



# THE WORKSHOPS COURSE CATALOG



**“I did then, what I knew how to do. Now that I know better, I do better.”– Maya Angelou**

**Customers – Winter 2020  
(January – March)**

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## Welcome to The Workshops at Good Shepherd Services

### Who We Are:

The Workshops at Good Shepherd Services has a rich history in providing learning and development opportunities for professionals in NYC and the surrounding areas.

**Over 40 years ago** we took the **lead** in to develop this program as the need for professional development grew. We acknowledge that our fields are forever changing and evolving to meet the complex and emerging needs of our city and we are **committed** to be **responsive** to this need by providing workshops that promote **innovative ideas**, share **promising practices**, and **promote evidence informed models** to help achieve our mission of supporting youth and families and having NYC become a better place to live and work. We focus on fostering **bold leadership**, skill development, social change, and advocacy to make a difference in the lives of children, youth, families and communities. The Workshops is designed to be **engaging, inter-active**, and is organized to **build skill** and bring **compassion** into our work.

The Workshops at Good Shepherd Services is recognized by the New York State Education Department's State Board for Social Work as an approved provider of continuing education for licensed social workers #SW-0151. Look for offerings with contact hours.

### Our Learning Environment:

The Workshops at Good Shepherd Services creates a unique learning environment that is **committed** to creating a safe and support atmosphere for all learners, where questions and exploration are **valued**. We invite colleagues who believe in **growth and change**, who have the **courage** to challenge themselves, **take risks**, learn something new, reserve judgement, listen from a place of **compassion**, and seek opportunities for **community-building** and **fun**. Our workshops are spaces of **collaboration** and invite colleagues from different agencies and fields to connect and learn together. Offerings at The Workshops emphasize the transformation of knowledge and learning into **practice**, providing opportunities for practice within the learning space and providing techniques, tools, and strategies that are relevant and readily applicable to direct work.



## Good Shepherd Services' Mission

Good Shepherd Services goes where children, youth, and families face the greatest challenges and builds on their strengths to help them gain skills for success. We **provide** quality, effective services that deepen connections between family members, within schools, and among neighbors. We work closely with community leaders to **advocate**, both locally and nationally, on behalf of our participants to make New York City a better place to live and work.

Good Shepherd Services **leads** in the development of innovative programs that make a difference in the lives of children, youth and families today.

## Our Core Values

### ☆ **Compassion**

The services we provide surround children, youth, and families with kindness and care, build on their strengths, and embrace unique talents, interests, and accomplishments.

### ☆ **Commitment**

Our support for children, youth, and families is unwavering, especially in New York neighborhoods that have the fewest resources.

### ☆ **Bold Leadership**

We face deeply rooted poverty and inequality, and confront these challenges head on through strong leadership, innovative programs, and advocacy for positive change.

### ☆ **Learning**

We prioritize ongoing education for both ourselves and our participants. We constantly seek out new ways to be effective and use evidence and data to help us be successful.

### ☆ **Optimism**

We know we can make a difference with a positive approach that builds upon the inherent strengths that children, youth, and families have to transform themselves.

### ☆ **Responsiveness**

We listen deeply to and respect the children, youth, and families with whom we work. In New York City neighborhoods with few resources, we do what it takes to respond, and have built the ability to adapt into our approach.

## The Workshops: Fulfilling Our Value of Learning

One of Good Shepherd Services' organizational values is **Learning** and through The Workshops we are able to not only provide learning & development opportunities to our staff, but also to provide professional development and growth opportunities to our colleagues, partners, collaborators, and peers across NYC. By creating learning spaces that are rich in the sharing of effective practices and innovative ideas, The Workshops supports GSS' value of Learning by spreading learning throughout the community.

### Our Policies

#### Registration

Please register by [browsing](#) our offerings first and then create an account when you're ready to register.

If you have any questions about The Workshops please contact us at 212-243-7070, 10245 or [TheWorkshops@goodshepherds.org](mailto:TheWorkshops@goodshepherds.org).

