Internal Customer Service: Creating and Working In a Harmonious Workplace

OVERVIEW:

This workshop equips managers and staff at tribal governments and enterprises with essential skills and knowledge to foster self-awareness, emotional intelligence, inclusive practices, and effective collaboration across generational lines. The ultimate outcome is an improved work environment that promotes personal growth, positive interactions between and among managers, staff members, and better, more respectful outcomes for tribal members, customers, and co-workers.

TOPIC OUTLINE

Self-Awareness
- Introduction to the concept of self-awareness
- Techniques for developing self-awareness
- Self-reflection exercises
- Tools for self-assessment and self-evaluation

Emotional Intelligence
- Understanding the components of emotional intelligence
- Recognizing and managing emotions effectively
- Developing empathy and understanding others' emotions
- Enhancing communication skills for emotional intelligence

Implicit Bias
- Defining implicit bias and its impact on decision-making
- Recognizing personal biases
- Strategies for mitigating implicit bias
- Creating an inclusive and unbiased work environment

Generational Differences
- Understanding the characteristics of different generations
- Identifying common generational stereotypes
- Strategies for bridging generational gaps
- Building effective multi-generational teams

WORKSHOP BENEFITS

Self-Awareness

Introduction to the concept of self-awareness: This workshop provides managers and staff at tribal governments and enterprises with an introduction to the concept of self-awareness, emphasizing its importance in personal growth and fostering positive interactions. It explores how self-awareness can help individuals understand their own behavior and emotions, as well as how they impact others.

Techniques for developing self-awareness: Participants learn practical techniques and exercises to develop self-awareness. They engage in activities such as mindfulness practices, journaling, and reflection exercises that encourage introspection and self-exploration. These techniques help individuals become more attuned to their thoughts, feelings, and reactions, fostering empathy and self-improvement.

Self-reflection exercises: The workshop incorporates self-reflection exercises that prompt participants to examine their own attitudes, beliefs, and actions. Through guided self-reflection activities, individuals gain insights into their patterns of behavior and the impact they have on their relationships with both colleagues and clients. This promotes a greater understanding of oneself and fosters personal growth.

Tools for self-assessment and self-evaluation: Participants are introduced to practical tools and frameworks for self-assessment and self-evaluation. They learn how to identify their strengths, weaknesses, and areas for growth. These tools enable individuals to make informed decisions about personal development and take proactive steps towards becoming more self-aware and self-improved.

Emotional Intelligence

Understanding the components of emotional intelligence: This workshop dives into the components of emotional intelligence, including self-awareness, self-regulation, empathy, and effective communication. Participants gain a comprehensive understanding of each component and its relevance to fostering healthy relationships and a supportive work environment.

Recognizing and managing emotions effectively: Participants learn techniques for recognizing and managing their own emotions effectively. They explore strategies for developing emotional self-control, stress management, and resilience. The workshop also emphasizes the importance of understanding and responding to the emotions of others with empathy and compassion.

Developing empathy and understanding others' emotions: The workshop focuses on developing empathy as a critical aspect of emotional intelligence. Participants engage in activities that help them understand and connect with the emotions of both colleagues and clients. They learn to listen actively, show genuine concern, and respond empathetically, fostering a more harmonious and understanding work environment.

Enhancing communication skills for emotional intelligence: Effective communication is crucial in building positive relationships and resolving conflicts. Participants learn communication techniques that promote emotional intelligence, such as active listening, expressing emotions constructively, and adapting communication styles to different situations. These skills contribute to creating an environment of open and effective communication.

Implicit Bias

Defining implicit bias and its impact on decision-making: This workshop provides a comprehensive understanding of implicit bias, including its definition and the ways it can influence decision-making processes and interactions. Participants explore how implicit biases can affect their perceptions and interactions with colleagues and clients, and the potential consequences of these biases.

Recognizing personal biases: Participants engage in self-reflection exercises and discussions that help them recognize their own biases. They learn to identify common biases that may impact their interactions within the addiction treatment center. By acknowledging their biases, participants can take steps to minimize their influence and promote fair and equitable treatment for all.

Strategies for mitigating implicit bias: The workshop introduces strategies for mitigating implicit bias. Participants explore techniques such as self-monitoring, perspective-taking, and conscious decision-making to challenge and reduce the impact of biases. They learn practical tools and frameworks to promote unbiased decision-making and create a more inclusive and welcoming environment.

Creating an inclusive and unbiased work environment: The workshop emphasizes the importance of creating an inclusive and unbiased work environment. Participants explore strategies to foster diversity, equity, and inclusion within their work environment. They learn how to address biases, promote cultural competence, and create an atmosphere of respect and understanding among colleagues and customers.

Generational Differences

Understanding the characteristics of different generations: This workshop provides an overview of the characteristics and values of different generations, including staff members and clients. Participants gain insights into the unique perspectives, communication styles, and expectations of each generation. This understanding facilitates better collaboration and effective communication.

Identifying common generational stereotypes: Participants explore common generational stereotypes and their potential impact on workplace dynamics and interactions with clients. The workshop encourages participants to challenge these stereotypes and recognize the individuality and diversity within each generation. By doing so, participants can foster a more inclusive and respectful environment.

Strategies for bridging generational gaps: The workshop focuses on strategies for bridging generational gaps. Participants learn effective communication techniques, conflict resolution strategies, and ways to foster mutual understanding and respect across generations. They explore methods to create a cohesive and supportive work culture that values the strengths and perspectives of all generations.

Building effective multi-generational teams: Participants learn how to leverage the strengths and perspectives of different generations to build effective multi-generational teams. They explore techniques for fostering knowledge sharing, mentorship, and collaboration across generations. This leads to increased productivity, improved teamwork, and a more supportive treatment environment for clients.

WORKSHOP TAILORING

The trainer will work with a tribe's designees to tailor the workshop to address that tribe's specific "pain points" and desired outcomes.

WORKSHOP FORMAT AND VENUE

As per the tribe's stated desires, the workshop will be presented in-person at the tribe's facilities or virtually (e.g., Zoom).

WORKSHOP MATERIALS

Each participant will receive a Participant Guide and a Certificate of Achievement (upon full attendance at and successful completion of the workshop).