. In this session, we examine clinical strategies and techniques that help men to become more fully engaged in the change process.

**Session 9** - Watch Your Mouth, Cheri DeMoss

**Description of Presentation:** Speaking off the “top off the top of your head” is what we and our clients saw our families do. We saw teachers, professors, aunts, uncles and neighbors talk this exact way. We saw people being hurt, confused, shamed or blamed by words being said with no regard for clarity and even less regard for healthy communication.

This workshop is designed to help us learn some clever tricks, phrases and skills that make communicating less shaming, blaming or confusing. You will learn to tell the difference between teaching our clients how to say what they mean versus relying on their intentions. We will cover specific techniques of excellent communication.

**3:30 to 5:00 p.m.**

**Session 10** - Creating a Compassionate Workplace, Chet Taranowski

**Description of Presentation:** Most organizations are working to increase employee engagement and to facilitate the development of a more psychologically safe workplace. Organizations may benefit from increasing the capacity for compassionate behaviors among workers and managers. What are the components which facilitate moving toward greater compassion? How can this be valuable for an organization? How can EAP providers encourage these behaviors?

**Session 11** - It's All in Your Brain, Tatyana Fertelmeyster

**Description of Presentation:** Have you heard of unconscious bias? If you have not, you must've been away for a while. “Unconscious bias” has been a popular buzzword for quite some time. It has been a workplace issue and a societal issue for much longer.

This interactive session will engage participants through a combination of activities and a presentation in exploration of unconscious biases and ways to address them effectively. Participants will be introduced to neuroscience of dealing with differences and explore applications of its findings to addressing diversity in providing EAP services.