#### Customer Payment Information and Fees

Payment for workshops may be made by Visa, MasterCard, or American Express. We do accept checks, but strongly encourage payment by credit card. Your payment is due 4 days before the workshop. We know that there are instances where this is not always possible, feel free to inform us in such case. Nonetheless, your payment is due at the time of check-in. **Unfortunately, if we have not received payment before the workshop you will not be allowed to attend.**

When mailing checks, please include a copy of the invoice. All checks should be mailed to the following address:

The Workshops at Good Shepherd Services

305 7<sup>th</sup> Ave., 9<sup>th</sup> Floor

New York, NY 10001

Unless otherwise specified, most of our workshops use the following pricing structure:

	Half-Day Workshops	Full-Day Workshops	2-Day Workshops
For registration received 30 days or more before the workshop	\$55	\$95	\$190
For registration received 29-5 days before the workshop	\$75	\$125	\$250

## **Customer Cancellations, Withdrawals, and Refunds**

Cancellation or withdrawals received 5 days before the workshop start date will receive a full refund if the registrant paid via credit card. Registrants who paid via check, will have the option of switching their registration to another upcoming offering or receiving a coupon for the amount paid that can be used toward future offerings.

When we do not have sufficient registration to hold a workshop, when possible, you will be notified of cancellation at least 5 business days in advance if you are registered. We reserve the right to cancel any training or substitute the trainer/presenter. In the event of a cancellation, registrants paying via credit card will be refunded in full. Registrants paying via check will have the option of switching their registration to another upcoming offering or receiving a coupon for the amount paid that can be used toward future offerings.

## **On Time Arrival**

Workshops are listed as having a start time advertised in the LMS and in the Learning & Development catalogs and e-newsletters, but participants should arrive 15 minutes before the start time to ensure that workshops can begin on time. Please note: there will be no refunds for customers that arrive late or registered participants who do not attend. Please allow extra travel time to be on time.

## **Evaluations**

We encourage all our participants to provide us with their feedback after attending a workshop. This can be done by login into the Learning Management Systems (LMS). The feedback are anonymous and they are taken into great consideration when scheduling our catalogs. Our facilitators, when possible, make changes to the curriculum based on the suggested feedbacks.

## **Certificates of Attendance**

Certificate of attendance is available in the LMS for all workshops that participants have attended. If you are a Licensed Social Worker/Licensed Clinical Social Worker, your certificate will have your license number along with the contact hour for the workshop you attended. Upon registering for a workshop that provides continuing education credits, you will be asked to enter your license type and license number.

## **Learn More About Us**

Join our mailing list to stay up to date on the newest and upcoming offerings! You can also check out our website for a list of upcoming courses and can download our quarterly catalogs for more information on offerings. For further questions, please contact us at [TheWorkshops@goodshepherds.org](mailto:TheWorkshops@goodshepherds.org) or 212-243-7070 xt 10245. We look forward to welcoming you into our community of life-long learners!

## The Learning and Development Department Staff

The **Learning & Development Department** collaborates with all GSS programs and departments to promote staff growth and success and is responsible for day-to-day development and operations of Good Shepherd Services' learning and development curriculum, the **Learning Management System** (LMS), and marketing and providing customer service to external attendees. The Department is also responsible for coordinating and facilitating offerings and cultivating external partners and ensures that the agency remains in compliance with training requirements of governing bodies and funders. Take a look below to find out more about the individuals that make up the Learning & Development Department.



**Kali Mincy**  
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**Assistant Director of Mission & Culture**  
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**Margie Lafond**  
**Learning & Development Coordinator**  
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and for upcoming workshops  
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**Jennifer Okeke**  
**Learning & Development Assistant**  
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## Overview of Offerings by Month

### January

- [January 15<sup>th</sup>: Transforming Vicarious Traumatic Stress Into Vicarious Resiliency and Self-Care](#) (Mandatory for All Good Shepherd Services' Staff) **(6 Contact Hours)**
- [January 23<sup>rd</sup>: HIV: The Essentials](#) (Open to All Good Shepherd Services' Staff)
- [January 23<sup>rd</sup>: Universal Precautions and Infection Control](#) (Open to All Good Shepherd Services' Staff)
- [January 27<sup>th</sup>: Identification and Reporting of Child Abuse and Maltreatment](#) (Open to All Good Shepherd Services' Staff) **(CASAC Renewal Eligible)**
- [January 27<sup>th</sup>: SafeTalk: Suicide Awareness & Prevention](#) (Open to All Good Shepherd Services' Staff)

### February

- [February 4<sup>th</sup>: Overview of Mental Disorders and Related Medications](#) (Open to All Good Shepherd Services' Staff) **(6 Contact Hours)**
- [February 5<sup>th</sup>: Creating Resilience through Circle, Drumming and Mindfulness](#) (Open to All Good Shepherd Services' Staff) **(6 Contact Hours)**
- [February 27<sup>th</sup>: Trauma, PTSD, Complex Trauma, and The Stress Response](#) (Mandatory for All Good Shepherd Services' Staff) **(6 Contact Hours)**

