

LUNCH AND LEARN SERIES

Presented by Partners Ending Homelessness and
Coordinated Care Services, Inc.
Facilitated by Cheryl Martin, MA, RN, Master CASAC

Topics	Dates
Engagement	May 7 th , May 21 st , June 4 th , June 18 th
Trauma/Toxic Stress	July 8 th , July 22 nd
Motivational Interviewing	August 5 th , August 19 th
De-escalation	September 17 th , October 1 st

All sessions are from 12-1pm on Zoom. Detailed descriptions on back. Email jlyon@letsendhomelessness.org to receive the link.

All sessions are highly interactive and participants will be awarded a certificate of completion.



Topic Descriptions

Engagement: Four 1-hour sessions that include Collaboration/Partnership, Acceptance, Compassion, and Empowerment. Each of these concepts (“ways of thinking/being”) contribute to the effectiveness of our engagement by bringing a trauma responsive style that supports psychological safety and trust. This approach also diminishes the risk of escalation and can support de-escalation when needed.

Trauma:/Toxic Stress: Two 1-hour sessions that help us understand the importance of how we approach the people we serve (and others). We will discuss the impact of early childhood trauma, toxic stress, and the social factors that can diminish our feeling of safety. The impact on the brain and the behaviors we employ to survive toxic stress will be explored. This understanding will contribute to our ability to bring humility and compassion to the people we serve, to each other, and to ourselves.

Motivational Interviewing: Two 1-hour learning and practice sessions will provide conversation skills that are most effective when we are seeking to maintain a helping relationship with the people we serve. Important skills include: Listening to understand/reflections, Affirmations/noticing strengths, and Ask-Ask-Offer-Ask: How to offer information in a way that is empowering and supportive of safety and trust within the helping relationship.

De-Escalation: Prevention (primary, secondary, tertiary) of behavioral escalation.

Primary Prevention: At times our approach can contribute to escalation. When we use the approach and skills that we learned in the previous sessions, we are often preventing the likelihood of escalation.

Secondary Prevention: (once a person is escalating): We will focus on ways we can contribute to de-escalation.

Tertiary Prevention: (looking back at the conversation): A supportive journey towards recovery after an event in which some of the participants, and sometimes onlookers, may have experienced the event as traumatic/toxic. It can include healing activities and restorative practices. What can we learn that might help us reduce the risk for future events?