

Relevance to You and Your Work Group: An Orientation to Team Awareness Training

Module 1 of Team Awareness Training for Substance Abuse Prevention



The Workplace Project

**Institute of Behavioral Research
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Fort Worth, Texas, 76129**

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OVERALL PURPOSE

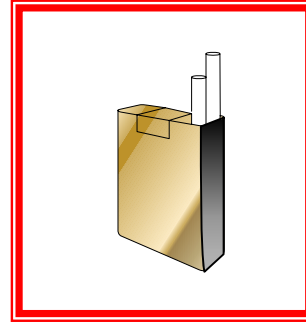
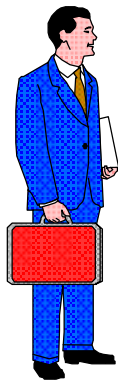
PURPOSE OF TEAM AWARENESS

- **Enhance team communication**
- **to help reduce any risks
related to substance abuse**

RELEVANCE

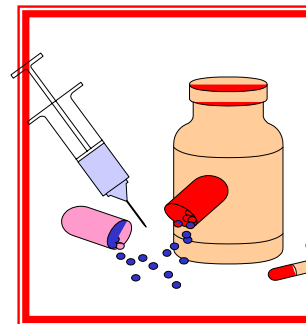
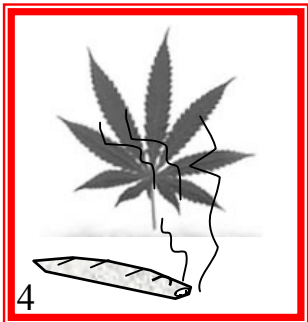
PURPOSE OF SESSION

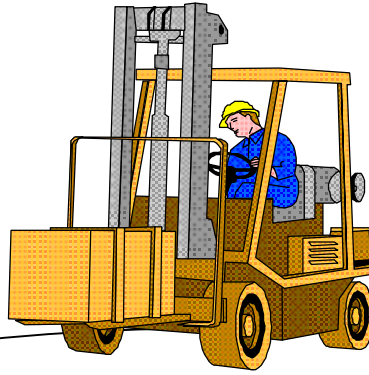
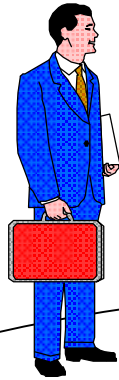
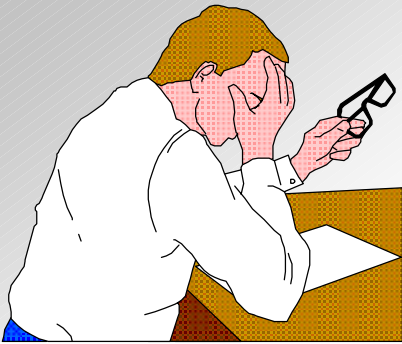
- **Explore how this training can help you**
- **Learn the connection between Substance Abuse & Teamwork**
- **Identify Group Risks and Strengths**



Substance Use

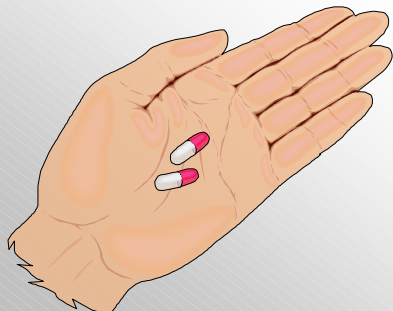
A Private Concern or Problem for Individual Employees





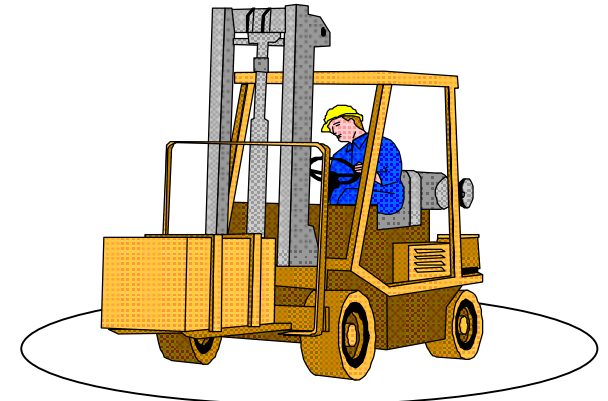
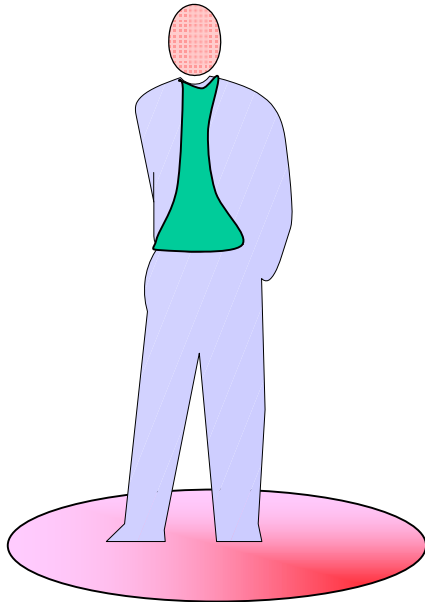
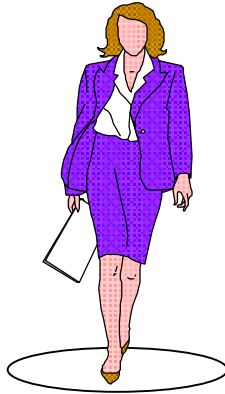
Substance Use

*A Public Concern that
Effects Everyone*



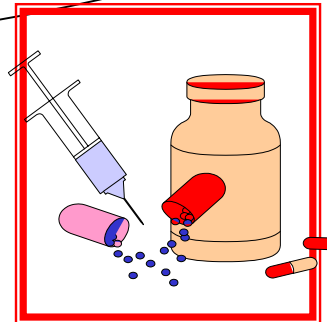
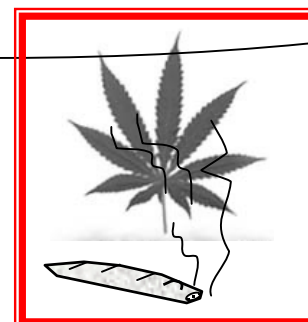
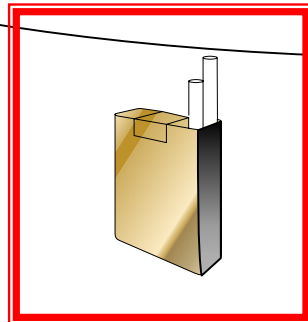
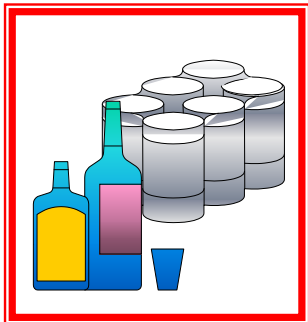
Traditional Drug-Free Workplace Training

Focus on Individuals As Separate and Vulnerable to Substance Use Problems



Team-Oriented Workplace Training

Focus on Individuals *together* in Groups (Social Climate, Team Productivity, Group Stress)



Substance Use & Service Quality

- A substance abuse training program is relevant for service quality.
- Substance misuse and abuse (and related factors) can hurt:
 - ◆ Performance
 - ◆ Team-work
 - ◆ Customer service.
- Substance abuse in the workplace takes place in a work culture that may condone and enable it.
- In a teamwork environment, use by any member affects other members in terms of productivity, safety, morale.

