

Handouts

Team Awareness Training

For Workplace Substance Abuse Prevention Small Business 4-Hour Edition

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***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.

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Module 6 Handouts

More Guides for Effective Communication

Use I-Statements

“I am concerned about...”

“I’d like for you to...”

“I am not going to ignore...”

Avoid You-Statements

“You’re messed up...”

“You’ve really got a problem....”

Listen

Listen with concern and respect

Don’t interrupt the speaker

Use prompts; request clarification

Restate and reflect

Body Language

Use a calm, level tone of voice

Maintain eye contact

Avoid angry gestures or threats



CASE STUDIES



Al, a facilities technician, has a problem with gossiping. Lately, he has been very careless & has upset several people with the things he's said. Al is your friend, he's a good guy & never means any harm by what he says. But lately, you've realized just how much damage this seemingly innocent habit of Al's is causing. In addition, you have heard other workers say that they just can't trust him anymore. This is causing tension in the work group.

What might you say to set up a meeting with Al?

How might you present your concerns? What might you say?

How might you respond if there is resistance/denial?

CASE STUDIES



John is a mechanic in your work group. John is casual & easy-going. Recently you've noticed that he's gained a few pounds. At first, you thought it was just growing older. Later, you overheard that he's been diagnosed with diabetes, but recently you caught a glimpse of him eating candy bars & drinking soda during lunch break. You're concerned that he's jeopardizing his health & may need additional help dealing with the changes needed to treat his diabetes.

What might you say to set up a meeting with John?

How might you present your concerns? What might you say?

How might you respond if there is resistance/denial?

CASE STUDIES



Sam, an electrician, is often described as “the life of the party”. When co-workers gather after work for socializing, he’s always the first to order a “second round” & the one who always has “just one for the road.” On several occasions lately, Sam has smelled of stale alcohol when he comes to work in the morning. You suspect that he’s probably very hung over from the night before. Sam needs to be alert for his safety & the safety of everyone else.

What might you say to set up a meeting with Sam?

How might you present your concerns? What might you say?

How might you respond if there is resistance/denial?

CASE STUDIES



Joan is the athlete of the work group. She jogs, hikes, plays tennis, swims, & coaches softball. Lately, she has been moody & difficult to work with. Joan used to be easygoing & fun to be around, but lately she loses her temper over every little thing. No one wants to work with her anymore, because of her unpredictable angry outbursts. Other co-workers have confided in you that they are also “worried about” Joan.

What might you say to set up a meeting with Joan?

How might you present your concerns? What might you say?

How might you respond if there is resistance/denial?

CASE STUDIES



George is a carpenter with an excellent work record. Lately, you've noticed that he's becoming a loner. His unwillingness to work or communicate with coworkers has led to several mistakes resulting in major project delays. He no longer goes to lunch with everyone else. You never see him in the break room anymore. You're worried about George not being himself, but he doesn't seem to want to talk to or be around anyone.

What might you say to set up a meeting with George?

How might you present your concerns? What might you say?

How might you respond if there is resistance/denial?

CASE STUDIES

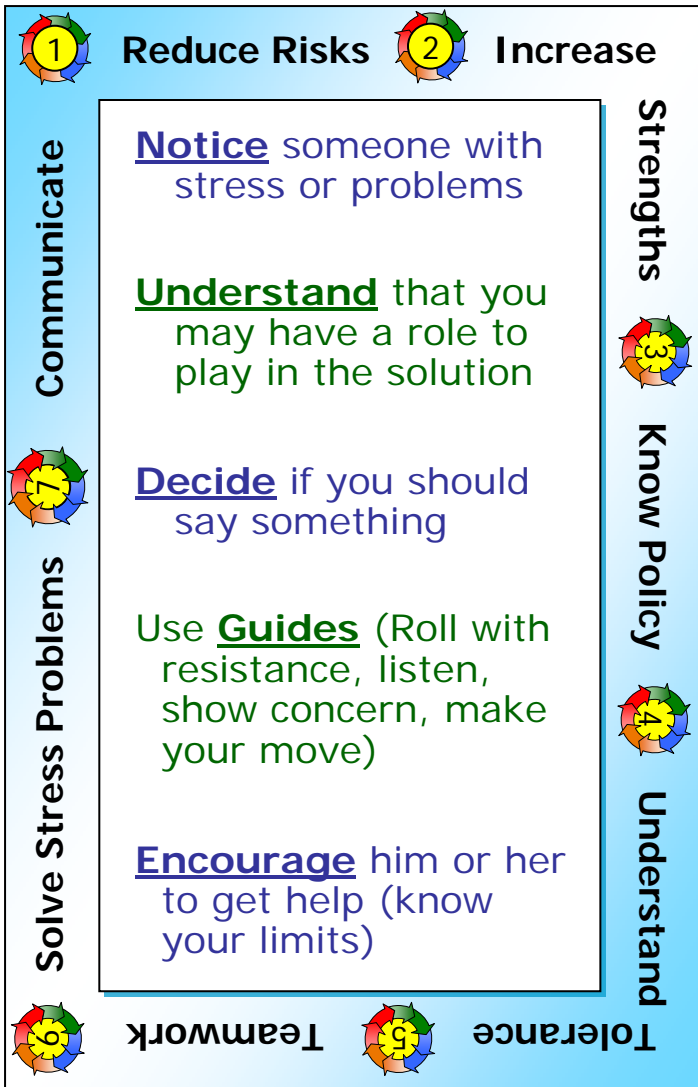


Mark is a grounds worker. Recently, some of the grounds keeping procedures have changed. At first, no one seemed to like the changes, but everyone has gotten used to them, except for Mark. He refuses to adopt the changes. His unwillingness to change has led to several conflicts with his team & his supervisor. Mark is your friend; usually, he's laidback & easygoing. You don't understand why he's making such a big deal about these small changes. You're worried that Mark's job might be in jeopardy.

What might you say to set up a meeting with Mark?

How might you present your concerns? What might you say?

How might you respond if there is resistance/denial?



Notice

Understand

Decide

Use Guidelines

Encourage

Usually, no one person is responsible for the problem...

... More often, we are all responsible for the solution.

