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Workforce Development Team

Members of the MCH Workforce Development Team are MCH influencers who provide learning opportunities, resources, and programmatic infrastructure to develop, influence, and support partners in courageously pursuing systems change.

How to Reach Us:

- Click [HERE](#) to Submit a Work Request

Individual & Team Assessments

Intercultural Development Inventory:

The Intercultural Development Inventory (IDI) assesses intercultural competence - the ability to shift cultural perspectives and appropriately adapt behavior to cultural differences and commonalities. The assessment is a 50-item online questionnaire and usually takes 15-20 minutes to complete. Folks must participate in individual debrief sessions (~45-50 minutes) to receive their IDI results/profile. The assessment cost is \$23 per person.

Intercultural Conflict Styles Inventory:

The Intercultural Conflict Style (ICS) inventory offers insight into one's own conflict approach and increasing awareness of distinct conflict styles. The tool can help manage stress and anxiety around intercultural conflicts, communicate appropriately, and improve relationships with people. The assessment is an 18-item online questionnaire and costs \$22 per person. A profile report with in-depth information about your communication and conflict style will be provided.

StrengthsFinder:

The 30-minute online CliftonStrengths assessment measures a person's natural talents within 34 themes. By revealing how each individual most naturally thinks, feels, and behaves, the assessment can help people and teams identify and build on the areas in which they have the most potential to grow and succeed. CliftonStrengths Top 5 assessment - \$19.99 and CliftonStrengths34 assessment - \$49.99 (*Coaching, consultation, and training available by a Certified Strengths Coach for anyone who has taken or wants to take the assessments.*)

Emotional Intelligence (EQ-i 2.0):

Emotional intelligence skills are critical for building relationships and teams, resolving conflict, solving problems, leading effectively, and building resilience. The EQ-i 2.0 provides you with a detailed report on where you are potentially overusing or underusing elements of emotional intelligence, how your EQ competencies work together for effectiveness, and strategies for bringing your EQ competencies into balance for greater effectiveness. The assessment is made up of 133 statements, takes approximately 20 minutes to complete, and costs \$76/person. Each assessment should be debriefed individually. A *workshop that sets the context for emotional intelligence and why it is important in the workplace is recommended* ([see workshops below](#))

Emotional Intelligence 360 (EQ-i 360):

As leaders, a part of creating psychological safety for our staff and teams is the ability to give and receive feedback. For some of us, our job as leaders is to supervise. As such, for those of us who

supervise, we have accepted the role/responsibility for giving feedback as a part of that role. Feedback can't always roll downhill. To create a culture of trust, we have to be able to acknowledge our strengths while simultaneously being able to look at our areas of growth and development. The EQ-i 360 is a valid and reliable assessment that engages multiple perspectives to collect feedback from a variety of sources, including supervisors, peers, direct reports, clients, friends, and family. It gives a holistic view of how emotional intelligence is showing up in the workplace and can help participants identify areas where they may overestimate or underestimate their abilities, creating a gap between how they see themselves and how others see them. The assessment is made up of 133 statements, takes approximately 20 minutes to complete, and costs \$278-\$358/person. Each assessment should be debriefed individually.

Training & Consultation Topics

Advisory Board Development and Facilitation:

Advisory boards provide an opportunity to partner with community and youth members and are a step towards ensuring your practices, programs, and projects are meeting the needs of those most impacted. Whether you're starting a new advisory board and would like some guidance, or you would like to tap into our existing boards for feedback, we can provide thought partnership on how best to engage with community and youth members for what you need.

Coaching Skills for Leaders:

Coaching skills equip leaders with the tools for effectively motivating and connecting with individuals and teams on a deeper level. Coaching is a set of skills that allow leaders to address needs by:

- nurturing a psychologically safe relationship,
- listening actively for what is both said and unsaid,
- identifying potential barriers to engagement and success,
- facilitating insights,
- and providing the right amount of support for moving those insights into action.