GROUND RULES

Confidentiality

What You Say Here
Stays Here

Honor
(disagree, privacy)

Focus on “I”
(e.g., This is how I see it..)

Anonymity

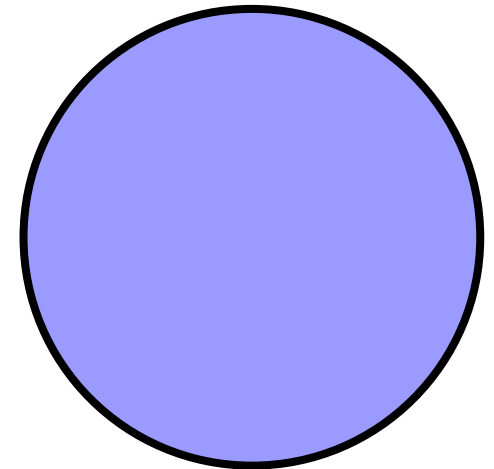
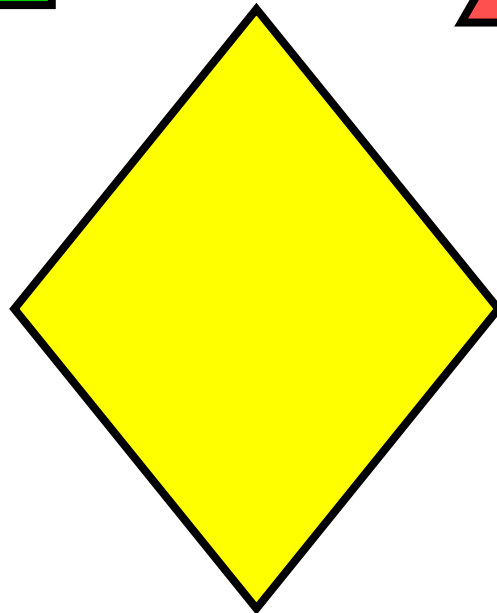
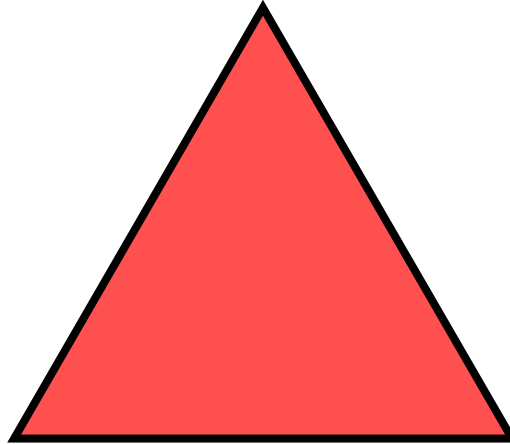
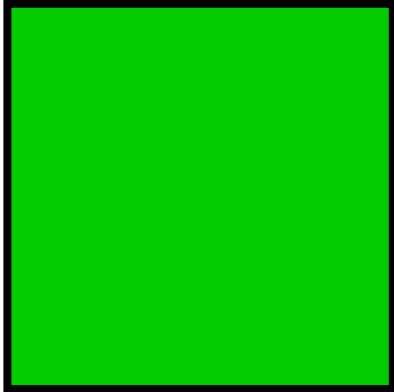
No Sensitive Info, Names or I.D.
(e.g., “There was..”
“Imagine a situation...”)

Team Trust

No Domination
Everyone Gets a Chance

Have Fun

WARM UP: PICK "YOUR" SHAPE





An Ounce of Prevention

Increase Awareness of Risks & Strengths

Develop Support in the Work Culture

GOALS

Increase Awareness of Benefits

Use Appropriate Programs and Services

Adopt Appropriate Policies

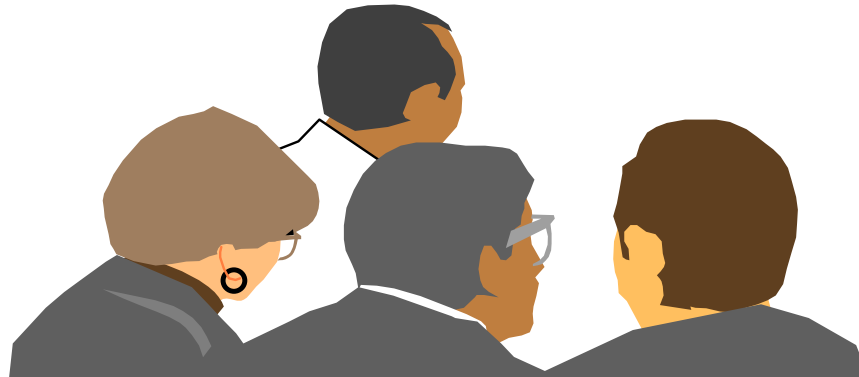
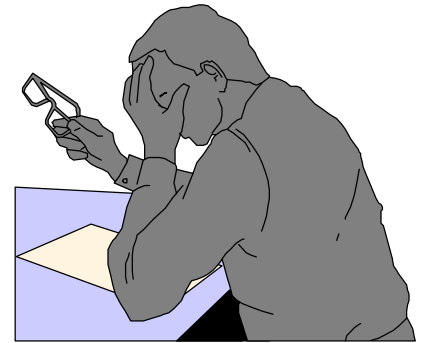
Is Worth A Pound of Cure

Ounce of Prevention Principles

◇ These apply to all areas of work & life in general

1. Identify and reduce risks that cause or aggravate the problem
2. Identify and increase benefits & strengths that address the problem
3. Know and appreciate policy as your guide and safeguard
4. Understand your own tolerance for the situation & adjust if necessary
5. Work together as a team to communicate & solve problems
6. Develop or enhance stress problem solving skills (alternative solutions)
7. Communicate the problem & support others (don't isolate & withdraw)

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



Relevance

PURPOSE

- (1) Explore how this training can help you
- (2) Learn the connection between Substance Abuse & Teamwork
- (3) Identify Risks and Strengths

Session Map


Self - Assessment

Personal Exercise 1

**The BIG PICTURE:
Alcohol/Drugs & Community**

This questionnaire is for you to take with you. Please fill in the blanks with the first thing that comes to mind. There are no right or wrong answers. Give your opinions and thoughts.

