

# Developing an Inspiring and Supportive Workplace Culture

September 8-9, 2021

Registration is now open for the training program Developing an Inspiring and Supportive Workplace Culture, which will be held in Indianapolis on September 8-9, 2021. This two day, in-person program was developed by faculty at the Paul H. O'Neill School of Public and Environmental Affairs, Indiana University. The program focuses on creating a workplace culture that supports retention of victim service providers. There is no charge to attend the program, but space is limited.

## **Requirements**

The program is open to anyone who manages or supervises victim assistance or services staff and is employed by a non-profit or government organization. Attendance and participation in all sessions is required. No partial credit will be given.

## **Course Curriculum**

The practices learned in the following courses are intended to develop inspiring, supportive, and collegial work environments.

The four courses and learning objectives for each course:

### **1. Superior Listening Skills – Learning Outcomes:**

- a. Recognize why listening is important
- b. Recognize when listening is important
- c. Identify how well you listen today
- d. Understand the 8 barriers to listening
- e. Understand the 8 practices of superior listeners
- f. Identify how you can improve your listening practices

### **2. Conflict Management and the Psychological Contract – Learning Outcomes:**

- a. Recognize the sources of conflict in organizations
- b. Understand the variety of individual conflict styles
- c. Understand their individual conflict styles
- d. How and when to apply various conflict management styles for successful work outcomes

### **3. Mentoring/Coaching-Psychological Safety – Learning Outcomes:**

- a. Understand Coaching and your role related to employee coaching
- b. Learn key strategies for creating a coaching culture
- c. Learn how to assess opportunities to utilize employee development coaching
- d. Become aware of your own skills related to delegation practices
- e. Apply the skills and techniques for effective coaching to an individual scenario
- f. Conduct a practice performance development coaching session

#### **4. Recruitment, Onboarding and Talent Retention – Learning Outcomes:**

- a. Identify the organization’s current recruitment processes, strengths and challenges
- b. Discover adjustments to enhance the current recruitment process
- c. Learn how to prepare and conduct a behavior based interview
- d. Review intentional processes to increase Talent Retention and review “Talent First” Organizations’ best practices
- e. Identify how to align talent retention strategies to the organization’s onboarding programs

Accommodations: The Training Project will provide a hotel room on Wednesday, September 8, 2021 for attendees traveling more than 50 miles in each direction. Qualified participants must indicate a need for a room on their application form.

#### **Application, Deadlines & Acceptance**

Applications may be submitted by email to [somalley@icadvinc.org](mailto:somalley@icadvinc.org) . You will be notified by email that your application has been received.

Only a limited number of attendees may be accepted for the course. If applications exceed the available slots, priority will be given to applicants based on their supervisory duties and whether their agency receives VOCA funding. The number of applications submitted by an organization may also be considered.

The application deadline is **August 4 , 2021**. Participants will be notified of acceptance by August 13, 2021. Please direct any questions or concerns to Suzanne O’Malley at [somalley@icadvinc.org](mailto:somalley@icadvinc.org).

The Indiana Coalition Against Domestic Violence, in conjunction with the Indiana Criminal Justice Institute, implements the Indiana Victim Assistance Training Project. The Training Project’s mission is to develop and provide a comprehensive, accessible, diverse and affordable training series that is available to all professionals who serve victims of crime in Indiana.

The Victim Assistance Training Project is supported under VOCA Grant No. 2018-V3-GX-0028 awarded to the Indiana Coalition Against Domestic Violence by the Office For Victims of Crime, Office of Justice Programs, U.S. Department of Justice. The opinions, findings, and conclusions or recommendations expressed are those of the contributors and do not necessarily represent the official position or policies of the U.S. Department of Justice.

Application  
Developing an Inspiring and Supportive Workplace Culture

Applicant Name: \_\_\_\_\_

Title: \_\_\_\_\_ Length of time in position: \_\_\_\_\_

Email Address: \_\_\_\_\_

Organization: \_\_\_\_\_ Phone: \_\_\_\_\_

Mailing Address: \_\_\_\_\_

Will you be traveling more than 50 miles, each direction, to Ivy Tech, Indianapolis? \_\_\_\_\_

If yes, do you need a hotel room on September 8, 2021? \_ \_\_\_\_\_

Size of organization: \_\_\_\_\_ Number of persons you supervise \_\_\_\_\_

Describe your supervisory role:

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List the county (ies) that your organization serves:

Describe your organization by selecting from the following list:

If you selected other, please specify:

Please describe any accommodation you may need to participate in this training:

Does your organization receive VOCA funding?    Yes                  No

*I understand that this is a two day program and commit to participating fully on both days.*

Signature \_\_\_\_\_

Send applications to Suzanne O'Malley at [somalley@icadvinc.org](mailto:somalley@icadvinc.org)