### March

- [March 9<sup>th</sup>: Reflective Listening and Effective Counseling Skills](#) (Open to All Good Shepherd Services' Staff) **(6 Contact Hours)**
- [March 27<sup>th</sup>: An Introduction to the Art of Hosting \(AoH\) Social Justice Conversations: Participatory Practices & Methodologies](#) (Open to All Good Shepherd Services' Staff) **(6 Contact Hours)**



## Center for Trauma-Informed Practice

Good Shepherd Services' **Center for Trauma-Informed Practice (CTIP)** deepens trauma-informed practice and raises the standard of care among agency providers serving individuals exposed to adversity, stress and trauma. The center promotes wellness and healing in individuals, families, communities and organizations by *connecting what we know into what we do*. CTIP offers workshops, learning journeys, communities of practice, resource sharing and consultation as a means to *transform trauma knowledge into trauma-informed practice*.

### Transforming Vicarious Traumatic Stress Into Vicarious Resiliency and Self-Care

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**Mandatory for All Good Shepherd Services Staff**

**6 Contact Hours**

This workshop is designed for professionals working with individuals who have experienced traumatic stress. The identification of the specific constructs of Vicarious Traumatization, Secondary traumatic stress, and Compassion fatigue will be discussed along with understanding these constructs as a component of the parallel process. Examples of how Vicarious Traumatization may affect a worker will be explored along with strategies to prevent and transform Vicarious Traumatization will be practiced as a means to further enhance Vicarious Resiliency and Self-Care.

**Upcoming Session(s):**

Date(s)	Time(s)	Location(s)	Facilitator(s)
January 15 <sup>th</sup>	9:30am – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Irina Kaplan, LMSW, Director of Trauma-Informed Practice & Resiliency, Good Shepherd Services

### Trauma, PTSD, Complex Trauma, and The Stress Response

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**Mandatory for All Good Shepherd Services Staff**

**6 Contact Hours**

This workshop will provide a clear understanding of trauma, Post-Traumatic Stress Disorder (PTSD), complex trauma, and the stress response and their effects on psychological, emotional and physiological well-being. This workshop will provide insight on the implications of trauma on development and the nervous system. Topics such as attachment, dissociation, the fight, flight and freeze response, and symptoms of traumatic stress will be of particular focus throughout this workshop.

**Upcoming Session(s):**

<b>Date(s)</b>	<b>Time(s)</b>	<b>Location(s)</b>	<b>Facilitator(s)</b>
February 27 <sup>th</sup>	9:30am – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Irina Kaplan, LMSW, Director of Trauma-Informed Practice & Resiliency, Good Shepherd Services



**Upcoming Session(s):**

Date(s)	Time(s)	Location(s)	Facilitator(s)
February 4 <sup>th</sup>	9:30am – 4:30pm	305 7 <sup>th</sup> Ave, 5 <sup>th</sup> Fl. Boardroom, Manhattan	Andrew Hamid, PhD, ACSW, CASAC, Professor of Social Work, Columbia University, Consultant

**Creating Resilience through Circle, Drumming and Mindfulness****6 Contact Hours**

There is a growing scientific evidence of group drumming’s impact on mental health, physical healing and stress reduction all leading to greater resiliency. Through exercises we will learn the basics of drumming technique and create our own rhythms and movements. We will also learn the components of circle practice to create intention, agreements, roles and mindfulness. This is geared toward any practitioners working with youth, trauma, group methods and staff self-care, no drumming experience is needed. Drums and melodic instruments will be available – feel free to bring your own as well.

**Upcoming Session(s):**

Date(s)	Time(s)	Location(s)	Facilitator(s)
February 5 <sup>th</sup>	9:30am – 4:30pm	692 Blake Ave., Brooklyn	Richard Rivera, MSW, Consultant and Nancy Fritsche Eagan, LMSW, Senior Facilitator, Good Shepherd Services

**Trauma, PTSD, Complex Trauma, and The Stress Response****Mandatory for All Good Shepherd Services Staff****6 Contact Hours**

This workshop will provide a clear understanding of trauma, Post-Traumatic Stress Disorder (PTSD), complex trauma, and the stress response and their effects on psychological, emotional and physiological well-being. This workshop will provide insight on the implications of trauma on development and the nervous system. Topics such as attachment, dissociation, the fight, flight and freeze response, and symptoms of traumatic stress will be of particular focus throughout this workshop.

