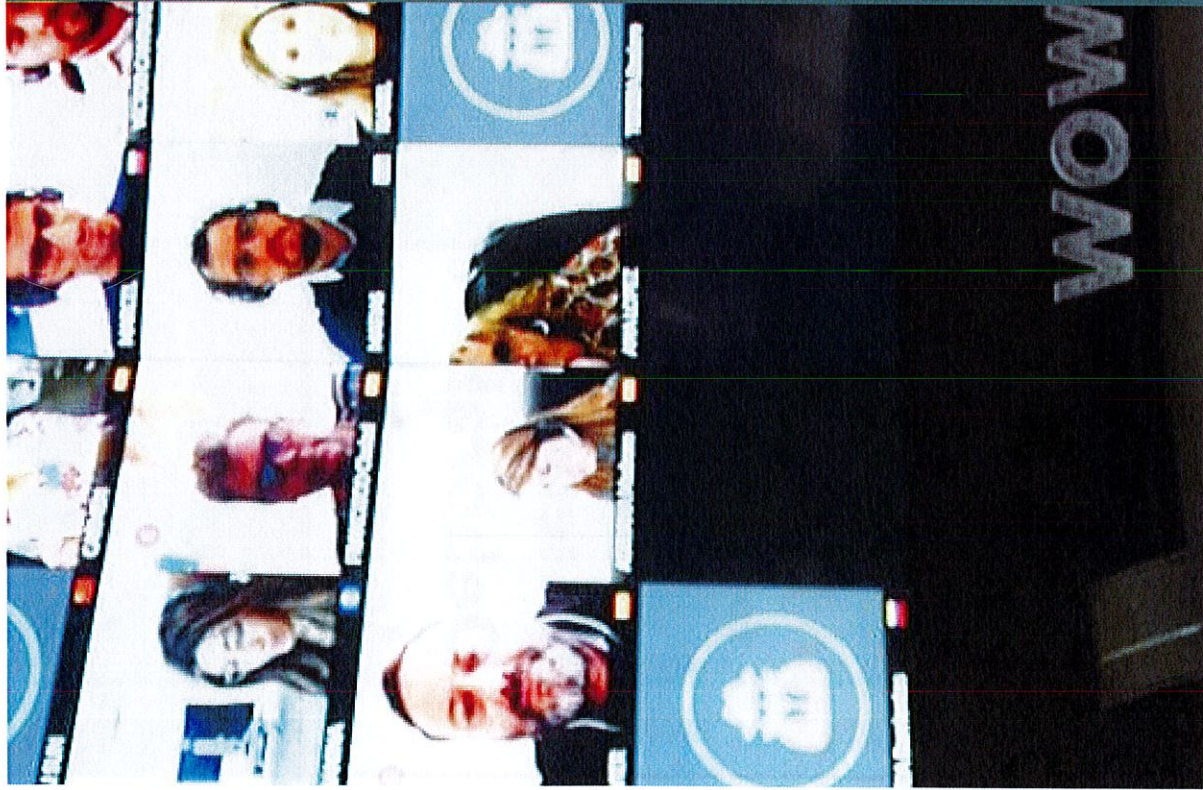




ONLINE WEBINAR SCHEDULE FOR LOCAL PUBLIC HEALTH

Provided by



Through Mass Department of Public Health

Building
Resilience

Sept. 23, 1:00 PM
(one hour)

Presenter:
Deborah
Horowitz

Defusing
Tense
Situations

(two parts)

Oct 7, 9:30 AM
Oct 21, 9:30 AM
(one hour)

Presenter:
Alison
Freedman

Anxiety in
Uncertain
Times

Oct. 14, 2:00 PM
(one hour)

Presenter:
Bruce Cedar

Building Resilience

Sept. 23, 1:00 PM
(one hour)

Presenter: Deborah Horowitz

Register @

bcedar@cmgassociates.com

You will receive a confirmation email and then a Zoom invite will be sent to you the day before the seminar.

Building Resilience

In this one-hour seminar, participants will learn about:

- The impact of trauma on the brain and body.
- Resilience as a process, not a destination.
- The mechanisms for Fostering Post Traumatic Growth
- Compassion fatigue, burnout and Covid -19
- Helping helpers.

Defusing Tense Situations

A training in two parts

Oct 7, 9:30 AM
Oct 21, 9:30 AM
(one hour)

Presenter:
Alison Freedman

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Defusing Hostile Situations: A training is two parts

This interactive online training program is designed for individuals who have direct contact with the public and in the course of their jobs may encounter angry, hostile individuals. It is also useful for individuals who find themselves clashing with co-workers.

The training is designed as a skill-building workshop with a focus on communication skills that help defuse volatile situations with angry, agitated individuals. This course is for people who have never learned these techniques or for people who would like to refresh their skills.

After completing this course, participants will be able to:

- Understand the escalation/crisis cycle
- Identify the four components of a defusing strategy; Control, Acknowledge, Refocus, Problem-Solve
- Use communication techniques that calm volatile situations

Anxiety in Uncertain Times

Oct 14, 2:00 PM
(one hour)

Presenter:
Bruce Cedar

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Anxiety in Uncertain Times

We have been through a lot in the past six months and, as a result, we have cycled through a number of emotions. There may have been times that we were feeling things but were unclear what or why we were experiencing them at that moment.

This seminar will look at "10 Totally Normal Things to Feel Right Now", as well as briefly explore anxiety and close with some tips on "Managing the Contagion" and "Self-Care".

After completing this course, participants will be able to:

- Identify some of the many feelings that they have cycled through
- Be able to assess their level of anxiety and use that to manage it
- Create a realistic plan for self-care