

Dr. Steve Parese

2008-09 Conference Workshops

A series of 75- to 90-minute workshops designed to inform and enlighten caseworkers and administrators working with non-traditional job-seekers.

1. “What Employers Really Want: Grasping the Unspoken Rules of Work”

Workshop Description: Inexperienced job seekers often take everyday setbacks personally, and can be very difficult to deal with. Staff who work to place and support these challenging individuals can sometimes find themselves engaging in unproductive behaviors out of sheer frustration. This workshop helps staff build the awareness and skills needed to coach new soft skills and challenging unproductive attitudes in challenging customers.

2. “Code-Switching: Helping Ex-Offenders Transition to Work”

Workshop Description: Ex-offenders face unique challenges when transitioning from corrections to work. Already significant barriers are often overshadowed by antisocial thinking and behavioral patterns that helped them succeed in the chaotic world of criminality -- but sabotage attempts to gain employment. This interactive workshop explores some of the cognitive behavioral patterns keeping ex-offenders from finding success in today's world of work. Participants gain new insights into these dynamics, and explore strategies for helping them make the switch.

3. “Poverty to Work: Connecting with Hard-to-Serve Adults.”

Workshop Description: Welfare reform efforts in the past decade have left TANF caseworkers with a new generation of much harder to serve individuals. In addition to other significant barriers, many of these individuals think, feel and behave in ways that sabotage their own success. This workshop explores four common self-defeating beliefs, then prepares staff with the skills needed to establish rapport and informally counsel challenging customers through emotional issues.

4. “Kids These Days: Preparing At-Risk Youth for Workplace Success.”

Workshop Description: Troubled youth often have difficulty with peers and authority figures -- difficulties sure to cause problems in the workplace. This highly interactive workshop explains why at-risk youth and young adults have trouble adjusting to the culture of the workplace. It then offers cognitive-behavioral strategies for teaching them how to work through workplace problems rather than blowing them out of proportion.

5. “Say WHAT? Building Problem Solving Skills in Challenging Customers.”

Workshop Description: Hard-to-serve customers present a unique challenge to caseworkers and employers. Proud, defensive, and secretive, many would rather be unemployed than admit to making mistakes. This activity-based workshop first

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explores some of the barriers facing today's most challenging customers. It then teaches a 6-step interpersonal problem solving process based on principles of cognitive skill-building and restructuring. Participants practice some of the essential listening and problem resolution skills needed to better understand and communicate with their most challenging customers.

6. "Skillful Supervision: Tips and Tricks for Difficult Caseworkers."

Workshop Description: Challenging workers often have difficulty getting along with coworkers, accepting limits, and dealing with authority. Some were raised in harsh or disadvantaged environments, and simply never learned these skills. Others have overwhelming issues in their personal lives and bring them to work, seemingly unaware of professional boundaries. This workshop offers new insights and skills to help supervisors and employers understand and motivate workers to succeed in job-related tasks.

7. "Please Stop That!: De-Escalating and Managing Customer Behavior Problems"

Workshop Description: Dealing with rude, belligerent, challenging individuals can be an everyday occurrence in the human service profession. Effective staff members use verbal and nonverbal techniques to de-escalate potentially explosive situations and to manage minor misbehaviors before they become crises. This intriguing workshop explores two psychological sources of misbehavior, and offers specific techniques to help professionals manage problems in the safest way possible.

Biographical Information:

Dr. Steve Parese began his career as a special educator more than 20 years ago, teaching and counseling emotionally troubled youth in a variety of therapeutic, community, and correctional settings. Since receiving his Doctorate from George Washington University in 1998, he has worked with staff serving welfare-to-work, ex-offenders, and special needs children across the world, and has spoken at more than 50 national and regional conferences. Steve grew up in the rural Mohawk Valley of upstate New York, and currently lives in a small rural town on the edge of the Blue Ridge Mountains in North Carolina.

Workshops described above are designed to be approximately 90 minutes in length. They can be adapted to shorter timeframes or presented as conference keynotes, and all have full-day versions for more in-depth on site staff development as well. Please call or email for more information about availability and fees.