



CHARTING YOUR COURSE FOR SUCCESS!



Leadership and Proactive Risk Management Training for
Education and Social Services Professionals

Island Consulting and Training®
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About Island Consulting & Training® (ICT)

"The answers to the real problems we face in education and social services are never found in training manuals. Therefore, it is always a mistake to think we can teach people what to think. The goal, instead, should be to provide them with the tools they need to think through a problem, develop an ethical solution, and act in the face of profound stress. This is what ICT does. This is who we are."

Jamie Wolf, MPPA, CEO

Commitment to Excellence

ICT is committed to providing the latest, experiential, evidence-based training and consulting services to your organization. To that end, we seek out and participate in continuing education and certification at the highest levels of interactive learning available.

Jamie Wolf founded Island Consulting and Training in 2006. Having enjoyed a career in public sector management, Jamie was aware of how advanced-level training would make an enormous impact on not only the professionals who work with children in education and social services environments, but on the community at large. Jamie saw the need for this type of evidence-based training throughout schools, social work and other public service organizations. Through an immense passion and dedication, Jamie continues to solve complex problems in these environments by providing the most up to date, cutting edge training available.



"I am so grateful for Jamie's excellent training on Trauma Informed Care as it will be invaluable in my work with the mothers at the Homeless Shelter and with the foster children and their parents."

"I now have tools I can use to help these women and children cope with their trauma. Learning the importance of understanding the powerful effect stressors have on the central nervous system and thus the importance of becoming self-aware of individual stressors is essential for good decision making. Being self-aware gives a person the power to self-regulate, to respond rather than react. Two other tools I particularly liked were (1) Recognizing the need to debrief quickly to avoid PTSD and (2) the 4 questions to ask when in distress."

About the Instructor

Jamie Wolf McDermott, MPPA is a sociologist, Certified Professional Behavioral Analyst, public speaker & facilitator who builds comedy into intellectual, philosophical and leadership topics. Jamie lives on a five-acre farm on a beautiful island in the pacific temperate rain forest of North America.



Jamie is the founder and CEO of two thriving training businesses; one that serves law enforcement and social services organizations, Island Consulting & Training®. Jamie utilizes a special certification as a Life Mastery Consultant in their second business, Tribe 525®, to help individuals, families and civilian groups thrive and build lives that they absolutely love living. During Jamie's career in law enforcement, Jamie garnered expertise in exceptional leadership models within restorative justice and public safety environments. Jamie has enjoyed the privilege of creating exceptional learning environments for at-risk-youth in custody settings and adults within colleges, public service organizations, and law enforcement departments for over 25 years.

Jamie provides superb education on a wide variety of subjects including ethical decision making; creating organizational and personal vision and mission statements; is a communication expert and loves working with and teaching about trauma informed care; interpersonal neurobiological responses to stress; emotional reactivity/activation and subsequent outcomes related to harmful cognitive and behavioral outcomes (excessive use of force); risk management; diversity; communication competencies; conflict management; leadership concepts; and other vital workplace and personal topics. Jamie has been called a "communication Ninja" and ICT courses consistently deliver relevant and evidence-based training.

"Jamie's ability to make complex, sensitive material accessible and engaging to audiences" is both widely recognized and unwaveringly lauded. Jamie is a sought-after Keynote Speaker and large event facilitator for law enforcement, community-based organizations, social services organizations and schools. Jamie leads seminars in the private sector as well and works with families, individuals and is a coach to coaches. Jamie's expertise in curriculum development and the creation of exceptional adult learning environments, creates wide ranging appeal to diverse audiences.

Jamie holds significant experience in leadership roles in numerous capacities within restorative justice and public safety environments. Jamie's practical experience provides the necessary insight to become an exceptional educator on these subject matters. Jamie's experience includes working many years as a Probation Officer, managing and supervising units of up to 32 sworn officers, successfully implementing numerous large-scale, highly effective, evidence-based programs, and serving as the Training Manager for over 600 employees. Jamie was the Use of Force Expert for their department, authored the Use of Force Policy that is still in effect today, and served as both an OC and Defensive Tactics Instructor, receiving special recognition for exceptional service. In addition, Jamie holds lifetime certification as FBI trained Rangemaster and was a certified Gracie Jiu Jitsu G.R.A.P.L.E instructor. Jamie is a master instructor and has trained hundreds of in-house instructors. Specialized United States Department of Justice training includes the core areas of Training Management, Leadership Development, and Firearms Instruction.

