

**2020 SOHS and MWOHS Virtual Conference
Conference Schedule and Courses**

***All times are Eastern Standard Time**

| Friday, October 2 | Session Title | Speaker | Description of Class |
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| 2:00 PM -3:05 PM | Infusing Cultural Humility into Working with Clients | Rikkisha Gilmore-Byrd, DrPH Main presenter Reyna Gilmore, MD Co-Presenter | Communication is at the heart of healthcare. It is essential that the Human Services Practitioners can adequately communicate with patients, especially those from vulnerable populations. Racial/ethnic, sexuality and sexuality/gender health disparities are linked to poorer health outcomes and lower quality care (Wilson-Stronks, 2008). Cultural issues can have a significant impact on these disparities when not addressed by Human Services Practitioners. Using Cultural Humility when working with clients allows the client to guide the conversations based on their uniqueness, rather than assuming that all members of a culture conform to a certain stereotype. Each client is an individual and should be treated as such. We will discuss strategies to infuse cultural humility into your work with your clients. |
| 3:16 PM – 4:50 PM | The Power of the Empathetic Ear Allycia Brown | Allycia Brown, MA | <p>I don't know about you, but I was never really taught how to listen but rather why to listen and often felt the consequences of not listening. Take a moment to think about your childhood. Were you taught how to listen effectively or where you expected to listen? As writers and speakers, in order to tap into the needs of our audience, we must be able to evoke empathy not only within ourselves but also with our listeners. To effectively establish a connection, we must first learn truly how to love by developing our listening skills.</p> <p>In order to effectively reach the heart of our listeners, we must first learn how to listen. Paul Tillich, a German psychologist states "the first duty of love is to listen." So, as communicators tapping into the needs of the listener is crucial. We must first put ourselves in the seat of our listeners. When we do our communication changes, our heart changes, the passion in the words we speak become powerful. But how do we do this, if we have never truly been equipped with the skills to effectively listen? Some of the greatest communicators are those who first learned how to listen. The ability to hear and the ability to listen are two different entities. Yet, we need them both to communicate. Listening becomes a powerful tool when individuals strive to listen using the mind, body, and spirit. Hearing becomes listening. Listening becomes Learning. Learning becomes an avenue to engage, encourage, and empower better communication.</p> <p>The desired outcome of the workshop is for participants to improve on the ability to listen by discovering creative ways to listen to their targeted audience in an effective way as an avenue to develop heartfelt and meaningful content.</p> |
| 5:00 PM – 6:35 PM | So, you want to be a change agent: How will you get impactful results? | LaTasha Roberson-Guifarro, MSW | This 90-minute session is designed for individuals who recognize the perils our sector is facing and wish to evolve their abilities to get increased impact and results. In this session, we will walk through some methods of visioning, planning and measuring |

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| | | | <p>through change to achieve what we came in this field for, social impact results. This presentation will engage participants in the global application of Continuous Quality Improvement (CQI), essential questions and skills needed in engaging their work to achieve results whether from a system/organizational perspective and/or individual client outcomes. Participants will learn:</p> <ul style="list-style-type: none"> -How to concretize their values and aspirations for becoming a change agent into a desired state of social impact that is achievable; -How CQI can be applied to achieve their desired state of social impact through visioning, planning, assessment and collaborative feedback; -Ways to innovate and improve service delivery outcomes through the cultivation and application of evidence in everyday practice; -How to sustain results amidst change in individuals, systems and oneself. |
| Saturday, October 3 | | | |
| 9:30 AM -11:05 AM | Experiential Learning in Addiction Education | Chaniece Winfield, Ph.D | This presentation is designed to respond to the opioid crisis by creating more human service practitioners who are equipped for addiction practice. Through experiential learning, entry level professional will become change agents in the behavioral health field and be better equipped to engage in addiction practice. Audiovisuals in the presentation will showcase students' outcomes as it relates to empathy, engage, and practitioner skills. |
| 11:16 AM – 12:20 PM | Ouch...Insensitivity in Human Services Hurts Everyone! (Cultural Bias in Human Services) | Kristina M. Marshall, J.D. - Main Presenter & Susan K. Refior, MSW - Co-Presenter | <p>In order to create an inclusive and multicultural environment, we must understand how not recognizing the importance of cultural competency affects people from marginalized and oppressed groups. Lack of cultural competency can affect human service professionals and student's productivity, achievement, stress levels, morale, feelings of inclusion, and interpersonal relationships. This interactive session will focus on supporting and empowering human service professionals and students to be able to link cultural identities and the challenges students and faculty may face. Participants will learn about the impact of cultural competency and share issues and insights that pushed their thinking about identity and systems of power. We will explore:</p> <ol style="list-style-type: none"> 1) What is Cultural Competency? 2) What did you say...Macroaggressions 3) Cultural Assumptions and Isms 4) Difficult dialogues around diversity 5) Privilege |
| 12:25 PM – 1:00 PM | Break | | |
| 1:04 PM – 2:34 PM | Accreditation Workshop | Susan Kinsella, Ph.D CSHSE Main Presenter & Winona Schappell, MEd CSHSE Co-Presenter | This workshop will provide information on how to get your undergraduate or graduate program in Human Services accredited by the Council on Standards in Human Services Education. Handouts will be given on templates that can be used for the self-study. Participants will learn how to prepare their program for accreditation, look at a timeline, and review the steps in the process from the self-study through the site visit at your school. |

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| 2:50 PM – 3:50 PM | “Being a Helper – Lessons from the Big Chair” | Linda Chamberlain, Psy.D | “Being a Helper – Lessons from the Big Chair” is designed to provide both information and an opportunity for participants to dialogue with others who are in various points in their careers; those just entering the helping professions and those who have spent their lives in the field. The presentation will create a supportive environment to discuss some of the joys and heartaches, the successes and failures that professionals experience in being a change agent. The presenter will share her experiences and how she has changed during her lifetime in the “big chair”. We will also discuss some of the challenges facing the human services profession and the people who work as change agents. |
| 4:05 PM – 5:35 PM | Strengthening Strengths & Ditching Deficits: Maintain Meaningful Change with Character Strengths | Joshua Kwasnicki, MSW | As we help people through change, it’s easy to get caught up in trying to help people fix what’s wrong. This deficit-based mindset saturates the helping relationship with elements such as shortcomings, weaknesses, and struggles. Leaving you to feel like a hamster on a forever-spinning wheel, producing even more problems, ultimately hindering sustainable change. Instead, we need to cultivate what’s right with people so that they can leverage their strengths to move toward their desired future of wellness. Join this session and discover the neuroscience behind why deficit-based thinking naturally happens, learn how we as change agents can overcome this thinking by using the DARE to Strengthen Model, and get your hands on a FREE online assessment that identifies people’s character strengths. These practical tools and techniques allow you to ditch deficits and strengthen strengths so that you can empower people to sustain meaningful change in their lives. Stop fixing and start growing! |