



**COLLIN COUNTY SHERIFF'S OFFICE
FALCON TRAINING COURSE TOPICS, FEE AND SCHEDULE
JUNE 17, 2020**

The COVID-19 public health crisis presents a complex scenario with medical, security, behavioral health and mental health challenges. Falcon's experts are ready to offer guidance and provide live, virtual training and programming for all Collin County Sheriff's Office Detention Facility front-line and supervisory staff. Falcon's experts will help them:

- 1) Establish and maintain a healthy mindset for adjusting to these new and emerging risks, and for the duration of the crisis (including stress, anxiety and fear, overwhelm, isolation, fatigue);
- 2) Identify strategies and new protocols for maintaining mental health and resiliency for themselves, for their colleagues, supervisees, and for the inmates; and
- 3) Equip and empower corrections, mental health and behavioral health front-line and managerial staff to help inmates in these evolving and restricted circumstances of incarceration (including awareness and assessment for at-risk medical conditions and behaviors).

TRAINING CONCEPTS & PLAN

Individuals with chronic diseases, health care and first responders, and persons with existing mental health and substance use conditions represent the highest risk for stress reactions during pandemics. As the correctional workforce has long struggled to maintain healthy states of physical and emotional wellbeing, today's challenges surrounding the coronavirus will likely exacerbate individuals' personal struggles with depression, anxiety, insomnia, and substance use. Deliberate actions to instill (even if only momentarily) a sense of calm, control, and unity will build staff resilience during crises and increase agencies' operational effectiveness.

Falcon's training plan focuses on staff preparation and response to the current state of COVID-19 and preventative measures for anticipated second and third waves of infection towards the end of this year and all of next year. This plan provides two options for the County to choose from:

Option 1: A 1-year (12-months) timeline, with 2 training sessions scheduled every month, and the first training being implemented by July 2020. Two classes will be held every month beginning July 2020, for up to 12 months. Each class will hold 30 participants with each session slotted for 2 hours in length. The trainer will be streamed live into the training room or classroom and all classes will be interactive and focused on participants asking questions, sharing experiences and engaging in active learning. Classes will be recorded and 3 copies will be made available to Jail Administration and the Collin County



Sheriff's Training Academy immediately after the training (see training schedule attached, specific dates and times TBD).

Option 2: A 2-year (24-months) timeline, with 1 training session scheduled every month, and the first training being implemented by July 2020. One class will be held every month beginning July 2020, for up to 24 months. Each class will hold 30 participants with each session slotted for 2 hours in length. The trainer will be streamed live into the training room or classroom and all classes will be interactive and focused on participants asking questions, sharing experiences and engaging in active learning. Each class will be recorded and 3 copies will be made available to Jail Administration and the Collin County Sheriff's Training Academy immediately after the training (see training schedule attached, specific dates and times TBD).

Training Topics Included:

Resiliency & Wellness Curriculum

1. Building the Foundation: Wellness, Resilience & A Fresh Mindset

This workshop will provide an overview of wellness and resiliency, review the reasons we all struggle to be resilient from time to time and lay out the foundational tools and strategies participants can use to start building a more resilient life. We will also take a deep dive into mindset and explore why this is one of the most critical aspects to building a resilient life. We will explain how our mindset is developed, the people and situations that influence it and how we can learn to change it. We will also discuss the specific barriers correctional officers face regarding mindset and how to overcome them. Additionally, we will spend time discussing how the stories we tell ourselves (about ourselves and others) influence our behaviors, habits, choices and perspectives on the world, and how changing these stories will change our lives. Finally, we will use interactive discussion, exercises and activities to highlight and identify the participant's mindset issues and facilitate real-time application of the tools we have explored.

2. Coping, Managing Emotions, Forgiveness & Letting Go

Learning about the different categories of coping skills and when to best use them is a critical tool for wellness and resilience. This workshop will define what coping means, the reasons many of us rely on negative coping strategies and the dangers of relying on them, explain the three different kinds of healthy coping, and the reason proactive coping is critical, yet rarely utilized. We will also explore the four main reasons we end up in negative emotion, detail how to learn to use negative emotions as a GPS to help us work through them, and how to keep from staying stuck in negativity. Additionally, we will also detail the challenges of forgiving, practices that will help participants to forgive and learn how to let go of the pain from the past and anything else that is no longer serving them. Participants can expect to use self-assessments, self-reflection, small group discussions and activities during this class to gain clarity on the areas they struggle and be able to practice the tools that will help them the most.



