

## **Rebecca Schueller Training & Consulting presents:**

### **Creating Organizational Cultures that Support Staff & Client Well-Being**

**(Formats:** This can be offered as a Two-Hour Presentation, a half-day or a full-day workshop)

**Presentation Description:** Is your organizational culture intentional? Or, did it just happen? We know when our organizational culture feels healthy...and when it does not. We all want to work in healthy, functional organizations. But sometimes we're so busy "doing" the work, that we forget to "plan" the work in a way that is mindful of employee and client needs. Does your organization consider itself trauma-informed? Do you have ways to address compassion fatigue, burnout, and vicarious trauma? Organizations spend a lot of time talking about burnout, but not nearly as much time discussing "what works." Often organizations discuss how they can support staff in taking better care of themselves. But fundamentally, burnout and compassion fatigue need to be addressed at the organizational level and not just at the individual staff level. And, staff at all levels of the organization need high quality support from the organization. In turn, high quality support promotes staff retention, which saves time and money. It is important to recognize that how your organization cares for your staff affects how your staff care for your clients. This presentation addresses:

- What is burnout/compassion fatigue?
- Co-worker and supervisory relationships make a critical difference
- How do you create a team designed alliance amongst your staff?
- Organizational structural supports that promote staff well-being
- Self-Care strategies for service professionals

**Intended Audience:** Both new and experienced staff can benefit from revisiting organizational best practices and exploring the concept of the "team designed alliance." Staff and volunteers at all levels are welcome to attend this presentation. While this presentation was developed specifically for human services organizations, many of the principles are applicable to the fields of business, government, and education.

### **About Your Trainer**

Owner and principal consultant, Rebecca (Becky) Schueller, has three decades of experience working with national, urban and rural nonprofits, community groups, tribal organizations and small businesses. In addition to 30+ years of management and leadership experience with nonprofits, Becky has served multiple community agencies in Chicago and the Bemidji area in Board, committee, and consultant and training roles. Becky brings a perspective to this training informed by her experience as a nonprofit board member, board chair, and as an Executive Director.

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

*Texts:* (218) 760-9470 ◆ *Email:* [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

*Mail:* P.O. Box 1513, Bemidji, MN 56619-1513

*Website:* [www.bemidjiconsulting.com](http://www.bemidjiconsulting.com)

**About Your Trainer Continued:** Becky served as Executive Director for Evergreen Youth & Family Services in Bemidji for nearly 16 years (2001-2017). Evergreen's \$1 Million budget more than doubled during Becky's tenure and the staff grew from 20+ to 40+ members. After relocating to Minnesota in 1998, Becky developed the first *Catalog of Philanthropy* for the Northwest Minnesota Foundation, served as a Business Development Specialist for the Native American Business Development Center and worked for the Midwest Alliance of Sovereign Tribes in Cass Lake. In 2018-19, Becky served as the Continuum of Care Coordinator for 12 counties in Northwest Minnesota, assisting with allocation of HUD funding for housing and homeless services.

## **About Rebecca Schueller Training & Consulting**

Rebecca Schueller Training & Consulting delivers services designed to support staff and board members in nonprofits/tribes/cities/counties/and small businesses working to create community impact develop well functioning work environments. Services help Boards of Directors, CEOs and staff build on existing strengths and make needed changes to advance their work. Becky can help your organization create a board/CEO partnership, develop supervisor-staff designed alliances, conduct meaningful strategic & program planning, build stakeholder investment in your organization and explore new approaches and resources. When your organization faces challenges (or new opportunities), ask Becky for advice.

## **Professional Endorsements**

"She cultivated her colleague's strengths and delegated tasks to achieve great outcomes. Becky adhered to a team model and encouraged healthy debate and consensual decision-making among the board of directors, management team, and program staff."

*Bob Enger and Mary Auger (Board Members), Evergreen Youth & Family Services*

"Most notable perhaps is Becky's ability to work effectively and respectfully with people of diverse backgrounds and experiences. Such people ranged from corporate leaders, YMCA CEOs and board and campaign volunteers on the one hand, to staff colleagues, international counterparts and program beneficiaries on the other. It was wonderful to see and I believe that she did so not as a management tactic, but as a function of her values".

*Scott Charlesworth, Team Leader, Freedom House-Mexico*

"Becky was also a good advocate for other staff, both personally and professionally. She advocated for fair treatment of other staff and helped other management staff understand line staff concerns.

*Sam Evans, Director, International Division, YMCA of the USA*

Becky has provided outstanding support and guidance to our local food shelf. She is smart, gracious and brings a world of practical experience to her work. We were looking for help in re-organizing our board structure, and Becky provided the tools and wisdom to guide us through our transition. Her warm and friendly style make her a pleasure to work with.

*Jim Fretheim, President, The Bemidji Community Food Shelf Board*

❖ **Rebecca Schueller Training & Consulting, LLC** ❖

Texts: (218) 760-9470 ♦ Email: [Becky@bemidjiconsulting.com](mailto:Becky@bemidjiconsulting.com)

Mail: P.O. Box 1513, Bemidji, MN 56619-1513

Website: [www.bemidjiconsulting.com](http://www.bemidjiconsulting.com)