Do not write your name on this form.

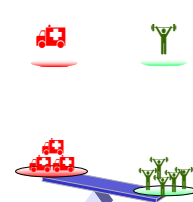


Personal Exercise 2

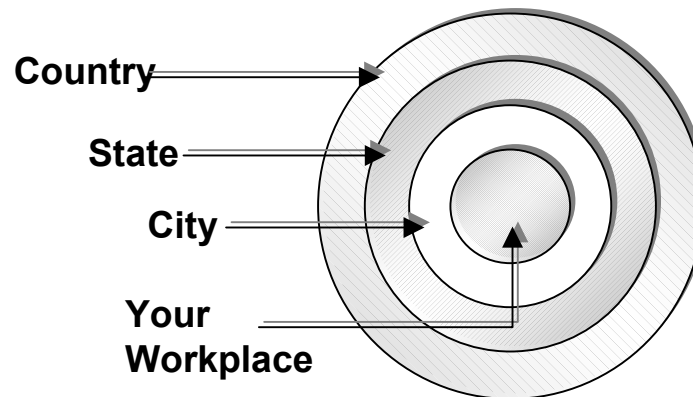
**Initial Assessment
of Risks & Strengths**

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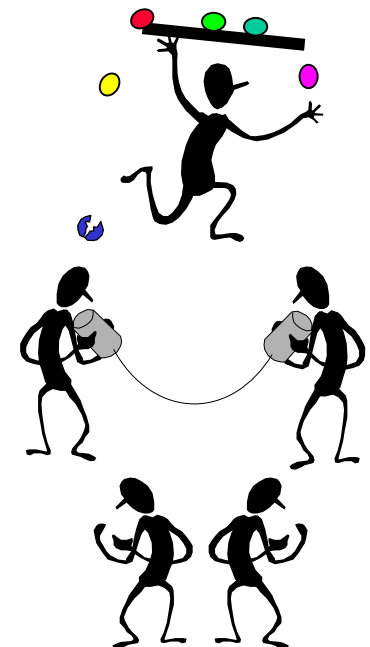
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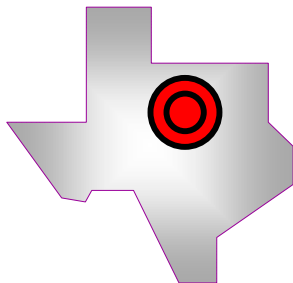
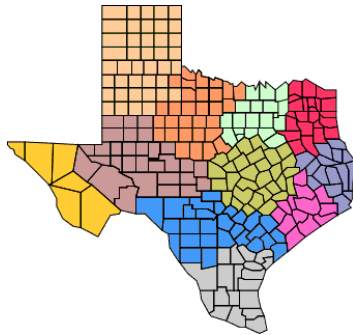
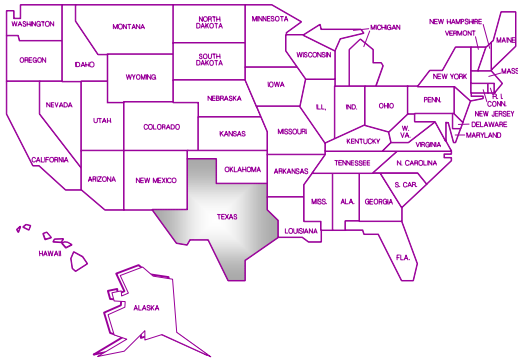


Facts and Figures about Substance Abuse



Risks of Stress & Lack of Communication





Personal Exercise 1

The BIG PICTURE: Alcohol/Drugs & Community

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Do not write your name on this form.

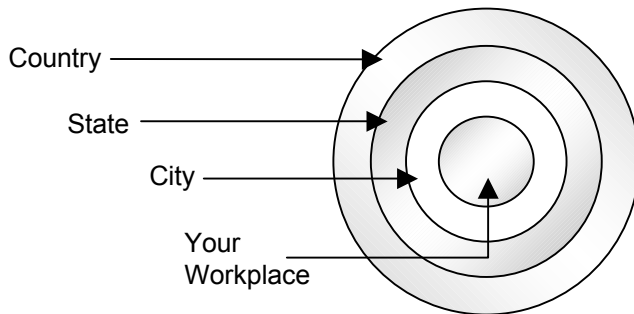
Please fill in the blanks with the first thing that comes to mind. Complete each item in order.

Do 1, then 2, then 3, and so on.

1. I think that community (people cooperating together, helping each other) in this country as a whole is:

3. I think the sense of community and cooperation among people who live in my State is:

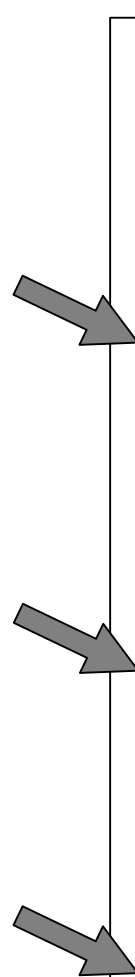
5. I think the sense of teamwork and cooperation among people in this city is:

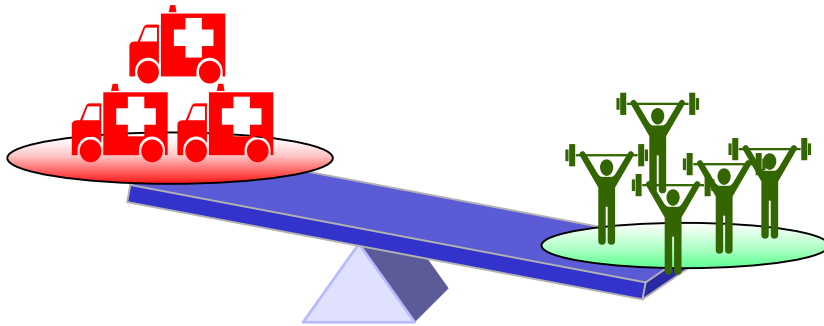


2. From what I know, the amount of alcohol and drug abuse in this country is:

4. From what I know, the amount of alcohol and drug abuse in my State is:

6. From what I know, the amount of alcohol and drug abuse among employees in this city is:





Personal Exercise 2

Initial Assessment of Risks & Strengths

This questionnaire is for you to take.
Please answer questions about your everyday work.
Think about the people and places
(in the office or outside) that are most
common or familiar to you.

Do not write your name on this form.

