

## ***Team Awareness Training for Workplace Substance Abuse Prevention* (Small Business 4-Hour Edition)**

This manual was developed as an abridged version by Beth Mivedor, MEd, as part of the Small Business Wellness Initiative (SBWI) through funding by the Substance Abuse Mental Health Services Administration (SAMHSA). This version was based on the Small Business Four-Hour Edition of *Team Awareness* as part of the SBWI, a community collaborative project funded by the Department of Health and Human Services through a grant from SAMHSA. The Small Business Four-Hour Edition of *Team Awareness* was developed by Joel Bennett, PhD, *Principal Investigator*, Darlene Beard, Erin Kelley, Renee Lovett, LCDC, Camille Patterson, PhD, Richard Sledz, LCDC, and Wyndy Wiitala, PhD. The training presentation is also available in Spanish; special thanks to Erin Kelley and Maria Rojas for translating these materials. This project combined the efforts of three organizations: Tarrant Council on Alcoholism & Drug Abuse, Organizational Wellness & Learning Systems, and the Small Business Development Center: Technical Assistance Center of North Texas. For more information, visit [www.sbwi.org](http://www.sbwi.org).

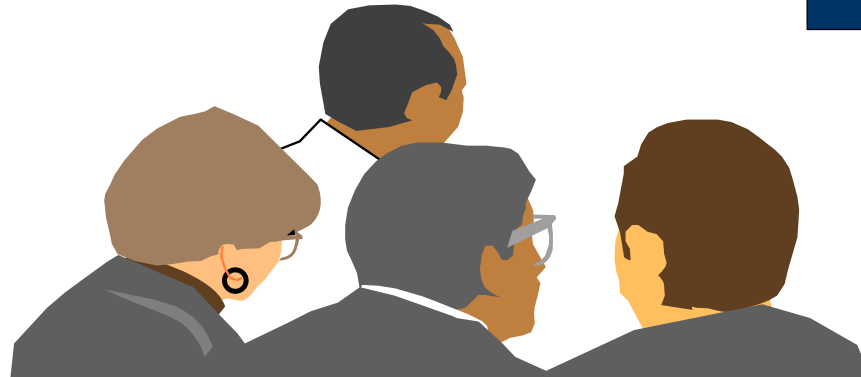
The original manual, on which the SBWI manual is based, was developed as part of a NIDA Grant (DA04390), Drug Use in the Workplace: A Prevention Training Program, to the Institute of Behavioral Research, Texas Christian University. The contents were solely the responsibility of the developers and did not necessarily represent the official views of NIDA. The developers were Wayne E. K. Lehman, Ph.D., *Principal Investigator*, Joel Bennett, PhD, Norma G. Bartholomew, MA, and G. Shawn Reynolds, MS.

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# Employees may and often do know about various problems before their supervisors



# What Makes Someone Easy to Talk to?



# Communication & Responsibility

- Communication is the essential function of any workplace.
- Effective, team-based communication buffers stress and improves productivity.
- Policies often state that workers have communication responsibilities regarding safety, problem-solving, and substance abuse.
- Effective communication strategies can help workers act on their responsibilities.



