

**Professional Training Designed and Facilitated by Shana Lieberman Klinger, M.A.**

**Contact [shana.l.klinger@gmail.com](mailto:shana.l.klinger@gmail.com) or call 401-258-3056**

Modern neuroscience and ancient Buddhist meditative traditions each confirm that the mind and heart can be trained. The workshops and trainings below integrate and adapt time-tested meditative skills - including concentration, mindfulness, compassion, and altruistic motivation - to enhance the capacity to be calmer, clearer, kinder, and positively inspired.

These professional development trainings are especially helpful for healthcare workers and those whose jobs entail interpersonal communication and interactions. Each topic can be designed to meet the needs of particular audiences and workplaces. Workshops can be delivered in one-time standalone format or as part of an ongoing professional development process.

***Onsite Professional Development Package***

**Building and improving an organizational culture of “calm, clear, and kind”**

This package delivers 6 weeks of organizational consulting, staff workshops, and uniquely designed brief on-site interventions integrated into work routines. Pre and post qualitative measurement instruments can also be included in the package to create reportable outcomes.

A stand-alone preliminary organizational consultation of 4 to 6 hours lays the foundation for a menu of training options and on-site interventions, all aimed to increase the organizational culture of calmness, clarity and kindness in concrete measureable ways. This package is aimed for organizations that want to “walk the talk” of mission statements that prioritize caring relationships with those they serve and an effective work environment for both clients and staff.

The organizational consultation addresses two inter-related topics:

- 1) **Staff Burnout:** What are the primary sources of burnout and stress for staff in our organization? What are the material costs and benefits of addressing or ameliorating them – or not? How can the tools of “calm, clear, and kind” be designed to address burnout and stress for our staff?
- 2) **Client or Patient Relationships:** How can our staff become more caring and respectful in communication and relationship with the people or patients they serve? What are the material costs and benefits of investing in more caring and respectful communication and relationships? How can the tools of “calm, clear and kind” be designed to create more caring and respectful communication and relationships between our staff and those they serve?

See description of workshops below for topics to be integrated into the staff training menu.

## ***Workshops***

### Listening and Speaking from Presence and Awareness

Listening to another person with full presence and nonjudgmental awareness is not only effective, it can be truly healing and uplifting for all concerned. Similarly, the more we are fully present when speaking, the more likely we are to be helpful, engaged, and responsive to the “other.” In this workshop participants will learn and practice simple skills of mindfulness to stay grounded in the present moment when listening and speaking; to recognize and counteract reactivity when it occurs; and to remain open so as to deeply connect with and understand the experience of others.

### Your Caring Presence: tools and tricks for being calmer and kinder on the job

Everyone wants to be as caring, calm, and kind as possible. But all too often the realities of job pressures and work relationships make that truly difficult. In this workshop participants will learn and take home simple, brief techniques to bring more kindness, calmness and clarity to your present moment on-the-job. Based on the principles of meditation, mindfulness, and compassion training, these techniques are tailored for everyday use in challenging situations, and include ways to offset job burnout and empathic distress.

### Compassion vs. Empathic Distress: preventing burnout

Becoming overwhelmed by the suffering of others - whether the people we serve on our job or the world in general - can easily lead to burnout and exhaustion. This is called empathic distress, and it doesn't help others or ourselves. All too often we engage in empathic distress in our attempts to “help others,” simply because we don't know the compassionate alternatives. In this workshop, participants will be introduced to simple techniques based on principles of meditative training in compassion and loving kindness that expand, rather than contract, our capacity for caring. They will also learn to recognize habits of distress that lead to burnout.

## ***On-site integrated routines and practices***

Based on the needs and structures of your work environment, ascertained through consultation with you, I will design and deliver brief site-specific training interventions, routines or practices that can be integrated into the work day so as to provide ongoing support for being calmer, clearer or kinder on the job. This can supplement the material learned in any one of the above workshops.