SUPervising STaff With MENTal HEalth PROBLEMS

A 6-Hour Seminar for Health Professionals

Concord, CA, November 12, 2016

Live Seminar

Saturday, November 12, 2016
Concord, CA
Crowne Plaza Concord/Walnut Creek
45 John Glenn Dr, 94520
(925) 825-7700

Complimentary parking is available at the venue.
Please do not contact the venue except for driving instructions.

NURSES
Institute for Brain Potential (IBP) is approved by the California Board of Registered Nursing. Provider #CEP13896. This program is offered for 6 CE hours.

Institute for Brain Potential is accredited as a provider of continuing education by the American Nurses Credentialing Center’s Commission on Accreditation (ANCC). IBP is awarded “accreditation with distinction,” the highest recognition awarded by the ANCC.

PSYCHOLOGISTS, COUNSELORS, SOCIAL WORKERS, AND MARRIAGE & FAMILY THERAPISTS
IBP is approved by the American Psychological Association to sponsor continuing education for psychologists. IBP maintains responsibility for the program and its content. This program is offered for 6 CE credits.

IBP, provider #8243, is an NBCRC-Approved Continuing Education Provider (ACEP™) and may offer NBCRC-approved clock hours for events that meet NBCRC requirements. IBP solely is responsible for all aspects of the program. This program provides 6 clock hours.

IBP, provider #1140, is approved as a provider for continuing education by the Association of Social Work Boards (ASWB), 400 South Ridge Parkway, Suite B, Silver Spring, VA 20901. www.aswb.org. ASWB Approval Period: 11/1/2014 – 11/1/2017. Social workers should contact their regulatory board to determine course approval. Social workers will receive 6 clinical continuing education clock hours for participating in this intermediate-level course.

SUBSTANCE ABUSE PROFESSIONALS
Institute for Brain Potential is approved as a provider by CCAPP-EL Provider Number 45-09-128-1217. IBP is approved by the NAACED Approved Education Provider Program, Provider #751. This program provides 6 CEUs.

PHARMACISTS
Institute for Brain Potential is approved by the Accreditation Council for Pharmacy Education as a provider of continuing pharmacy education. This knowledge-based activity provides 6 contact hours (0.6 CEU). UAsNs: 0492-0000-16-046-L04-P and 0495-0000-16-046-L04-T

DENTAL PROFESSIONALS
Institute for Brain Potential, provider RP-4261, is authorized to confer continuing dental education for Dentists, Dental Hygienists and Dental Assistants by the Dental Board of California. This program is 6 CE hours.

Institute for Brain Potential is designated as an approved PACE Program Provider by the Academy of General Dentistry (AGD). The formal continuing dental education programs of this provider are accepted by the AGD for Fellowship/Mastership and membership maintenance credit. Approval does not imply acceptance by a state or provincial board of dentistry or AGD endorsement. The current term of approval extends from 12/01/14 – 11/30/18. Provider ID: 32142. This program provides 6 hours of credit. Subject Code: 557. This program is 6 CE hours.

OCCUPATIONAL THERAPISTS
Institute for Brain Potential is an American Occupational Therapy Association (AOTA) approved provider. #6195. The assignment of AOTA CEUs does not imply endorsement of specific course content, products, or clinical procedures by AOTA. This program provides 0.6 AOTA CEUS for 6 contact hours. Content Level: Intermediate. Corrnt Focus: Professional Issues (Supervision)

PHYSICAL THERAPISTS
IBP is approved as a provider of physical therapy continuing education by the Physical Therapy Board of California. This program provides 6 contact hours.

SPEECH-LANGUAGE PATHOLOGISTS
Institute for Brain Potential is as approved provider by the California Speech-Language Pathology & Audiology Board (SLPAB), FPD/247. This program provides 6 CEHs.

RESPIRATORY CARE PRACTITIONERS
IBP is approved by the California Board of Nursing, #CEP13896, and its programs are accepted by the Respiratory Care Board of California. This program is 6 CE hours.

ACUPUNCTURISTS
This program is pending approval by the CA Acupuncture Board for 6 CE hours of both live and home study Category I credit.