# Seven Guidelines for Effective Communication

**THINK ABOUT WHAT YOU WANT TO SAY**

**MAKE YOUR MOVE**

**GET RIGHT TO THE POINT**

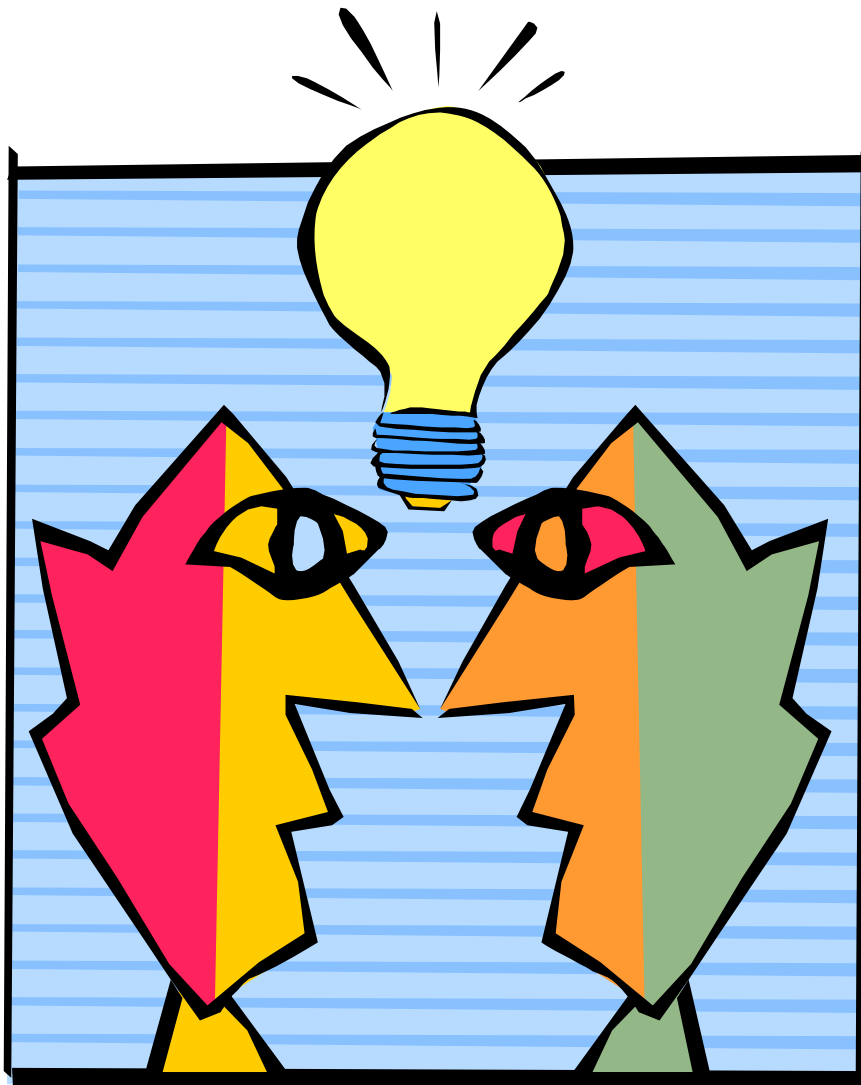
**USE GOOD COMMUNICATION SKILLS**

**MAKE A CLEAR REQUEST**

**ROLL WITH RESISTANCE**

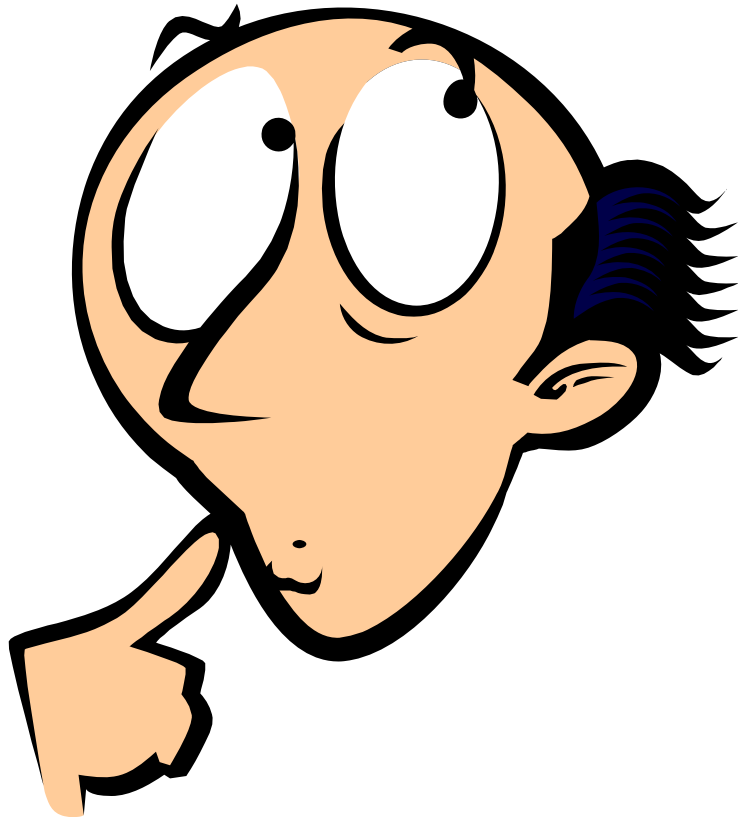
**END ON A POSITIVE NOTE**





Let's not complicate our relationship by trying to communicate with each other.





I know you believe that you understand what you think I said, but I'm not sure you realize that what you heard is not what I meant.



# Listening Do's and Don'ts

## DO:

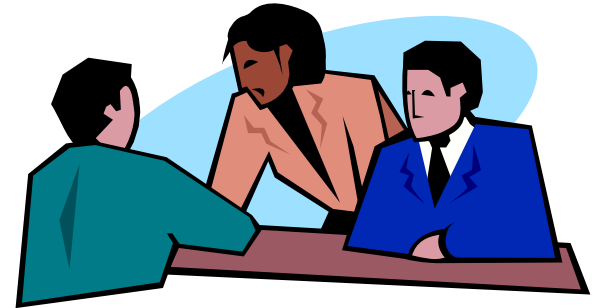
- Let the speaker have his/her say.
- Show that you are paying attention and interested.
- Use your own words to restate what the speaker said.
- Ask the speaker to say it again, if needed.

## DON'T:

- Tune out or plan what you will say next.
- Interrupt to object, explain, or correct.
- Give off signals that you are bored or in a hurry to say something.
- Add sarcasm or put-downs when you restate the speaker's ideas.







**Each person can speak  
only after restating the ideas and  
opinions of the previous speaker  
accurately and to that person's  
satisfaction.**



# Really Listening Activity

- Select one of the issues (or pick your own "controversial" topic). This will be the topic you will talk about with each other during this activity. You will discuss your topic by following the guidelines below.
- Before beginning, read over the following guideline. Make sure all group members understand.
  - → Each person can speak only after restating the ideas & opinions of the previous speaker, accurately & to that speaker's satisfaction.
- Someone should volunteer to begin the discussion by talking briefly about his/her thoughts & opinions about the chosen issue.
- You must first show the previous speaker that you got his/her meaning. If the previous speaker is satisfied that you "got his/her meaning," then you can give your opinion.