GROUP RISK

1 → In the past six months, have you experienced any of the problems below while at work and from co-workers or supervisors? (Circle '0' for NO and '1' for YES)

	<u>NO</u>	<u>YES</u>
1. Verbal abuse, anger or rudeness from a co-worker or supervisor.....	0	1
2. An employee failed to get help for a personal problem and this increased the risk of productivity or safety problems.....	0	1
3. You witnessed sexual harassment from another co-worker either toward you or someone else (lewd comments or jokes, inappropriate touching).....	0	1
4. Co-workers work under influence of alcohol or affected by alcohol (work with hangover).....	0	1
5. Co-workers work under influence of illegal drugs (such as marijuana or cocaine), selling drugs, or using any drugs that negatively affect their work.....	0	1
6. If their work was effected by a fellow employee with a drinking or drug problem, would your co-workers ignore the problem, cover for, or "pick up the slack"?.....	0	1

2 → When you are done add all '1' scores and write the total here and again below: TOTAL

TOTAL (SCORE BETWEEN 0 and 6)

GROUP STRENGTH

3 → Indicate how much you disagree or agree with the statements by circling a number from 1 to 5 below.

	<u>Strongly Disagree</u>	<u>Disagree</u>	<u>In Between</u>	<u>Agree</u>	<u>Strongly Agree</u>
1. The people in my work group trust each other and cooperate to get the job done.....	1	2	3	4	5
2. In my work group, there are individuals who do not do their fair share of the work	5	4	3	2	1
3. There is often too much friction among the members of my work group.....	5	4	3	2	1
4. People in my work group work together as a team for group objectives and goals....	1	2	3	4	5
5. When I face a difficult job, my co-workers can be counted on to help me out.....	1	2	3	4	5

4 → When you are done add all five scores and write the total in the square here and below: TOTAL

TOTAL (SCORE BETWEEN 5 and 25)

Big Picture: From the Individual to the Community

*Substance Use and It's Problems Can Have Widening Circles of **Influence***

City & Surrounding Communities

Contacts, Clients, Customers

My Workplace

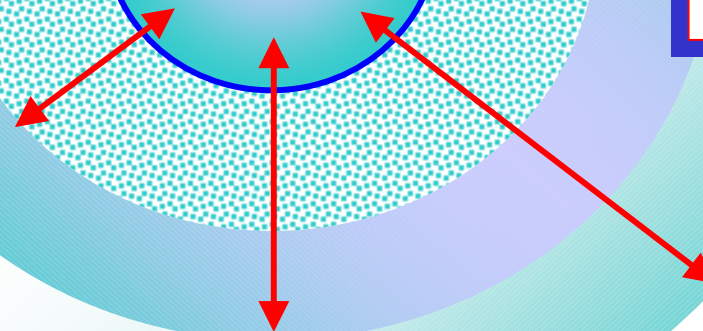
My Work Group

Example 2:

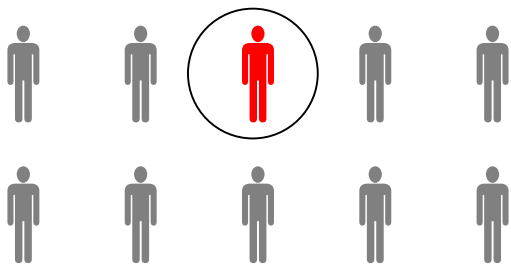
*“Picking Up the Slack”
for Another
Employee Can Hurt
Group Morale and
Performance*

Example 1:

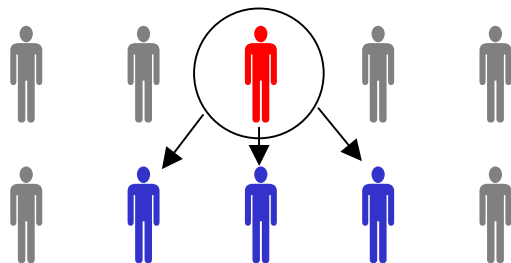
*One Poorly Behaving
Employee Can Hurt
the Image of Your
Entire Organization*



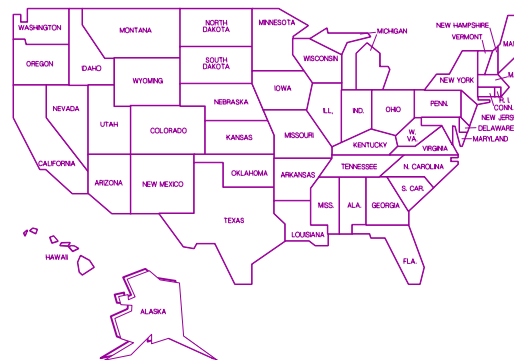
The Big Picture (National): Employee Substance Abuse



1 out of 10 employees report AOD problems



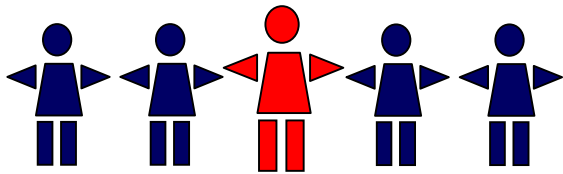
1 out of 3 employees effected by co-worker AOD problems



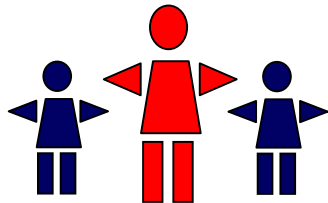
- About **85%** of drug abusers are employed
- Alcohol or Drug (AOD) treatment is over \$100 billion a year
- Employees with AOD problems **more likely to**
 - **have an accident**
 - **move from job to job and get fired**
 - **skip work without telling (increased absences)**
- Many associated problems (health, crime, violence, suicide, DWI, physical abuse)

The Big Picture (State-wide): Substance Abuse

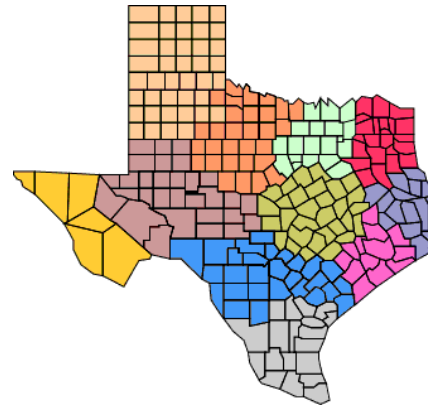
Texas school children



1 of 5 in 1995



1 of 3 in 1998



- In Texas, deaths due to alcohol abuse increased from **10,262** (1995) >> **10,676** ('96) >> **10,901** ('97)
- DWI arrests are high: **85,273** (1997)
- Drug-related offenses **87,408** (1996) **98,346** (1997)