Jamie is constantly seeking avenues to advance learning in order to provide students with the most up to date, cutting edge, evidence-based training programs available. Since 2014, Jamie has completed over 500 hours of training specific to conflict resolution, emotional intelligence, treating trauma, trauma informed care, creation of organizational visions and competent communication. Jamie is committed to providing the most current, experiential material to students. Jamie's dedication and passion for the subject matter is further evidenced by the consistent praise received from students who routinely applaud Jamie's charismatic, humorous, learner-centered approach.

Jamie holds a master's degree in Public Policy and Administration from California Lutheran University, where their thesis and project work focused on Developing Leadership Competencies in Public Safety Organizations, Ethical Decision Making & Risk Management, and Development & Implementation of Evidence-Based Programming in Juvenile Justice Settings. Jamie also holds a bachelor's degree in Sociology with an emphasis on Criminology and Corrections from California State University, Northridge.

What participants are saying about ICT's Implicit Bias Training:

"Jamie was selected as our keynote speaker at our annual education conference that focuses on foster, homeless, migrant, and parenting students. In addition to her keynote, she presented several workshops at the conference. The message she delivered to an audience of about 250 people infused us with hope and renewed motivation to care for our students and ourselves. Participants expressed appreciation for the "Pit, Pivot, Dip" framework. We had an overwhelming number of requests to bring Jamie back as soon as possible for a longer workshop. We are eager to work with her again, as are a number of other school districts that attended the conference."

Ventura County School Administrator

"I feel so privileged to have had the opportunity to participate in your training...I feel I have grown so much personally and professionally through your sessions over the last several weeks."

"You are an amazing teacher, facilitator and consultant. I appreciate the wealth of thought-provoking information you shared with us and the discussions you lead."

"This is one of the most powerful experiences I have ever participated in!"

"Jamie, thank you so much for your wisdom, expertise, sharing and questions."

"[My takeaway] from today is the reminder that we are all human and all hear/see/experience things differently based on our own life experiences. Differences of opinion of feelings does not need to become a battle, especially if empathy is involved. Also, being disappointed in someone's behavior does not mean they are less of a person."

"[I learned] the keys to EI conversations – the importance of focusing on those elements in every conversation. How it makes the other person feel seen and heard, how it meets our most primal need."

"I have learned the importance of not holding a pre-conceived belief about people when I have conversations with them."

"[Today I learned that] the space that we intentionally create, by being empathetic, authentic and present, allows us to collectively create a harmonious environment for our colleagues and students."

"[I learned to] really identify what I consider my strengths, opportunities, problems and threats."

"Jamie, thank you so much! Amazing training!"

"The spot matrix helped me differentiate my problems as my vulnerabilities and my threats as my voice of criticism."



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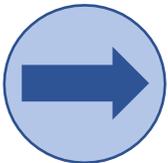
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NEW FROM ICT

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Regulating the Autonomic Nervous System During COVID-19:

Mental Aspects of Surviving the Unthinkable



Upon completion, participants will be able to:

- Explain the physiological effects of extreme stress and mitigating factors during situations such as the COVID-19 pandemic
- Explain the six areas of Autonomic Nervous System Precision Regulation according to Dr. Babette Rothschild
- Explain the Somatic Window of Tolerance
- Explain the three key components involved when making decisions under extreme stress

Instructor Specialty:

Jamie has received over 2,000 hours of specialized training around neurobiological reactions to fear, neuro linguistic programming and most recently completed The Treating Trauma Series with The National Institute for the Clinical Application of Behavioral Medicine (NICABM). Use of tools can be immediately utilized by staff to identify personal triggers and reactivity when under stress. Jamie's extensive work with emotional intelligence and neurobiological responses that occur in emergent situations bring the student myriad tools to manage the personal and professional effects of this pandemic.