3. Creating A Vision, Utilizing Structure & Staying Gritty:

It's hard to be resilient when you don't have something you are looking forward to, or a way to hold onto the dream until it manifests. This workshop will focus on the critical nature of having and creating a vision, lay out how to create one you can achieve (personally and professionally) and how to increase your grit so you can ensure you can make it through the tough times. Additionally, we will detail essential role structure plays in our daily lives and how a lack of structure, organization and planning leads to reduced wellness and an inability to be resilient. In this workshop, participants will create a new vision for themselves (personally & professionally) and conduct a life audit where they will identify how their current structure or plan (personally and professionally) is serving and/or limiting them. We will explore the benefits of creating structure and organization in our daily lives, detail the reasons people struggle to do so and the consequences that occur, examine how too much structure (rigidity) leads to different problems and how to find the ideal balance. We will use interactive exercises, small group discussion and self-reflection activities to bring to life the benefits and challenges inherent in these concepts and help participants leave with a plan on how to better plan and organize their life.

Frontline Leadership Curriculum

1. Making Your Words an Asset Not A Liability: How to Improve What You Say & How You Say It

With up to 80% of all organizational problems rooted in poor communication, employees and supervisors are not nearly as adept as they should be in the way they send and receive messages. This is especially true during times of crisis, when emotions are high, time is short, and things change rapidly. This course will explore all the components of interpersonal communication, teach strategies to enhance communication skills, and help participants understand how and why miscommunication occurs. Participants will also learn about how the masks we wear and invisible filters we use distort the messages we send and receive and how to overcome these barriers. Participants can expect to self-assess their strengths and weaknesses in communication, engage in interactive small group practice of the concepts and participate in large group discussions to solidify the tools and strategies learned.

2. Strength-Based Leadership

We are at our best when we lead with our strengths and use them strategically. Especially during times of crisis, we have to be intentional about showing up with our best selves and be adept at bringing out the best in those we lead. This course will describe the strength-based approach, explain why it is critical to use during times of crisis, and describe the concrete benefits to utilizing this approach with employees (i.e., increased productivity and engagement, reduced absences, higher satisfaction, and lower turnover). Participants will learn how to build solid and productive relationships with their supervisees and be able to assess and develop their strengths. Additionally, the course will explore when strengths can become a liability and



how to more effectively moderate strengths to keep them from reducing a leader's influence. Participants will complete a strengths test prior to the class and bring their results to share. This report will be utilized during self-reflection exercises, paired team activities, and small and large group discussion. Participants can expect to leave with a new perspective on leadership, tools to develop more influence and strategies to better coach those they lead.

PROPOSED COST: \$146,650



ATTACHMENT A: TRAINING SCHEDULE

OPTION 1:

TRAINING ACTIVITY	
Collin County Sheriff's Office - July 2020 Start	
DESCRIPTION	
1 year- Virtual Wellness/ Resiliency/ Leadership Training Plan for CO's, Health and Mental Health Staff:	
SCHEDULE	
07- 2020	2 sessions (30 participants)
08- 2020	2 sessions (30 participants)
09- 2020	2 sessions (30 participants)
10- 2020	2 sessions (30 participants)
11- 2020	2 sessions (30 participants)
12- 2020	2 sessions (30 participants)
01- 2021	2 sessions (30 participants)
02- 2021	2 sessions (30 participants)
03- 2021	2 sessions (30 participants)
04- 2021	2 sessions (30 participants)
05- 2021	2 sessions (30 participants)
06- 2021	2 sessions (30 participants)

*Note: Exact times and dates TBD with Collin County Sheriff's Office.



ATTACHMENT A: TRAINING SCHEDULE

OPTION 2:

TRAINING ACTIVITY	
Collin County Sheriff's Office - July 2020 Start	
DESCRIPTION	
2 year- Virtual Wellness/ Resiliency/ Leadership Training Plan for CO's, Health and Mental Health Staff:	
SCHEDULE	
07- 2020	1 session (30 participants)
08- 2020	1 session (30 participants)
09- 2020	1 session (30 participants)
10- 2020	1 session (30 participants)
11- 2020	1 session (30 participants)
12- 2020	1 session (30 participants)
01- 2021	1 session (30 participants)
02- 2021	1 session (30 participants)
03- 2021	1 session (30 participants)
04- 2021	1 session (30 participants)
05- 2021	1 session (30 participants)
06- 2021	1 session (30 participants)
07- 2021	1 session (30 participants)
08-2021	1 session (30 participants)
09-2021	1 session (30 participants)
10-2021	1 session (30 participants)
11-2021	1 session (30 participants)
12-2021	1 session (30 participants)
01-2022	1 session (30 participants)
02-2022	1 session (30 participants)
03-2022	1 session (30 participants)
04-2022	1 session (30 participants)
05-2022	1 session (30 participants)
06-2022	1 session (30 participants)

*Note: Exact times and dates TBD with Collin County Sheriff's Office.