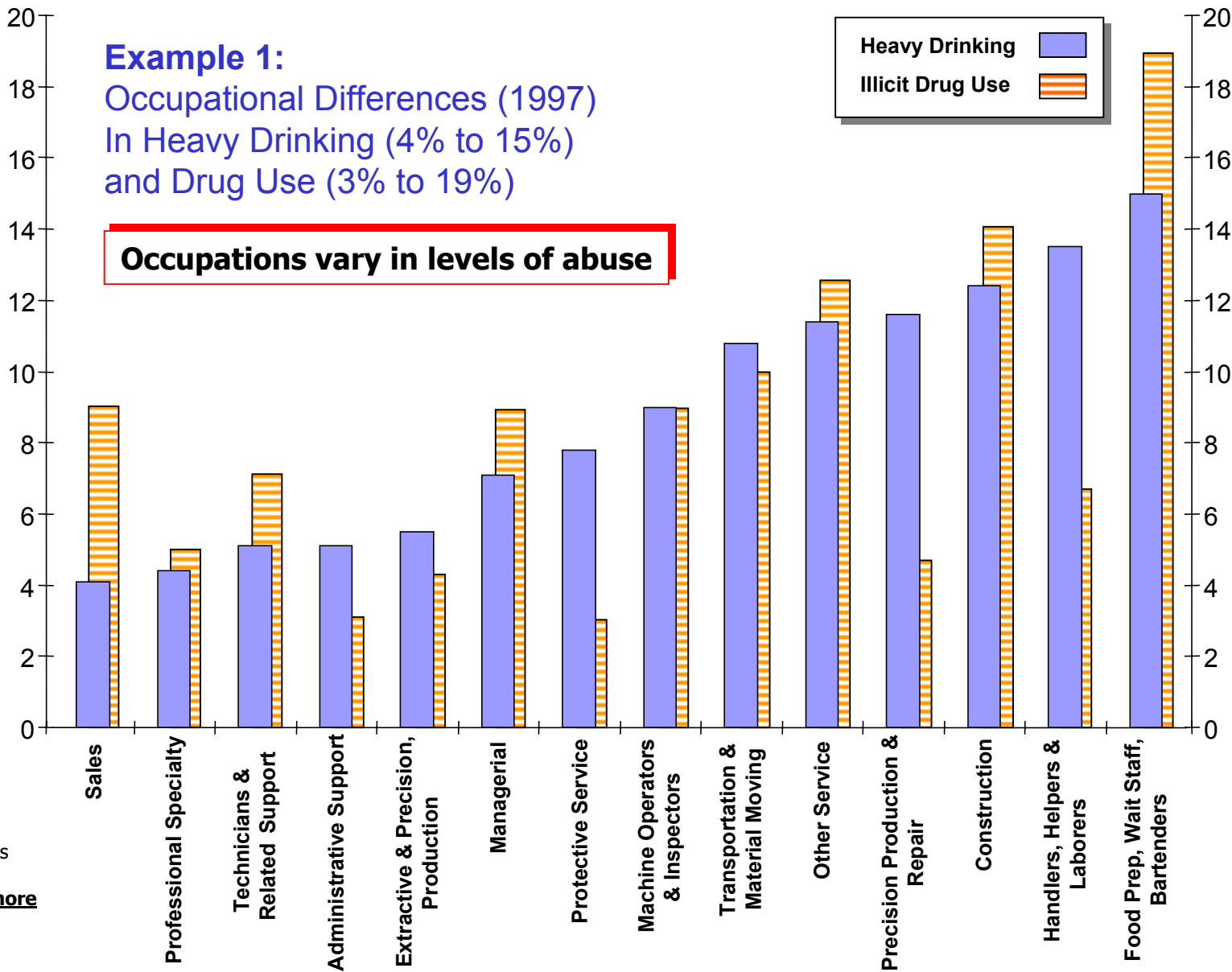
- From 1992 to 1998, among Texas secondary school students, illegal drug and marijuana use steadily increased from about **1 in every 5 children** (22%) to over **1 in every 3 children** (35%)

Exploring Risks: Specific Occupational Factors

Example 1:
Occupational Differences (1997)
In Heavy Drinking (4% to 15%)
and Drug Use (3% to 19%)

Occupations vary in levels of abuse

% Reporting Heavy Drinking And Illicit Drug Use



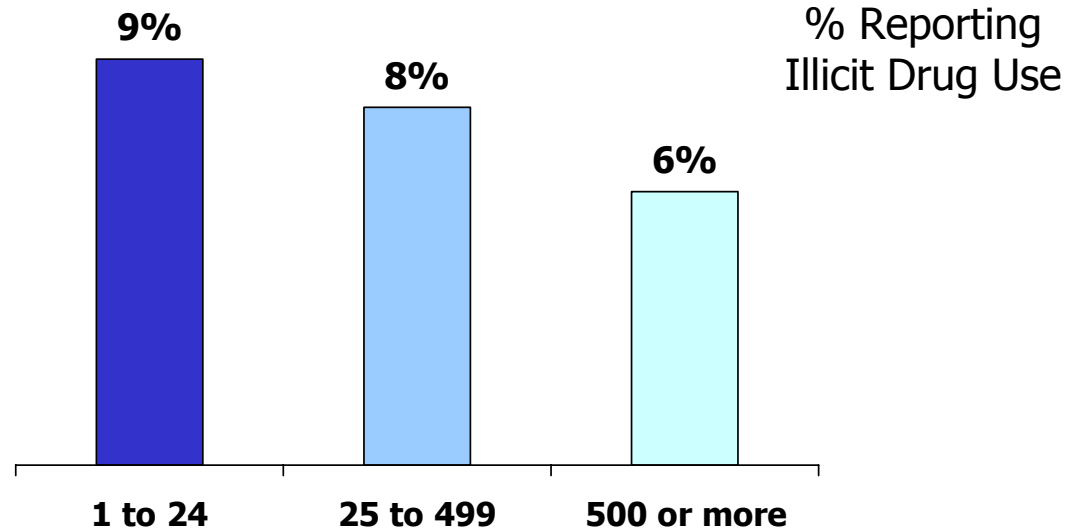
Illicit drug use includes marijuana, cocaine, hallucinogens, heroin, inhalants, and psychotherapeutics (e.g., sedatives, uppers).

Heavy drinking is defined as drinking 5 + on the same occasion on each of **5 or more days** in the past 30 days.