DIETITIANS
Institute for Brain Potential is a Continuing Professional Education (CPE) Accredited Provider with the Commission on Dietetic Registration (CDR). Registered dietitians (RDs) and dietetic technicians, registered (DTRs) will receive 6 continuing professional education units (CPEUs) for completion of this program/materials. Continuing Professional Education Provider Accreditation does not imply approval or endorsement of specific course content, products, or clinical procedures by CDR. Provider Number: BP01, CPE Level II. Suggested Learning Codes: 6100 and 7190

EDUCATORS
This program provides 7.5 Pgs of professional development toward license renewal in CA through a co-sponsorship agreement between IBP and Alliant International University, a regionally accredited institution by the Accrediting Commission for Senior Colleges and Universities. Contact your school district if you need prior approval.

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Supervising Staff with Mental Health Problems

A 6-Hour Seminar for Health Professionals

Schedule: Check in: 8:15-9 AM, program starts: 9 AM, lunch (on own): 11:30 AM, Q&A and discussion with instructor: 12-1:30 PM, lecture resumes: 12:30 PM, adjournment: 4 PM. Please register early and arrive before the start time. Space is limited.

Group Registrations: Rates apply for 3 or more pre-registered guests enrolling together. Please complete a separate registration form for each person. Members of a group can attend on different dates.

Confirmation Notices and Certificates of Completion: We will confirm your registration by email or by letter. Please attend even if you do not receive a confirmation. Registrants are responsible for parking fees, if any. Successful completion includes full attendance and submission of the evaluation form. No partial credit will be given. Certificates of completion are provided at the time of adjournment.

Transfers and Cancellations: Registrants can transfer to another seminar if space is available. Registrants canceling up to 48 hours before a seminar will receive a tuition refund less a $15 administrative fee, an audio CD or DVD recording of the seminar with the instruction manual, if available, or if requested, a full-value voucher good for one year, for a future seminar. In the unlikely event that the seminar cannot be held (e.g., an act of God), registrants will receive free admission to a rescheduled seminar or a full-value voucher, good for one year, for a future seminar. All requests must be made in writing or online. No IBP program has ever been cancelled as the result of low attendance. We anticipate that participants will have desks at most locations.

Customer Service: Call 888-202-2938 to ask about course content, instructors, request accommodations for disability, submit a formal grievance, or remove your name from a list. For other questions, call 866-652-7414.

Institute for Brain Potential: We are the leading provider of accredited programs on the brain and behavioral sciences. Our non-profit organization (tax ID 77-0026830) has presented cost-effective, informative and practical seminars by outstanding speakers since 1984.
Supervising Staff With Mental Health Problems

Up to 20% of workers experience psychological symptoms on any one day and about 60% of the costs of mental health disorders at work arise from reduced productivity.

Many individuals who meet diagnostic criteria for one or more types of mental illness do not report distress to supervisors or other colleagues.

This program will help you recognize key symptoms, treatments and misconceptions regarding the most common mental health problems in the workforce: disorders of mood, anxiety, substance use and personality.

Participants completing this program including staff and employees working in medical, dental, and behavioral settings will be able to identify:
1. Problematic behaviors indicative of mental health disorders.
2. Mental health characteristic of workers with depression, bipolar disorder, generalized anxiety, OCD, Alcohol-, Opioid-, and Stimulant-Related Substance Use Disorders, and key Personality Disorders, and
3. What CEOs, HR supervisors, and staff need to know in order to help ensure a mentally healthy work environment.

Common Problematic Behaviors Indicative of Mental Illness Disorders

- Working slowly
- Missing deadlines
- Calling in sick frequently, especially on Mondays, and high rates of absenteeism
- Irritability and outbursts of anger
- Difficulty concentrating and making decisions
- Appearing numb, blunted, or emotionless
- Withdrawing from work activity
- Perfectionism, rigid and unrealistic standards for self and others
- Forgetting directives, procedures and requests.
- Having difficulty with work transitions or changes in routines, such as rigidity and lack of flexibility
- Provocative, incendiary, passive-aggressive, or otherwise inappropriate behaviors

Key Mental Health Problems in the Workforce

- Depression: (30-40% over the career of the worker)
  - Symptoms: can range from very mild to severe, onset can be acute or chronic with emotional, vegetative, motivational or psychotic features; has the greatest negative impact on time management and productivity.
  - Treatments: cognitive-behavioral therapy (CBT) and pharmacotherapy are the most commonly prescribed treatments.
  - Biggest Misconception: it always involves a “down” depressed mood.

