

RICH® Relationships 101 training

This one-day training is a derivative of the Risking Connection® model, an evidence-informed promising practice listed with the NCTIC and CEBP registry. Risking Connection® is delivered to skilled helpers in multiple disciplines across an 18-20 hour time span. It was adapted to this version using inputs from research in efficiency in learning to maximize learning benefits. We recommend this for non-clinical staff who have very limited interaction with service recipients, customer service representatives, and claims agents as well as nurses, and allied health professionals.

Learning objectives for the training are that participants will be able to:

1. Demonstrate knowledge comprehension of:
 - a. Trauma as a unique, subjective experience framed by a set of common characteristics
 - b. Characteristics of potentially traumatic events and how they may present in the PCP setting
 - c. Current problematic behavior as adaptation to previous experiences
 - d. The RICH (**R**espect, **I**nformation sharing, **C**onnection and **H**ope) relationship as an operating philosophy and its impact on the provider-patient relationship
 - e. The impact on the self of traumatic experiences and how to manage it in the interest of their own health and their effectiveness
2. Correlate elements of RICH* relationships to desirable relationship outcomes
3. Develop relational RICH*- based strategies for responding to others.
4. Develop effective self-care strategies for themselves to mitigate the impact of personal histories and work exposure.

The adapted training is a one-day session (8 hours with lunch and breaks) with 6.5 hours of instructional time. It is best to offer lunch in the room so as to ensure an on-time start after lunch (the timing is far more controlled in this delivery).

The 6.5 hour instructional time employs a variety of learning methods that engage successive, discovery based experiential meta-learning. These methods include lecture, Q&A, team and solo table activity, and case work. Because of the time constraint, only one case is engaged, and it is woven into the learner guide in successive form with the questions built in to the learner guide. Learners work on reframing smaller “chunks” of the case at different content points. All necessary forms are incorporated into the learner guide, which reduces the mechanics of accessing activity forms.

This shorter version supplements the longer version by increasing the awareness and knowledge of additional providers in different disciplines.

Cost: \$1500 for up to 35 plus travel, client does copying