Course Summary:

Studies show that students and school staff who take conscious, decisive action in an emotionally difficult or dangerous situation, such as the COVID-19 pandemic, are significantly less likely to suffer from depression, regret or, in the worst case scenarios, PTSD. In a world where mental preparedness has become essential, and we find ourselves under extreme pressure, the personal and interpersonal skills required to make effective decisions in an emergent situation are, according to research, only practiced, understood and mastered by 60% of the population.

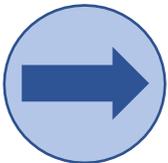
This interactive course introduces the participant to a three-step process that engages the rational decision-making part of the brain and uses neuroscience to explain how one can manage traumatic, challenging circumstances, such as the COVID epidemic and magnified racial tensions, even when emotional resources are low. The very individual somatic window of tolerance is introduced and addressed in detail. This key component can be utilized to identify when a student, parent, or staff member may be experiencing traumatic stress and can be utilized as a powerful mental health risk management tool.

The work of Dr. Babette Rothschild, P. Levine, Ph.D. and other experts are introduced. Participants study the specifics of the Autonomic Nervous System: Precision Regulation and how to identify precisely what primary state is present as well as the recommended intervention based on this analysis. This extremely impactful tool can be utilized to manage traumatic experiences utilizing intervention, prevention of vicarious trauma and prevention of compassion fatigue.

Participants will have the opportunity to prepare a personal plan that can be immediately implemented. This course applies best practices in decision making during stressful situations, decision making under stress. The issues that surround this key teaching topic afford the student the opportunity to leave the training with a clear and immediately implementable plan of personal and professional care designed to mitigate the emotional effects of the pandemic.



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HIGH DEMAND ICT COURSES

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Cultural Competence:

Creating Respectful Cross-Cultural Environments



Upon completion, participants will be able to:

- Define implicit bias
- Identify and list five personal biases
- Name the four cognitive components of cultural diversity
- Teach the circle of perception
- Define the window of somatic tolerance
- Discuss the difference between impact and intention and how to utilize this tool in discussions that involve accusations of wrongdoing
- List their personal triggers in challenging situations and discussions

Course Summary:

Given our current social and political environment, cultural competence is critical to promoting student growth and achievement in school settings. Cultural Competence is defined as a set of congruent behaviors, attitudes and policies that come together in a system, agency, or among professionals and enable that system, agency or those professionals to work effectively in cross-cultural situations. Conversely, cultural incompetence in the education community can damage students' self-esteem and lead to poor academic and social outcomes.

The observable psychological impact of implicit bias on students, colleagues, community-based organizations, etc. can go largely unnoticed until a complaint or threat of a lawsuit brings them to light. In this highly experiential course, participants will explore the four cognitive components necessary for developing cultural competence according to Diversity Training University International: **Awareness, Attitude, Knowledge and Skills.**

Interpersonal competence in cross-cultural situations is the key to creating environments that are safe so that educators can fulfill our mission of equitable education for all.

Please Note: This is not a culture-specific training.



Conscious Communication:

*Strategies for Creating
Respectful, Collaborative
Models*



Island Consulting & Training's Most Popular Course:

Island Consulting & Training (ICT) is pleased to announce our most popular course for 2018. Over 1500 students enjoyed this course and it has been rated as consistently superior in evaluations. ICT combined over 400 hours of the most up-to-date, evidence-based training to bring you a course that will not only improve your current communication skills, but provide you with advanced methods to enhance teamwork, collaboration, and cooperation in the workplace.

Course Summary:

This course will combine the evidence-based practices of interpersonal neurobiology with integral communication models such as Non-Violent Communication (NVC), Motivational Interviewing, and IMAGO to teach participants respectful, collaborative communication strategies. This systemic approach teaches the communicator how to utilize both empathetic listening and needs acknowledgement, and how to open the door to behavior modification requests. The participant will learn how to listen effectively, discover limiting beliefs, dispel labels, define what the window of somatic tolerance is, understand one up-one down thinking, explore the role of power and identity in communication, and investigate the difference between impact and intention. We will also examine the drama triangle of villain, victim and hero as it pertains to the workplace. This course will ultimately enhance every participant's idea of what it means to be heard and respected and how to powerfully communicate through identification of core needs.