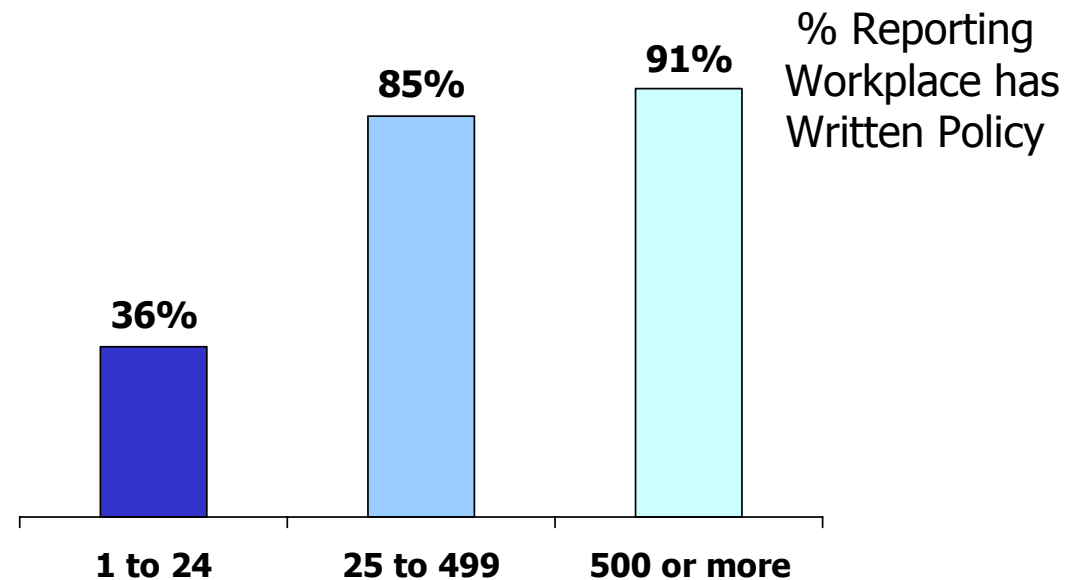
Exploring Risks: Size of Business Factors

Example 2:
Size of Work
Establishment (1997)

**Smaller businesses
have higher levels
of illicit drug use**



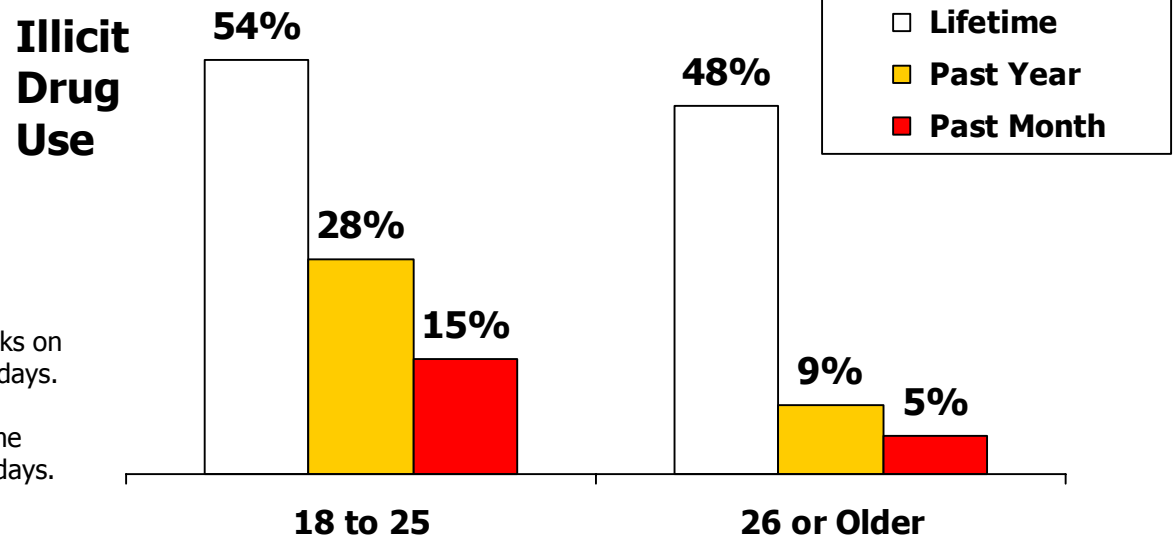
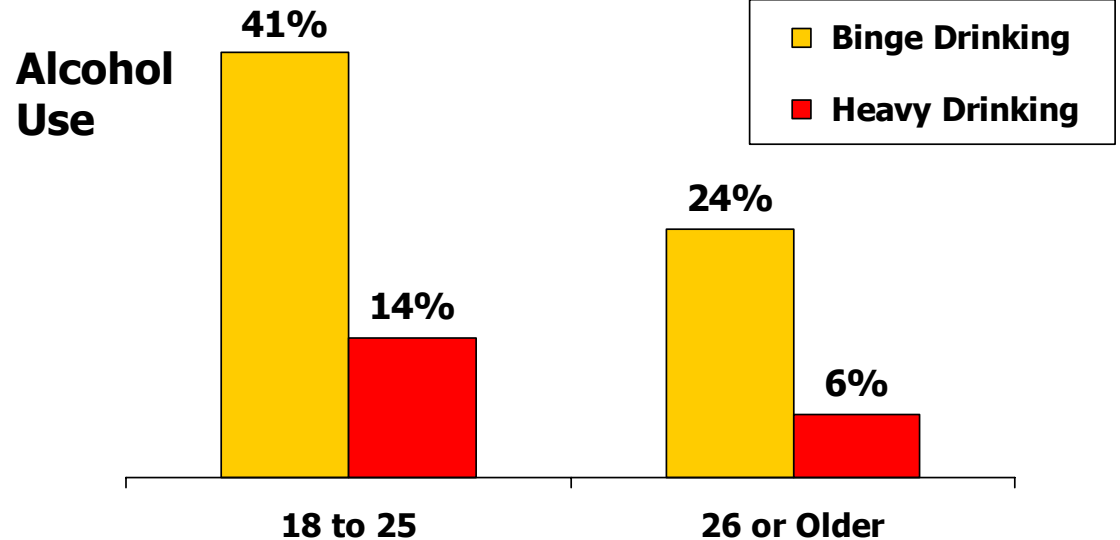
**Smaller businesses
are less likely to have
policies to help deal
with illicit drug use**



Exploring Risks: Age of Full-Time Employee

Example 3:
Age (1999/2000)

Younger employees are likely to report higher levels of both heavy drinking and illicit drug use



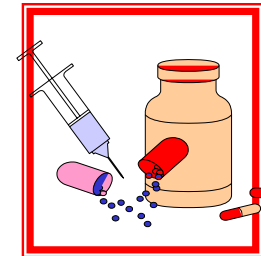
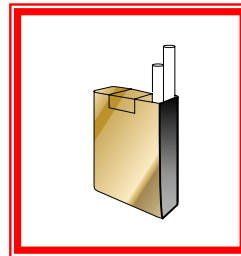
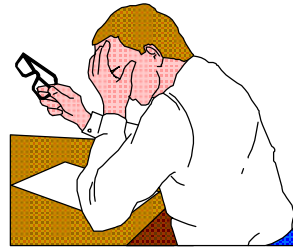
“Binge” drinking is defined as drinking 5 or more drinks on the same occasion on **at least 1 day** in the past 30 days.

