



## Trainer Certification Agenda

### Day One

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8:30 – 9:30 AM

#### **Welcome, Introduction, and Practical Matters**

Includes agency and aboriginal welcomes

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9:30 – 10:45 AM

#### **Individual Lens: Module 1, *Mental Models of Economic Class***

How powerful are the environments in which we live? This topic co-investigates economic class environments using mental models and targets how these experiences form a variety of perspectives and perceptions essential to working together to solve issues surrounding economic class.

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10:45 – 11:00 AM

Break

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11:00 – 12:30 PM

#### **Individual Lens: Module 2, *Research Continuum on Causes of Poverty***

This segment reviews the research continuum on the causes of poverty and the strategic grid that can be used to mitigate poverty by employing strategies that target all four areas of research: individuals' choices/behavior, human and social capital, exploitation, and political/economic structures.

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12:30 – 1:15 PM

Lunch

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1:15 – 2:00 PM

#### **Individual Lens: Module 3, *Key Points and Bridges Constructs***

Participants will examine the basic tenets that ensure this work and research are embedded in respect, inclusion, and central foundational principles.

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2:00 – 2:15 PM

Break

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2:15 – 3:30 PM

#### **Individual Lens: Module 4, *Hidden Rules***

Have you ever broken a hidden rule? This segment investigates the unspoken cues and habits of socioeconomic class environments and the impact that these generally unspoken mechanisms have on individuals and relationships

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3:30 – 4:00 PM

#### **Individual Lens: Module 5, *Language***

At some point, most of us have wished we could take back our words. Participants will explore the essential pursuit of respectful communication, conversation, and dialogue. This module offers explicit information and strategies specific to the five registers of language, discourse patterns, and the impact on casual and formal language registers between/among individuals within each economic class, as well as between/among individuals in diverse economic class environments.

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**Day One (continued)**

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4:00 – 4:30 PM

**Individual Lens: Module 6, *Family Structure***

We have all heard the old axiom “family comes first.” This segment focuses on the significance of the range of interpersonal relationships involving family within class environments.

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**Day Two**

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8:30 – 9:45 AM

**Individual Lens: Module 7, *Resources***

The Bridges Out of Poverty work is based on this definition of poverty: “Poverty is the extent to which an individual does without resources.” We may experience financial poverty, yet we may be “rich” in human compassion. We have identified economic class environments and the similarities of our experience; now we take a different approach as we investigate this model of 8–11 resources that allow us to look for the strengths of individuals. How we analyze our own resources and work together to build resources based on strengths is the focus of this perspective. Within this module, we develop and share (1) models of resource analysis, (2) best practices and strategies, and (3) questions that move us toward a strength-based approach. This completes the circle of the learning journey from Module 1’s focus on environments to the indelible power of both human social capital and individual capacity.

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9:45 – 10:00 AM

Break

10:00 – 11:15 AM

**Individual Lens: Module 8, *Relationships***

Is just being courteous and polite enough? Building relationships of mutual respect across economic classes can be challenging. This module uses a Bridges lens in tandem with relational skill practice to establish a directive and creative process for what some may believe is a “given.” Participants will investigate and practice skills and review social capital models they can pass along to anyone working in a middle-class environment and seeking to establish positive interactions with individuals in the concrete experience of generational poverty.

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11:15 – 11:30 AM

Break

11:30 – 12:45 PM

**Institutional Lens: Module 9,  
*Tools for Applying Bridges Concepts***

This module will thoroughly explain mediation and how to use it effectively on the job. During this session the three “voices” (child, parent, adult) will be reviewed and explored, focusing on their impact on interpersonal communication and relationships.

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**Day Two (continued)**

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12:45 – 1:15 PM Lunch

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1:15 – 2:30 PM **Institutional Lens: Module 10,**  
***States of Change and Motivation***

Who is making the argument for change? This session explores a continuum of barriers to change, then moves to change models that help middle-class individuals move away from the “righting reflex” and assist others in making the argument for their own change. Skill practice on these models is laced with the Bridges constructs of economic class. Change models include the stages of change, motivational interviewing, the “fix it” approach versus the “motivational” approach, and the use of mental models that communicate the vital nature of both social capital and change. Participants will have the opportunity to analyze their role in assisting others in reframing their perceptions and skill base regarding the change process of individuals in generational poverty.

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3:30 – 2:45 PM Break

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2:45 – 4:00 PM **Institutional Lens: Application of Modules 1-2**

In this segment participants will learn about and explore how the customer life cycle, theory of change, and collaboration affect the institution. They will analyze elements of the three mental models of class (poverty, middle class, wealth) and discuss how they affect the institution. They also will complete the Community Sustainability Grid at the institutional level, as well as learn about the complexities of exploitation.