- Bipolar Disorder: (6%)
  - Symptoms: fluctuating episodes of depression and hypomania or mania; from elevated mood, grandiosity, increased energy and increased efforts to multitask to dysphoric symptoms, racing thoughts, impaired concentration, agitation, impulsivity, rage and psychosis especially due to sleep deprivation.
  - Common Treatments: pharmacotherapy with mood stabilizers, CBT, stress management and dietary changes.
  - Biggest Misconception: manic patients are always euphoric (i.e., “happy”)

- Generalized Anxiety Disorders: (6%)
  - Symptoms: intense feelings of discomfort, agitation, feeling of dread, involving emotional, vegetative and motivational symptoms
  - Common Treatments: CBT, pharmacotherapy, and dietary changes.
  - Biggest Misconception: they are not that big of a deal.

- OCD and the Pathology of Perfectionism: (8%)
  - Symptoms: the pathology of perfectionism, excessive checking and hoarding, overcompensating to conceal one’s weaknesses, assurance-seeking, delay in deciding, unwillingness to quit when an approach is not working, and lack of trust of competency of others.
  - Common Treatments: exposure-based treatments, CBT, and pharmacotherapy.
  - Biggest Misconception: workaholics are free from OCD and related anxiety disorders.

- Substance Use Disorders: (10-15%)
  - Symptoms: distinguishing between alcohol, opioid and stimulant-related symptoms; Monday absenteeism and alcohol; denial, rationalization, intellectualization and minimization are key defenses; comorbid disorders.
  - Common Treatments: abstinence, 12-step, individual and family therapy, pharmacotherapy for opioid disorders.
  - Biggest Misconception: all abusers are addicts.

- Personality Disorders: (10-15%)
  - Symptoms: most anti-social, borderline, histrionic, and narcissistic; how they can disrupt, even “poison” a work environment; will invariably project blame onto others for the mistakes they commit.
  - Treatment: psychological therapies and pharmacology including serotonergic, noradrenergic and atypical antipsychotics depending on personality disorder.
  - Biggest Misconception: they do not exist in the workforce.

A Protocol for Intervention

- Establish a Mentally Healthy Working Environment: educate via seminars, forums, on-line programs, what to say, how to encourage dialogue, constructive actions.
- Educate Supervisory Staff: provide with key behavioral signs of mental illness; create a mechanism so that when problematic behaviors can be reported to HR or the supervisor without fear of retaliation.
- Do Not Diagnose: you can and should discuss changes in work performance and listen to employee’s responses and concerns; suggest consultation the organization’s human resource specialist or an external mental health professional.
- Control Your Emotions: plan the content of your communication in advance.
- When Confronting Anger, Denial, Hostility or Verbal Abuse: remain calm, do not take it personally, focus on work performance, not personality, balance negative appraisal with the worker’s signature strengths, clarify exactly what behavioral changes need to occur to rectify the situation.
- Make Reasonable Accommodations: allow time off for mental health appointments, more intensive treatment, encourage employee to ask for support they need without fear of judgment, contact HR concerning policies about flexible work schedule and leave policies.
- Emergencies: call 911 when there is risk of suicide/ homicide; document everything; contact the designated family member in event of emergency/crisis, help employee identify resources outside of work-related services, e.g., professional counselors, hospitals with psychiatric units, community mental health centers.
- Summary of Do’s For Intervention: approach your concern as a workplace performance issue, offer accommodations, provide internal resources, provide employee assistance plan or referral, assure confidentiality, set time to meet again, document infractions/interventions meticulously.
- Summary of Don’ts: do not offer a superficial pep talk, do not be accusatory, do not say “I’ve been there” unless you have been there, do not diagnose, do not ask what “caused” their illness.

About the Instructor

Joseph Shannon, Ph.D. (Ohio State University) is an acclaimed psychologist, clinician, researcher and lecturer in the areas of personality disorders, chemical dependency, character pathology, anxiety and depression. Dr. Shannon has appeared on the CBS Morning Program and PBS Viewpoint.

Dr. Shannon has developed and presented training programs for health professionals throughout the United States and Canada. Participants praise his use of innovative teaching methods. In this presentation, film excerpts will be used to illuminate noxious people. Audiences highly recommend his insightful and practical presentations and enjoy his warm sense of humor.

In addition to Q & A sessions in class, Dr. Shannon will answer your questions during the second half of the lunch break and by email after the program concludes.

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