**Upcoming Session(s):**

Date(s)	Time(s)	Location(s)	Facilitator(s)
February 27 <sup>th</sup>	9:30am – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Irina Kaplan, LMSW, Director of Trauma-Informed Practice & Resiliency, Good Shepherd Services

**Reflective Listening and Effective Counseling Skills****6 Contact Hours**

This workshop focuses on effective communication and things that get in the way of it occurring. We explore strategies for encouraging clients to open up and be less resistant. We also discuss how to address and disarm anger, handle, “difficult situations”, and effectively confront unproductive behavior. Through interactive activities and engaging exercises, participants develop and strengthen their listening and responding skills.

**Upcoming Session(s):**

<b>Date(s)</b>	<b>Time(s)</b>	<b>Location(s)</b>	<b>Facilitator(s)</b>
March 9 <sup>th</sup>	9:30am – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Karen Bernstein, LCSW-R, Adjunct Faculty, NYU Silver School of Social Work, Consultant, Private Practice

## **An Introduction to the Art of Hosting (AoH) Social Justice Conversations: Participatory Practices & Methodologies**

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**6 Contact Hours**

This experiential workshop will demonstrate the effectiveness of using participatory methodologies (Café, Open Space and Circle) to host meaningful social justice conversations. The trainers will also introduce basic theory that underlies the Art of Hosting approach to facilitating groups of all sizes to maximize collective intelligence and move to wise action. Participants will gain new confidence and skills for convening conversations that respond to the complexity of our times.

**Upcoming Session(s):**

<b>Date(s)</b>	<b>Time(s)</b>	<b>Location(s)</b>	<b>Facilitator(s)</b>
March 27 <sup>th</sup>	9:30am – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Kelly McGowan, Consultant and Krystal Melendez, Internship & Career Coordinator, Good Shepherd Services



## Art of Hosting and Participatory Leadership

Workshops in this section, listed in chronological order, are designed to help staff develop and enhance their participatory leadership practices. Participatory leadership is a more advanced, more democratic and more effective model of leadership. It harnesses diversity, builds community, and creates shared responsibility for action. It deepens individual and collective learning yielding real development and growth. Workshops in this section offer a blend of some of the powerful methods to create open and meaningful conversations that leaders can tailor to their context and purpose.

### An Introduction to the Art of Hosting (AoH) Social Justice Conversations: Participatory Practices & Methodologies

#### 6 Contact Hours

This experiential workshop will demonstrate the effectiveness of using participatory methodologies (Café, Open Space and Circle) to host meaningful social justice conversations. The trainers will also introduce basic theory that underlies the Art of Hosting approach to facilitating groups of all sizes to maximize collective intelligence and move to wise action. Participants will gain new confidence and skills for convening conversations that respond to the complexity of our times.

#### Upcoming Session(s):

Date(s)	Time(s)	Location(s)	Facilitator(s)
March 27 <sup>th</sup>	9:30am – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Kelly McGowan, Consultant and Krystal Melendez, Internship & Career Coordinator, Good Shepherd Services



## Skills Development

Workshops in this section, listed in chronological order, are designed to help staff develop specific skills to enhance their work. These topics also meet governing body and funder training requirements for various Good Shepherd Services programs.

### HIV: The Essentials

This half-day workshop is an introduction to HIV/AIDS and will cover transmission, prevention, testing and confidentiality, medical and legal aspects of HIV, administrative public policy development, public policy, and advocacy.

#### Upcoming Session(s):

Date(s)	Time(s)	Location(s)	Facilitator(s)
January 23 <sup>rd</sup>	9:30am – 12:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Scott Mandel, MPH, Consultant

### Universal Precautions and Infection Control

This half-day workshop will focus on GSS procedures and steps in retarding the spread of infection, properly storing cleaning supplies and hazardous materials, and the handling of sick children and adults. This training will also focus on the organizations' protocols for providing service to children and adults with contagious and infectious diseases and will cover universal precautions.