Upon completion, participants will be able to:

- Teach the drama triangle of villain, victim and hero as it pertains to the workplace
- Teach the circle of perception
- Discuss the difference between impact and intention and how to utilize this tool in discussions that involve accusations of wrongdoing
- Describe the OFNR model of NVC
- Demonstrate the IMAGO communication model of compassionate and empathetic listening
- List their personal triggers in challenging situations and discussions



Emotional Intelligence:

The Path to Health Through Understanding Trauma and Resiliency



Course Summary:

In 2018, Island Consulting and Training conducted a study of childhood trauma among those working with at-risk youth. The findings were shocking. Using the Adverse Childhood Experiences Study (ACE study),

This highly focused course is specifically designed for teachers, counselors, front office staff, and administrators.

Utilizing a risk management perspective, participants will learn how a failure to address their personal trauma histories negatively impacts retention, productivity, sick time usage, workplace culture, resiliency, efficacy, efficiency, personal and employee health. The experiences faced daily by teachers and staff create vicarious trauma, mental and emotional exhaustion. This often leads to burnout, physical and emotional illnesses, and prematurely leaving the education field.

It is not enough to understand our personal ACE score. A specific, S.M.A.R.T. plan must be implemented by each individual to shift traumatic experiences into resiliency and growth. During this interactive course, participants will create a personalized plan based on the five components of emotional intelligence. They will also learn about how, under stress, they can move to adapted behaviors and stop utilizing unhealthy emotional behaviors. Participants will leave the classroom with a plan for self-care which also includes movement, balanced diet, portion control, hydration, basic food preparation, basic exercises that can be done while working, strategies to support positive mental health, breathing exercises, the importance of restorative sleep and more.

Upon completion, participants will be able to:

- Identify and explain the ACEs study and the outcomes found during a study of probation staff and the children housed in juvenile halls and camps in California
- Explain the five components of emotional intelligence and how they relate to physical and excellent (or poor) mental health;
- Discuss a personal risk management plan that addresses areas of concern for themselves
- Identify how diet affects stress, mental health, and appetite
- Explain five tools that can mitigate stress and trauma experienced in the workplace
- Explain how personal resiliency factors influenced ACEs scores and what resiliency factors promote health and happiness



Utilizing Emotional Intelligence to Understand Implicit Bias

Stereotypes Prejudice Unfair
Research Behavior Beliefs
Groups **IMPLICIT BIAS** Subtle
Disrespect Unconscious
Psychologists Reaction Train
Corporations Decisions Race
People Social Subconscious
Judgement Hidden Ethnicity
Cognition Preferences Gender

Upon completion, participants will be able to:

- Name the 5 components of emotional intelligence
- Define each of the 5 components of emotional intelligence
- Explain why emotional intelligence is key to understanding implicit bias and why both are perishable skills
- Name 3 ways that implicit bias can impact social regulation and social skills in negative or positive ways
- Name 5 origins of implicit bias in their life

Course Summary:

During this highly interactive course, participants will learn the five components of emotional intelligence while focusing on self-awareness and self-regulation. Because implicit bias is defined as the beliefs we have about others, both conscious and unconscious, it is vital that we have profound self-awareness and develop exceptional social skills in education and social services environments.