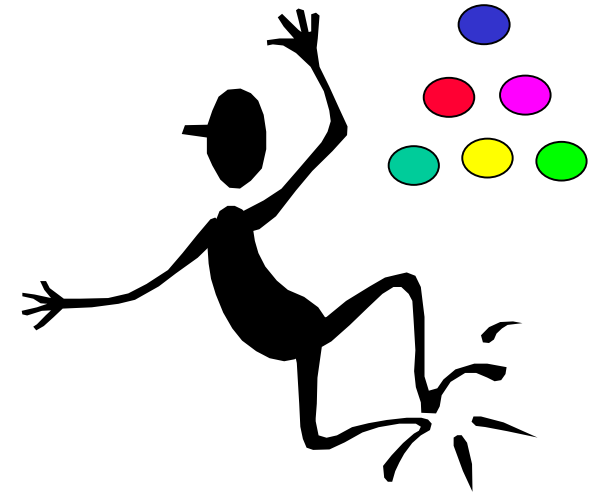
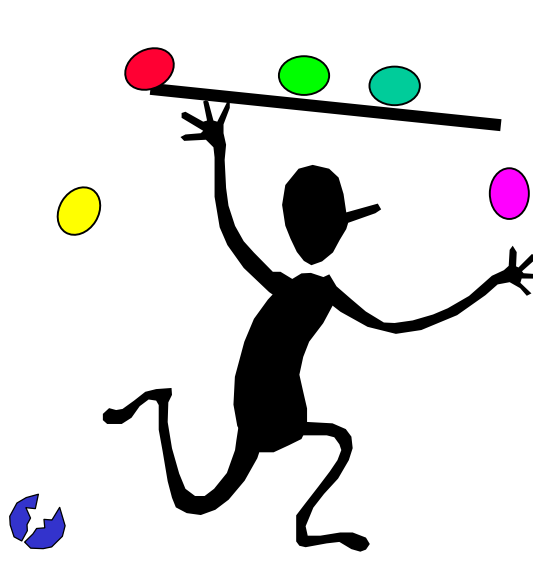
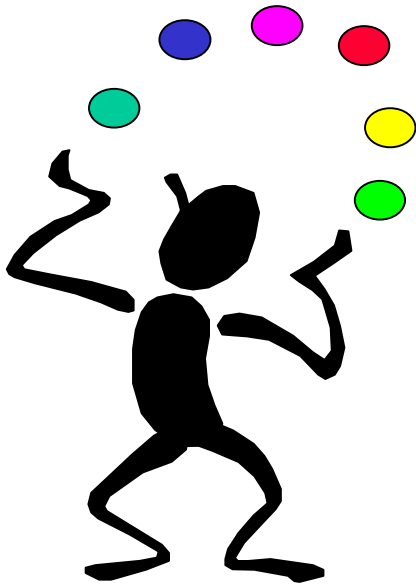
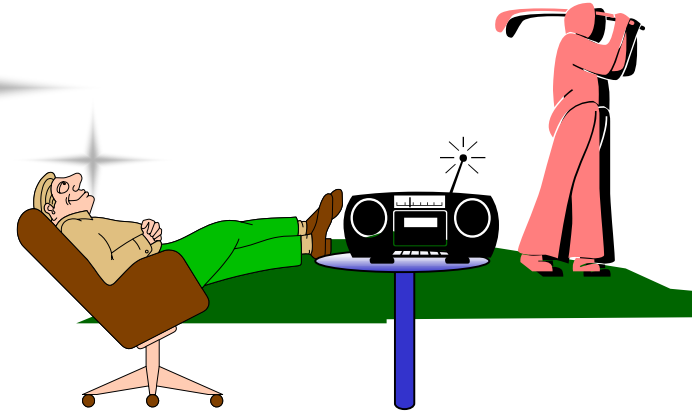
Heavy drinking is defined as drinking 5 + on the same occasion on each of **5 or more days** in the past 30 days.

Exploring Risks: Multiple Sources

WORK SITE RISKS

INDIVIDUAL RISKS



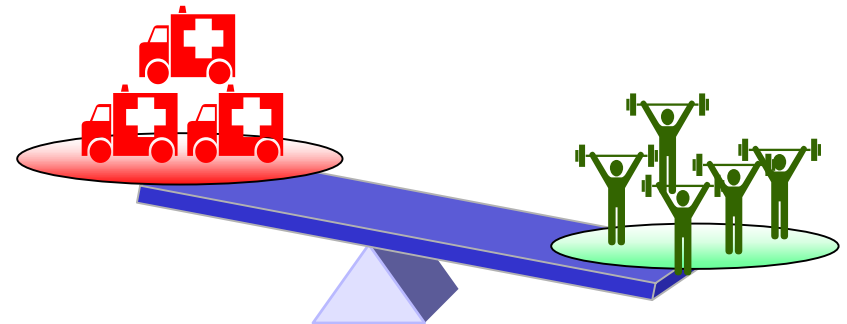


Personal Exercise 2

Initial Assessment of Risks & Strengths

This questionnaire is for you to take.
Please answer questions about your everyday work.
Think about the people and places
(in the office or outside) that are most
common or familiar to you.

Do not write your name on this form.