Community and Youth Engagement:

Participants learn the basic tenets of Community Engagement, why it is critical, and the skills necessary for doing so. It supports ensuring the voices of communities (adult and youth) that are affected by systems are represented and engaged, a critical component of ensuring responsive and impactful programming and policies.

Emotional Intelligence:

This workshop will provide participants with an understanding of what EQ is, what it is not, and why it is important in the workplace. Participants will leave with practical strategies for developing emotional intelligence and applying it to real-world situations to achieve personal and professional goals. *(This workshop is best done in tandem with the EQ-i 2.0 assessment)*

Facilitation Skills:

Facilitation is something that we are often asked to do, but we don't usually have the opportunity to grow this skill set. Facilitation learning opportunities include skill-building training (e.g., facilitator style and skills, meeting design, and meeting facilitation techniques), as well as one-on-one or team consultations. These are essential skills to ensure that meetings reach the outcomes and objectives, as well as supporting everyone to participate.

Language Justice:

Language justice is the practice of ensuring everyone can participate and receive information, regardless of the languages they speak. Through training or consultations, we can support you in navigating this process to ensure language justice is at the forefront of your community engagement strategy. We move beyond translation and interpretation as an afterthought and understand language as an integral part of how communities are heard, respected, and included in decision-making.

MCH Strategic Anchor Leadership:

Strategic anchors are a programmatic mechanism that allows MCH to remain tethered and mindful of our desired state of shared alignment - alignment in how we identify, pursue, and create change within our priority areas. Anchors guide us in how we shape our work at the state and local levels, how we choose and take action on strategies, and how we measure the impact that our efforts have.

Because of the nature of anchors - being that of guides/tethers, the Strategic Anchor Leads do not “tell” priority implementation teams what to do. Instead, they provide a structured guide for remaining anchored despite the complex and challenging nature of our work. Because this is HOW we do our work, these anchors become a thread through everything we do and every decision we make.

Anchor leads ensure and/or directly provide training, consultation, and coaching to support state and local public health partners in developing and integrating the strategic anchors across all of the MCH priorities.

Navigating Change:

Change is a constant part of life and work. Change is a disruption to what is familiar, which can be challenging to adopt, even if it is something we choose and are excited about. There are times when we have the desire, the responsibility, and/or the power to make a change that will affect others. There are learning opportunities and tools to support determining when a change is needed, exploring options for change, understanding the technical aspects of the change, and addressing the people side of the change. There are also times when change happens to us. There are learning opportunities and tools to empower yourself to navigate the change.

Navigating Conflict:

Conflict is part of every workplace and relationship. And, when conflict arises, our nervous systems often move into protection mode, which can further strain relationships and team culture. This workshop offers a stress-responsive, trauma-informed approach to conflict and increases our capacity to guide conversations with compassion and clarity. Participants will have the opportunity to practice strategies to navigate conflict and learn the skills to repair after rupture.

Navigating Differences:

Workplaces often bring together people of different lived experiences, values, perspectives, and ways of working. These differences can spark creativity and innovation, but can also lead to misunderstandings. This workshop offers a stress-responsive, trauma-informed approach to navigating differences. We'll explore practical tools for engaging across perspectives, repairing after missteps, and cultivating connection even when viewpoints diverge.

Problem Solving:

There are formal and informal methods to analyze a problem and get to a solution. We can support by leading a structured process, preparing you to lead a process or use a tool, or providing thought partnership and fresh eyes.

Project Exploration:

There are formal and informal methods to determine what to do to solve a problem or meet a goal and prepare to kick off a project. We can support by leading a structured process, preparing you to lead a process or use a tool, or providing thought partnership and fresh eyes.

Project Management:

There are formal and informal methods to track all of the elements of a project. We can support by leading a structured process, preparing you to lead a process or use a tool, or providing thought partnership and fresh eyes.

Quality & Process Improvement:

There are formal and informal methods to review processes, products, and services to determine where improvements could be worthwhile. We can support by leading a structured process, preparing you to lead an improvement process, using a tool, or providing thought partnership and fresh eyes.