#### Upcoming Session(s):

Date(s)	Time(s)	Location(s)	Facilitator(s)
January 23 <sup>rd</sup>	1:30pm – 4:30pm	12 W. 12 <sup>th</sup> St., Manhattan	Nichelle Weems, RN, Program Supervisor, Good Shepherd Services

### Identification and Reporting of Child Abuse and Maltreatment

This half-day workshop was designed to help Social Workers and Caseworkers identify signs and indicators of child abuse and maltreatment. Participants will be able to identify indicators of child abuse and maltreatment, articulate the basis for

culturally sensitive interventions, distinguish maltreatment from non-maltreatment and identify cultural stressors that can lead to possible maltreatment.

**Upcoming Session(s):**

<b>Date(s)</b>	<b>Time(s)</b>	<b>Location(s)</b>	<b>Facilitator(s)</b>
January 27 <sup>th</sup>	9:30pm – 1:00pm	12 W. 12 <sup>th</sup> St., Manhattan	Vernon Dietz, LCSW, Trainer, Consultant, Private Practice

**SafeTalk: Suicide Awareness & Prevention**

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This workshop will help staff identify persons with thoughts of suicide and connect them to suicide first aid resources. Most people with thoughts of suicide invite help to stay safe. Alert helpers know how to use these opportunities to support desire for safety. Trainees will be able to move beyond common tendencies to miss, dismiss or avoid suicide; identify people who have thoughts of suicide; apply the TALK steps (Tell, Ask, Listen and KeepSafe) to connect a person with suicidal thoughts to suicide first aid; intervention caregivers. Powerful video clips will illustrate both non-alert and alert responses. Discussions and practice will help stimulate learning. Learn steps that contribute to saving lives.

**Upcoming Session(s):**

<b>Date(s)</b>	<b>Time(s)</b>	<b>Location(s)</b>	<b>Facilitator(s)</b>
January 27 <sup>th</sup>	1:30 pm – 4:30 pm	12 W. 12 <sup>th</sup> St., Manhattan	Shantel Mayris, MSW, Assistant Director at Services for the Underserved, Consultant

## Meet our Facilitators

One of the greatest resources The Workshops employs are our facilitators and trainers, a cohort of consultants and staff who create the rich learning environment of our workshops.

The Workshops contracts with over 25 consultant facilitators and trainers that have demonstrated qualifications in the subject matter and topics of their workshops. These facilitators come from a wide variety of educational backgrounds and experiences. They help Good Shepherd Services stay up-to-date with emerging trends across the field of social services and can provide diverse perspectives that keep Good Shepherd Services' staff and the organization innovating.

In addition to contracting with consultant facilitators and trainers, as a Learning Organization, Good Shepherd Services also encourages staff to develop new skills or utilize their existing skills as trainers/facilitators in their areas of expertise. This section below highlight the facilitators that will be presenting this quarter.



**Karen Bernstein, LCSW-R, Adjunct Faculty at NYU Silver School of Social Work, Consultant, Private Practice**

**Facilitates:** Reflective Listening and Effective Counseling Skills



**Vernon Dietz, LCSW, Trainer, Consultant, Private Practice**

**Facilitates:** Identification and Reporting of Child Abuse and Maltreatment



**Nancy Fritsche Eagan, LMSW, Senior Facilitator, Good Shepherd Services**

**Facilitates:** Creating Resilience through Circle, Drumming and Mindfulness



**Andrew Hamid, PhD, ACSW, CASAC, Professor of Social Work, Columbia University, Consultant**

**Facilitates:** Overview of Mental Disorders and Related Medications



**Irina Kaplan, LMSW, Director of Trauma-Informed Practice & Resiliency, Good Shepherd Services**

**Facilitates:** Transforming Vicarious Traumatic Stress Into Vicarious Resiliency and Self-Care; Trauma, PTSD, Complex Trauma and The Stress Response



**Scott Mandel, MPH, Consultant**

**Facilitates:** HIV: The Essentials



**Shantel Mayris, MSW, Assistant Director at Services for the Underserved, Consultant**

**Facilitates:** SafeTalk: Suicide Awareness & Prevention



**Kelly McGowan, Consultant**

**Facilitates:** An Introduction to the Art of Hosting (AoH) Social Justice  
Conversations: Participatory Practices & Methodologies



**Krystal Melendez, Internship and Career Coordinator, Good Shepherd Services**

**Facilitates:** An Introduction to the Art of Hosting (AoH) Social Justice  
Conversations: Participatory Practices & Methodologies



**Richard Rivera, MSW, Consultant**

**Facilitates:** Creating Resilience through Circle, Drumming and Mindfulness



**Nichelle Weems, RN, Program Supervisor, Good Shepherd Services**

**Facilitates:** Universal Precautions and Infection Control