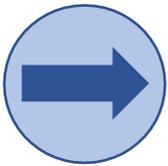
Instructor Specialty:

Jamie has received over 200 hours of specialized training regarding implicit and explicit bias and the issues that surround these key teaching topics. Her training took place in San Francisco with groups of people that are working towards opposite goals and in some cases have openly hated one another for many years. This provided a rich learning environment where she learned tools that work even when the stakes are the highest. Jamie has mastered the neurobiological responses that occur based on bias and has facilitated over 300 courses that included this topic. This new course was developed to allow ample time for participants to explore their personal implicit bias and the origins of that bias. Jamie's experience teaching Ethical Decision Making has afforded her a special lens through which law enforcement utilizes beliefs and biases when making decisions. She also has focused on this topic in her popular course, Conscious Communication where the work of Dr. Marshall Rosenberg is used to teach officers how to speak during high risk situations and when they are triggered. Jamie has incorporated Emotional Intelligence into the curriculum as well and ties self-awareness as a key to understanding reactions, reactivity and how to self-regulate when adrenaline is on board and emotions are high.





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FOUR HOUR TRAININGS

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AB 2504:

LGBT+ Training for Education Professionals



Upon completion, participants will be able to:

- Understand the terminology used to identify and describe sexual orientation and gender identity
- Learn how to create an inclusive classroom and campus for sexual orientation and gender identity minorities
- Learn about important moments in history related to sexual orientation and gender identity minorities

Course Summary:

This training regarding sexual orientation and gender identity minority groups includes specified topics, including the terminology used to identify and describe sexual orientation and gender identity and how to create an inclusive classroom and campus for sexual orientation and gender identity minorities.

During this highly interactive course, participants will explore LGBT+ Awareness, develop an understanding of the difference between sexual orientation and gender identity and how these two aspects of identity relate to each other and to race, culture, and religion.

Instructor Specialty:

Creating strength based, inclusive workplaces today is supported by best practices and in this course, students will have the opportunity to understand the keys to participating in open, inclusive environments where diversity is honored and respected.

Jamie spent a year in an intensive Non-Violent Communication program in Oakland, CA working with divergent groups including LGBT+ populations. Jamie's work in this capacity exposed her to many of the ways humans express their sexual orientation and gender identity and learned about the deep complexity of the human-being and how our basic human needs for equality and respect impact our actions. Jamie came to understand that only through a lens of intersectionality, can our goals of healthy workplace environments for all be met. Jamie's study and personal experience bring the "human" factor to this course. Jamie was the first openly lesbian person hired by her probation department and this experience provided her with a lens specific to the world of probation. Jamie is committed to assist departments in providing a safe place for all to work and be. She looks to the basics of human dignity as a map to meet the common goals and mandates of the State of California regarding this topic.

Awareness

Attitude

Knowledge

Skills

Emotional Intelligence:

The Five Keys to Success



Upon completion, participants will be able to:

- List the five components of emotional intelligence
- List the five keys to successful conversations
- Define empathy
- Define the acronym H.A.L.T.
- Define two of their personal patterns in conversation
- List four components of Step 5: Delivery

Course Summary:

During this highly interactive course, participants will discover the five components of emotional intelligence according to the work of Daniel Goleman. They will also explore the Five Keys to Successful Conversations that meet the five criteria of emotional intelligence and create a plan to grow their own skills around EI.

Instructor Specialty:

Jamie has received over 2,000 hours of specialized training around emotional intelligence and the issues that surround this key teaching topic. Jamie has mastered the neurobiological responses that occur based on emotional intelligence and has facilitated over 300 courses that included this topic. This new course was developed to allow ample time for participants to explore their personal EI. Jamie ties self-awareness as key to understanding reactions, reactivity and how to self-regulate when adrenaline is on board and emotions are high.





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ADDICTION

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Addictionology

101:

*Creating Respectful,
Collaborative Models
with Substance
Abusers*



*"Excellent, exciting course.
Should be mandatory
training for all staff."*

Drug Court Psychologist

Upon completion, participants will be able to:

- *Describe Maslow's Hierarchy of Needs*
- *Describe the addiction model using STH vs. STL and LTH vs. LTL*
- *Teach the circle of perception*
- *Discuss the difference between impact and intention and how to utilize this tool in discussions with drug offenders*
- *Describe the OFNR model of NVC*
- *Demonstrate the IMAGO communication model of compassionate and empathetic listening*
- *Assist students with identifying triggers associated with challenging situations*

Course Summary:

