Strategies for Workforce Professional Self Care

Thriving Instead of Just Surviving – Mary Ann Lawrence, PowerNotes LLC

Personal development and wellness awareness will make you a better workforce professional. You need to do an ongoing assessment of your life goals and values, the skills and qualities you believe will help you reach your potential, and how healthy habits raise your positivity and self-confidence. Use what you learn here to coach your jobseekers and youth on fulfilling their potential.


When professional and personal worlds collide in a virtual workspace during a global pandemic, anxiety and stress levels are bound to rise. This session will offer tips and processes to manage overwhelming feelings while achieving new levels of productivity. Presenters will share insights on how to turn stressful virtual work environments into successful ones.

Reducing Stress and Burnout from Serving Angry Customers – Larry Robbin, Robbin and Associates

The anger of today’s customers is a major source of stress and burnout for staff. We served people who were angry in the past, but today the depression related to Covid, loss of loved ones, layoffs, impending or existing homelessness and frustrating job searches make customers more difficult to serve than ever. It is exhausting for staff to find ways to deliver excellent customer service to angry customers. Our old customer service strategies are no match for this current reality and as a result staff and customers get frustrated and into confrontations and arguments. This training features a self-assessment that will help staff understand things that trigger them and how to overcome them. It also includes new wellness related customer service strategies that teach staff to center themselves so they can be in the best place possible as they deliver customer service. Attendees will learn the strategies that come from businesses that are also seeing angrier customers that can be used to deescalate anger and help staff and customers get to a place of win win. If you want to lower customer service-related stress and burnout, come to this workshop.

What is next? We Choose! – Karen Okulicz, K-Slaw, Inc

COVID continues and with that we have so many additional and unexpected choices to make. As we continue to cope with the unknown, we must learn to build our lives in a most positive way. A life that fits us under any circumstance. We strengthen our self-reliance with our personal choices. We choose, we decide what is next.

Upgrade Your Self Care Software – Amy Walsh, Peak Alignment
If you want to win, you must first understand the rules and how to play the game.

This workshop teaches you the fundamental rules of your mind – You’ll learn how to “hack the system” to optimize the algorithms of your mind to increase performance, overcome stress and invite balance into the workplace.

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Burnout Rx – Cheya Thousand, Cheya Thousand Consulting

This workshop will help attendees identify signs of stress and develop the skills to prevent & overcome burnout.

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Learn How to Use FEAR to Defeat Fear – Jeff Jenkins, The Turn Creative Group

One of our greatest enemies and an entity we give power to on a daily basis is Fear. We let this simple word control, convince, and connive us into letting fear take the best part of our lives away from us. Participants will learn how to take back control of their lives and will learn the power of using FEAR to defeat the very fears they face. Fear is just a word, and participants will learn not only how to face their fears but take them on and overcome the very fears they face. 4 steps to becoming a fear kicker and getting your life and joy back. We were made to overcome fear and live a life of power and greatness. To paraphrase, the only thing fear has to fear is FEAR itself, and participants will learn 4 practical and applicable steps to becoming a fear kicker and living the life of strength and joy they were meant to be.

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The Untold Story of the Unstoppable You – Jeff Jenkins, The Turn Creative Group

2020 is behind us, and now we look towards 2021 and the most exciting thing is realizing the power of the Unstoppable You. We look at how Improv Comedy helps us discover and uncover 5 simple ways to unleash the Unstoppable You. We get asked all the time, what we want to be? But the more important question, is WHO do you want to be? Shakespeare said it best to the own self be true. So sit back and learn the path to a better you a path that will cause you to live more, learn more, and laugh more. Taking Improv Comedy and using that to break down barriers, to show the world who YOU really are. No more excuses or reason's to hold you back, you have greatness in you that is limitless to what you can achieve. The first step towards a better you, a better self-care, and a more successful life is finding the true YOU, and then unleashing that power to be the unstoppable you the universe needs. You are destined for bigger things than you imagined, and the first step is discovering the YOU that you need to be. The best version of you, that you can be.