

Thursday, September 14th

10am-12pm Trauma Informed Intake and Interview Skills

Intake and Interviewing 101

- Defining intake, interviewing and assessment
- Outside the interview, types of questions
- Record Keeping, emotional intelligence
- Tone of voice

Building Rapport

- Bridge of connection, hooks and barbs, similarities
- Friend/foe symbols, MORE PIES, building trust

Trauma Informed Practices

- Daily, eustress, toxic stress
- Adverse childhood experiences (ACES) and beyond
- Trauma informed practice

Office Safety

- Physical safety, Survival ARC

Deception Detection

- Impression management, microexpressions
- Physical reactions & polygraph
- Cognitive load, halo effect, bridge back, props, favors

Bias Mitigation

- Authority and interview room
- Dunning-Kruger, groupthink, availability bias, bandwagon effect, clustering illusion, in/out group. anchor bias, ostrich effect
- Mitigation of bias, growth mindset, assumption vs. hypothesis

Suicide Assessment

- Idea to action model, how to approach, common myths
- Risk and protective factors

12pm-1pm Lunch

1pm-5pm Intervention and Case Management

Defining Case Management

- How case management is used in higher education
- Common referrals
- Counseling skills: active listening, simple reflection, summary reflection, reframing, elements of voice, MORE PIES

Developing and Managing Risk Mitigation Plans

- Mental health, academic support, social support, community support, religion
- Ensuring accessibility of services

Building the Skill Bucket

- Addressing various crisis events
- State of mind, equanimity, and balance
- Three-prong approach
- Empathy, reality therapy and REBT
- 7 habits of highly effective people (Covey)
- Motivational interviewing
- Transtheoretical change theory

Friday, September 15th

9am-12pm Triage, Violence Risk and Threat Assessment

Overview of Threat Concepts

- Review of research and discussion of feeling threatened and being threatened
- Modes of violence: affective and targeted
- Types of threats: transient and substantive

Pathways Triage Assessment

- Review of system
- Discussion of thirty triage risk factors
- Using Pathways to build a threat mitigation plan

12pm-1pm Lunch

1pm-4pm Triage, Violence Risk and Threat Assessment

DarkFox Violence Risk and Threat Assessment

- Review of system
- Discussion of demographics, environment, and violence risk assessment
- Threat assessment and suicide assessment
- Using Darkfox to build a threat mitigation plan