This course will combine the evidence-based practices of interpersonal neurobiology such as Non-Violent Communication (NVC), Motivational Interviewing, IMAGO and other related models to teach participants respectful, collaborative communication strategies when working with substance abusers. This systematic approach teaches the communicator how to utilize empathetic listening and acknowledge needs which leads to the ability to make requests to modify behavior. The participant will learn how to listen effectively, discover limiting beliefs, dispellabels, definewhat the window of somatic tolerance is, one up- one down thinking, power and identity, our circle of perception and impact vs. intention. We will examine the model of addiction, the 21-day commitment and the 8- day relapse window. An in-depth study of Maslow's Hierarchy of Needs will be explored and tied to ordering of rehabilitative goals.

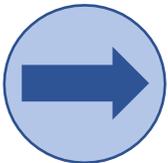
This highly interactive course was developed specifically for school staff who work with students dealing with personal or familial addiction. The training is highly customizable to various audiences, including counselors, administrators, and teachers.

This course will provide participants with advanced methods to enhance their ability to work with best practice models within addiction models.





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COMMUNICATION

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Competent Communication



Course Summary:

During this interactive and evidence-based course, participants will be exposed to an innovative look into how each of us learns, perceives, and processes information, and when and why certain individuals take certain actions. The result: our differences are more thoroughly understood and new perceptions are developed, thus allowing for profound organizational growth and change.

Designed to better the communication and interpersonal dexterities of the participant, this class will assist in the development of skills directly tied to communication between students and staff as well as between colleagues. The participant will learn to identify and understand the different ways people learn and manage information. At the end of this course, participants will have the requisite tools to accommodate different learning styles when teaching to a diverse classroom, to communicate with colleagues in a more successful manner, and to plan effective lessons and team meetings that address the needs associated with all learning styles.

This highly experiential, fun course consistently receives outstanding reviews and is regularly selected as one component of the two- or three-day leadership/management/executive seminar and teambuilding retreats. If you are ready to dramatically improve the way your leadership teams communicate and collaborate, this is the course for you!

*Recommended Participants:
Administrators, Teachers,
& Counselors*

Upon completion, participants will be able to:

- *List the four preferences humans have in relation to learning*
- *List the three things that learning styles influence*
- *Define the differences between left and right mode thinking (watching vs. doing)*
- *List the four learning styles according to Dr. Bernice McCarthy*
- *List the best and worst learning styles for their own personal learning style*
- *Define why an understanding of other learning styles is key to the effective leader*
- *List learning style characteristics that support learning for all groups*
- *Plan effective training for diverse learning styles in accordance with the needs, strengths and motivators of team members*





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TRAUMA

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Title 15

Trauma Informed Care

THIS COURSE IS SPECIFICALLY DESIGNED FOR EDUCATION PROFESSIONALS



Upon completion, participants will be able to:

- Identify trauma and delinquency and how exposure to traumatic events affects the thoughts, feelings, and behaviors of children and adolescents
- Understand trauma's impact on development and how trauma may derail normal childhood and adolescent development and affect an individual's ability to adapt to and cope with challenging situations
- Define coping strategies that will help them better understand the behaviors that young people develop to survive traumatic events, and what happens when these ways of coping are no longer appropriate

Course Summary:

During this highly interactive course, participants will learn approaches and techniques to reduce the stress faced while interacting with traumatized. By understanding trauma, teachers, counselors, and administrators can become more effective and find greater reward and success working with the youth in their care.

In 2018, Island Consulting and Training conducted a study of childhood trauma in probation staff and the children in custody. Numerous Probation Departments participated in that study. The findings were shocking.

In addition to facilitating the above study, Jamie received specialized training from the National Institute for the Clinical Application of Behavioral Medicine's Treating Trauma Master Series in 2019. Jamie has been committed to the study of trauma for many years and has direct experience in managing traumatic responses in children and adolescents through specialized training from the Department of Justice's Federal Bureau of Investigation. As a member of a California Probation Department Management team, she designed, implemented and managed an award-winning program that reduced violence and recidivism by employing the methodologies taught in this course.

