

A close-up, black and white photograph of a cheetah's face, focusing on its eye and the distinctive dark spots on its fur. The cheetah's eye is light-colored and looking slightly to the left. The fur is covered in numerous dark, irregular spots. The background is a solid, bright yellow rectangle.

2020-2021

COURSE CATALOG

DR. TINA JAECKLE presentation/consulting rates: Four-Hour Block: \$1800 plus travel and expenses. Eight-Hour Block: \$3500 plus travel and expenses. Prices negotiable for multiple days of continuous training and for large groups. Seating is capped at 50 per class unless negotiated. Classes with a second instructor will be negotiated.

Trauma and the 911 Operator: Behind the Scenes

911 operators are considered essential first responders and are highly instrumental in taking the call for assistance. They are expected to remain the calm in the storm of the crisis. However, unlike first responders in the field who face direct trauma, 911 operators are often impacted by vicarious trauma. They are required to listen and share in the story of others during very difficult events. They are also the lifeline for the first responders who rely on their training. This course provides a much deeper understanding of the stressors involved in this important role and how to mitigate these in order to have a long, healthy, happy career. Trained 911 operators are more confident, competent, resilient, and capable when aware of all the dangers of the job.

Duration: 4 or 8-hours

Learning Goals and Objectives:

- Participants will define the concept of vicarious trauma.
- Participants will identify stress for the 911 operator.
- Participants will develop recognizable examples of stress management.
- Participants will recognize cultural influences on their health
- Participants will provide examples of when and how to ask for help
- Participants will verbalize through role-playing how to communicate with supervisors, family members, and colleagues.
- Participants will develop suicide awareness and prevention strategies

Cultural Awareness for Mental Health Professionals Assisting Law Enforcement Officers

The law enforcement culture is unique, and most mental health professionals have little to no experience providing services to this group. Clinicians frequently struggle with gaining trust with this population and this may inhibit their overall effectiveness. The various types of traumas experienced by officers will be presented. This course will provide a much deeper understanding of the law enforcement culture, testimonials from actual officers, the ongoing need for education, and appropriate counseling and therapeutic approaches.

Duration: 8-hours

Learning Goals and Objectives:

- Participants will develop cultural awareness of the law enforcement culture.
- Participants will identify stressors of law enforcement officers.
- Participants will develop effective approaches to build trust.
- Participants will recognize the various traumas of law enforcement.
- Participants will provide examples of types of counseling interventions with officers.
- Participants will verbalize through role-playing how to effectively communicate with law

enforcement officers.

- Participants will develop suicide awareness and prevention strategies for officers.

Self-care Strategies for Mental Health and Human Services Professionals Working in the Crisis Field

Mental health and human services professionals who provide crisis and trauma assessments and interventions are impacted by the stress of their role. These stressors can lead to fatigue, potential health issues, compassion fatigue, and ultimately burn out. This course provides a much deeper understanding of the stressors involved in this important role and how to mitigate these in order to have a long, healthy, happy career. Professionals who understand the challenges of their career choice on their lives are often more confident, competent, resilient, and capable when practicing awareness and stress management.

Duration: 8-hours

Learning Goals and Objectives:

- Participants will define the concept of eustress and distress.
- Participants will identify critical incident and cumulative stress.
- Participants will develop recognizable examples of stress management.
- Participants will recognize cultural influences on their holistic health.
- Participants will provide examples of when and how to ask for help.
- Participants will verbalize through role-playing how to communicate with supervisors, family members, and colleagues.
- Participants will develop effective short- and long-term stress management techniques.

Assisting Individuals in Crisis: ICISF Course

Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called “emotional first aid”. This program is designed to teach participants the fundamentals of, and a specific protocol for, individual crisis intervention. This course is designed for anyone who desires to increase their knowledge of individual (one-on-one) crisis intervention techniques in the fields of Business & Industry, Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress.

Duration: 13-Hours

Learning Goals and Objectives:

- Participants will define psychological crisis and psychological crisis intervention.
- Participants will understand the resistance, resiliency, recovery continuum.
- Participants will identify critical incident stress management through practice.
- Participants will learn, and role play basic crisis communication techniques.
- Participants will discuss common psychological and behavioral crisis reactions.

- Participants will practice the SAFER-Revised model.
- Participants will define the steps in suicide intervention.

Group Crisis Intervention: ICISF Course

Designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, the Group Crisis Intervention course will prepare participants to understand a wide range of crisis intervention services. Fundamentals of Critical Incident Stress Management (CISM) will be outlined and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed. This course is designed for anyone in the fields of Business & Industry Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress.

Duration: 14-Hours

Learning Goals and Objectives:

- Participants will define psychological crisis and psychological crisis intervention.
- Participants will understand the resistance, resiliency, recovery continuum.
- Participants will identify the crisis assessment process.
- Participants will learn, and role play basic crisis communication techniques.
- Participants will discuss small and large group interventions.
- Participants will practice the CISD Model.
- Participants will define the steps in suicide intervention.

Assisting Individuals in Crisis & Group Crisis Intervention: ICISF Course

This 3-day course combines ALL of the content of ICISF's Assisting Individuals in Crisis & Group Crisis Intervention courses. Crisis Intervention is NOT psychotherapy; rather, it is a specialized acute emergency mental health intervention which requires specialized training. As physical first aid is to surgery, crisis intervention is to psychotherapy. Thus, crisis intervention is sometimes called "emotional first aid". Designed to present the core elements of a comprehensive, systematic and multi-component crisis intervention curriculum, this course will prepare participants to understand a wide range of crisis intervention services for both the individual and for groups. Fundamentals of Critical Incident Stress Management (CISM) will be outlined and participants will leave with the knowledge and tools to provide several group crisis interventions, specifically demobilizations, defusings and the Critical Incident Stress Debriefing (CISD). The need for appropriate follow-up services and referrals when necessary will also be discussed. This course is designed for anyone in the fields of Business & Industry Crisis Intervention, Disaster Response, Education, Emergency Services, Employee Assistance, Healthcare, Homeland Security, Mental Health, Military, Spiritual Care, and Traumatic Stress.

Duration: 27-Hours

Learning Goals and Objectives:

- Participants will define psychological crisis and psychological crisis intervention.
- Participants will understand the resistance, resiliency, recovery continuum.
- Participants will identify critical incident stress management through practice.
- Participants will learn and role play basic crisis communication techniques.
- Participants will discuss common psychological and behavioral crisis reactions.
- Participants will practice the SAFER-Revised model.
- Participants will define the steps in suicide intervention.
- Participants will identify the group crisis assessment process.
- Participants will discuss small and large group interventions.
- Participants will practice the CISD Model.