Regulation Strategies for Mitigating Burnout:

In this workshop, we will spend time understanding the science of stress and its impact on the body, brain, and behavior. We will learn and practice strategies for regulation to help mitigate and protect ourselves and our teammates from the long-term impacts of stress. This session will provide supervisors/leaders with the time to reflect on how we must start by regulating ourselves to effectively relate to our staff and teams.

Storytelling:

Storytelling is a powerful tool to build connections, promote healing, and make meaningful changes. Through workshops or tailored consultations, we can support you in building skills, capacity, and knowledge to both share stories and to listen to stories with intention. By integrating storytelling into everyday practices, we can strengthen relationships among your team and community, inform your process for decision-making, and include community voice in meaningful ways.

Stress-Responsive and Trauma-Informed Workplaces:

The purpose of this workshop is to learn how to cultivate a culture of care and belonging (psychological safety) through understanding and operationalizing stress-responsive, trauma-informed strategies. Typically 6-8 months long, this workshop will walk participants through the science of how stress/trauma impacts our bodies, minds, and behaviors, explore the benefits of somatic wisdom, and connect them to purposeful strategies at the individual, interpersonal, and organizational levels. This series creates an environment for people to slow down, learn, reflect, and identify how to best create and maintain regulation for themselves, others, and collectively as a team/organization.

Systems-Mapping:

Creating a visual representation of a system or parts of a system can illuminate opportunities, gaps, duplication, and possibilities for coordination, alignment, and leverage. It can also serve as a learning and communication tool. There are a variety of systems-mapping tools and processes that can be tailored to your needs, from a multi-month process that brings in a variety of partners to construct a detailed map(s) to a one-time exercise to gain some clarity.

Targeted Universalism:

Targeted Universalism (TU) is a methodology for creating belonging where a universal goal is identified and tailored approaches are used to help different groups reach the goal. Learning and implementation support are available for this program and policy design approach. Check out this [explainer video](#) for more.

Team Values Development & Cohesion:

Being anchored to a shared set of values supports a strong foundation for highly successful and effective teams. This workshop will support teams in clearly identifying their top values, while also collectively clarifying and committing to what those values look like in action for the team.

Coaching

Individual:

Coaching is founded on the belief that people are already whole, resourceful, and capable. Through a process of collaborative questioning, active listening, and reflection, and prioritizing focus on the future, coaches help people create their own unique roadmap and solutions for overcoming challenges and achieving their specific goals.

Individual coaching involves a 1:1 relationship between a coach and a “coachee”. Coaching engagements are confidential and highly personalized experiences that allow the “coachee” to feel seen, heard, and supported, openly explore challenges, develop insights, and move those insights into action.

Team:

Team coaching involves applying a coaching approach to the facilitation of conversations among several team members at once. This model entails a coach facilitating a structured dialogue and asking open-ended questions focused on tapping into the group's potential for achieving their desired outcomes. Team coaching can influence teams:

- Sharing experiences and gaining insights within themselves and from one another
- Discovering common challenges and solutions
- Holding each other accountable for progress
- Building community and psychological safety

Other

Facilitation Support:

Opportunity for a skilled independent facilitator to lead your meeting.

SME Support:

Opportunity to request our subject matter expertise on any of the following topics. This can look like participating in a workgroup and representing that expertise, reviewing RFA/RFP language, grant application reviews, application reviews, and interview panels, reviewing or developing surveys or assessments with that expertise in mind, etc.

Connection to External Learning Opportunities:

The Workforce Development Section team members are familiar with an array of learning opportunities and organizations that we may not have the capacity for or hold expertise in. We would love to support you in brainstorming, researching, and connecting you to meaningful and relevant learning opportunities. Examples of this include: the National MCH Workforce Development Center and the Rocky Mountain Public Health Training Center, as well as other Regional Public Health Training Centers.

Feel free to request a service not listed by [clicking HERE](#) to submit an “Exploratory” conversation request through the Workforce Request System