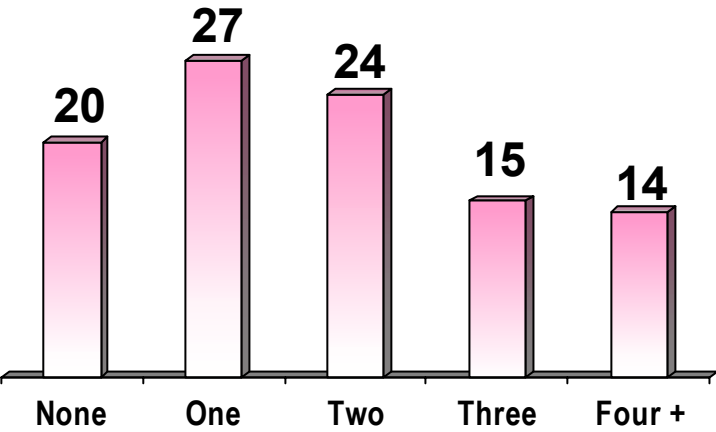
RISKS or CONCERNS

Enabling, Alcohol, Drugs, Hostility, Harassment

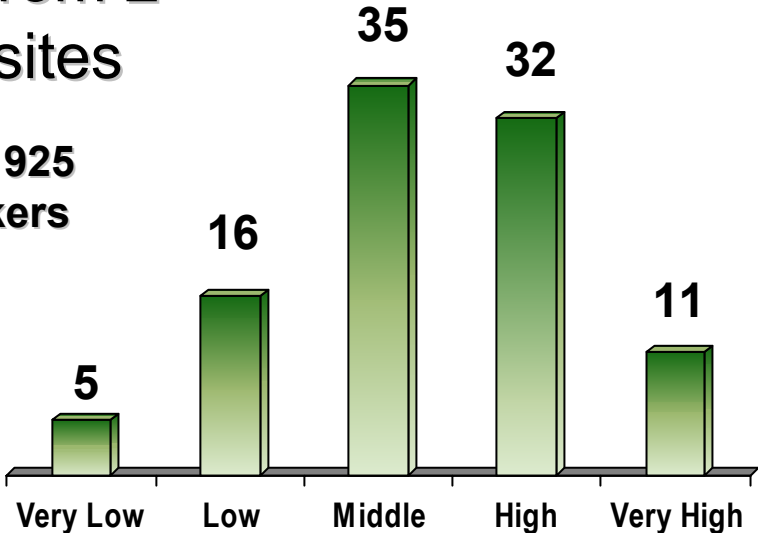
STRENGTHS

conflict management, trust, cooperation, fairness, team-work, dependable

Data From 2 Worksites



% of 925 workers

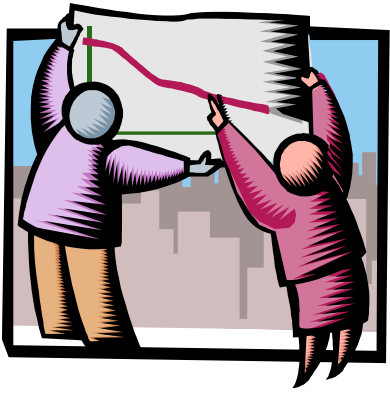


SCORE: 0 1 2 3 4 5-10 11-15 16-18 19-21 22-25

Area of Strength

Heightened Risk when High Concerns & Low Cohesion

Area of Strength



When there is a problem, a concern,
a conflict, an unresolved issue

When things could be
improved or made better

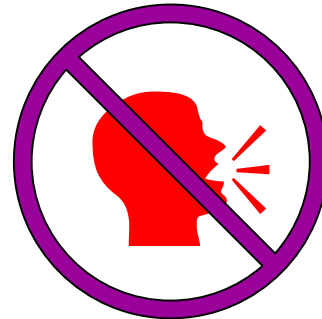


WHAT ARE THE RISKS ???!

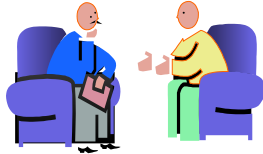
RISKS
OF COMMUNICATING



RISKS OF NOT
COMMUNICATING



Listening is
part of
every
job.



For me, real communication occurs when I'm big enough to temporarily set aside the need to express MY ideas, MY wishes, MY opinions, MY fears .

Real communication occurs when I give the other person the time and opportunity to express their thoughts, feelings, ideas, and dreams in an uninterrupted, accepting way"

(adapted from P. Wilkerson)

Personal Exercise 3

Finding Your Voice: Safe Communication

This exercise is for you to take with you.

Do not write your name on this form.

"Not everything that is faced
can be changed



But nothing can be changed
until it is faced"

-- James Baldwin



TALK ABOUT CHANGE

There are two parts to this exercise.

In part 1, you complete the three steps below by filling in the blank spaces.

1. A situation I would like to see improve or get better at work or at home is _____

_____.

2. One reason this change will help me or other people is _____

_____.

3. List one or two people you feel safe telling this to. Someone who will listen and support your ideas.

Person 1: _____

Person 2: _____

TRY LISTENING



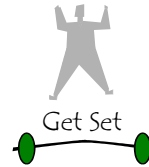
In part 2, you actually tell your support person your idea, ask for their comments or reactions, and listen. In this exercise, you DO NOT have to make any changes. Just tell someone about it.

YOUR JOB IS TO PRACTICE GETTING YOUR IDEAS ACROSS TO BEGIN REDUCING STRESS.



Get Ready

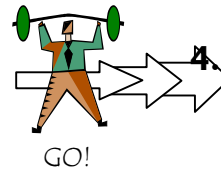
1. **BEGIN** by describing the reasons why the change or improvement will help a situation or a person.



Get Set

2. **STATE** specific changes you would like to happen. Be specific, give details and outcomes.

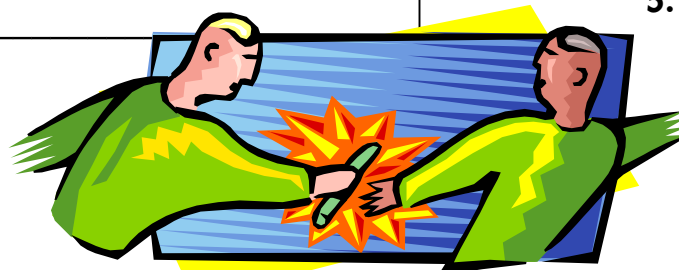
3. **ASK** for reactions and comments.




GO!

4. **LISTEN** to what the other has to say. Put your reactions aside. Just listen for understanding.


5. **THANK** your support person for listening. Ask if there is something he or she wants to talk about.




1. Identify and reduce **risks** that cause or aggravate the problem
2. Identify and increase benefits & **strengths** that address the problem
3. Know and appreciate **policy** as your guide and safeguard
4. Understand your own **tolerance** for the situation & adjust if necessary
5. Work together as a **team** to communicate & solve problems
6. Develop or enhance stress problem solving **skills** (alternative solutions)
7. **Communicate** the problem & support others (don't isolate & withdraw)

 Reduce your Risks


An Ounce of Prevention is Worth a Pound of Cure

Increase your Strengths 


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Increase your Strengths 

Risk Score 0 through 6	Risk Score 0 through 6	Risk Score 0 through 6	Risk Score 0 through 6	Risk Score 0 through 6	Risk Score 0 through 6
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These slips are designed to increase feedback from PERSONAL EXERCISE 2. Copy onto a green paper, cut along the dotted lines and staple one slip (along with one red slip from STRENGTH SCORE) to each of the PERSONAL EXERCISE 2 PAMPHLETS before distributing. Participants record their answers on these slips and turn them in for tabulation.

Strength Score 5 through 25	Strength Score 5 through 25	Strength Score 5 through 25	Strength Score 5 through 25	Strength Score 5 through 25	Strength Score 5 through 25
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