

Course Overview

This certification course is broken up into four 90-minute modules. The instructor(s) offer practical techniques and proven methods to work with those in crisis and in need of advising, counseling or support. Drawing from principles of counseling psychology, crisis de-escalation and case management, this course will guide those new to this work and help improve those experienced in supportive counseling, advising and risk/threat management. The training can be taught over one day or can be broken up over several weeks to allow for interactive learning exercises and instructor feedback.

Each module includes:

- 90-minutes of instruction by faculty experienced in these subject matters. The instruction can be received online through Zoom or in-person.
- Detailed Thematic One-sheet Documentation and Directions (TODDs) for each content area covered in the module.
- Case studies and after-training discussion questions to increase the practical application of the concepts and improve fidelity of the training at your location.

Module One

Building Connection and Establishing a Plan: This 90-minute workshop outlines the best approaches for forming a connection with those who are receiving assistance. We will review how to build rapport, understand cultural differences, and set a firm foundation for success. Once rapport is established, we will focus on the development of goals with the individual. Guidance will be given to review how to set initial goals, follow and maintain an existing plan and overcome challenges and obstacles to compliance and progress in a culturally competent manner. For those new to this work, the course includes several TODDs to provide more detail and background on these approaches.

Module Two

Assessing Risk and Making a Referral: This second 90-minute workshop will review the importance of tying together the assessment of risk and making a proper referral. As non-clinical providers of service, a key area of focus is ensuring a proper scope of practice along with a consistent, culturally competent process. Case examples will be provided to demonstrate the assessment, referral and documentation of suicide, harm to others, Title IX (issues of stalking, sexual assault, domestic violence, harassment), abuse of a minor and general mental health concerns in need of further care. The instructor(s) will cover how to make a warm hand-off and create referral experiences that are likely to succeed.

Module Three

Motivating the Unmotivated: This third 90-minute workshop seeks to aid the participant in overcoming the challenges of working with those who are resistant, difficult or unwilling to follow the plan. This module will help determine the nature of the challenge, what aspects of the existing plan may need to be adjusted and what additional techniques and approaches are useful when trying to bring wayward behavior back on track. Drawing from crisis management, counseling psychology and hostage negotiation techniques, the instructor(s) will demonstrate advanced crisis de-escalation skills.

Module Four

Sharpening Skills with Case Examples: This 90-minute workshop offers six case studies to aid in better understanding how to maintain existing expectations and develop new goals with stakeholder buy-in. Cases will include threat to self (suicide), threat to others, academic or work progress difficulties, mental health delusions and paranoia, sexual harassment and assault risk, and alcohol and substance abuse concerns. Cases will be presented both with and without existing goals to allow participants to gain experience managing behavior over time and developing new goals to change behavior. Overcoming challenging and unforeseen obstacles, building coalitions and making use of community resources will be reviewed.