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4:00 – 4:30 PM **Institutional Lens**

***An Introductory Conversation on Intersections of Poverty and the ‘isms’***

In this segment, participants will hear insight on the complexities of where poverty intersects with ageism, racism, sexism, able-bodyism, and other ‘isms’.

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### Day Three

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8:30 – 9:45 AM **Institutional Lens: Application of Modules 3-5, 7**

Participants will explore how an institution can uphold the Bridges Constructs. The session will review the hidden rules of economic class and investigate how they are lived out within an institution; this will include analyzing to what extent programs within the institution are set up from a middle-class mindset. They also will explore how language affects the success rate of the institution. Further, tools will be provided so members of an institution can analyze how the issue of resources is being addressed. Is the institution identifying specific resources and helping people build them?

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9:45 – 10:00 AM Break

**Day Three (continued)**

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10:00 – 11:15 AM     **Institutional Lens: Design/Redesign**

***The Client Life Cycle***

This segment will allow participants to gain concrete tools to analyze an institution and introduce change. Resources to support front-line staff, management, and leadership also will be provided. These tools will assist people with designing or redesigning programs that can incorporate the Bridges Constructs.

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11:15 – 11:30 AM     Break

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11:30 – 12:45 PM     **Community/Policy Lens: Application of Modules 1-2**

This session provides Certified Trainers with a way to conduct study groups in three one-hour sessions. Participants will learn how to analyze policies through the Bridges triple lens, explore how Bridges Steering Committees (BSCs) can learn from Getting Ahead workgroups, and build awareness of rankism (defined as an assumption of superiority) in the workings of the BSC. Participants will investigate community risk factors and the U.S. ranking on the quality-of-life indicators of the worldwide Organisation for Economic Co-operation and Development. They will create a mental model of communities at risk. The group will learn how to engage leaders from all political persuasions and how to use Bridges tools to plan comprehensive strategies for the community. Finally, participants will explore old and new wealth-creating mechanisms and review best practices from the Bridges Communities of Practice.

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12:45 – 1:15 PM     Lunch

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1:15 – 2:30 PM     **Community/Policy Lens: Application of Modules 3-5, 7**

What is it about Bridges Constructs that make them unique and valuable to communities? Certified Trainers will analyze hidden rules, language, resources, and core constructs through the Community/Policy Lens. Participants will explore ways that communities can build resources and move from a needs-based model to an initiative-based model. A case study of how one community enhanced language experience in early childhood will illustrate how Bridges Constructs were applied.

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2:30 – 2:45 PM     Break

**Day Three (continued)**

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2:45 – 4:00 PM

**Community/Policy Lens: Communities of Practice*****The Four Pillars of Bridges Work***

This session will define and explain the elements of the Bridges Communities of Practice. Certified Trainers will learn how to present information on developing a Bridges Steering Committee, as well as learn how to access the body of knowledge developed by the Communities of Practice. Updates will be provided on new best practices, research and development, resources and support from aha! Process, and partnership agreements and activities. The four pillars are:

1. Innovation in the application of Bridges Constructs at Individual, Institutional, and Community/Policy levels
2. Independent research/evidence/Community Collaboration Inc. (CCI)
3. Sophisticated websites and social networking to transfer knowledge
4. Linkages to foundations and other funding sources for Bridges sites and Communities of Practice

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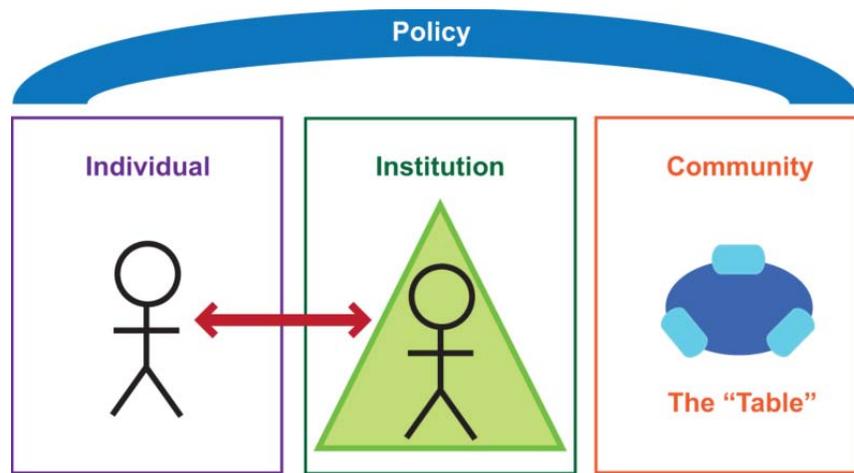
4:00 – 4:25 PM**Community/Policy Lens: Getting Ahead*****Engaging People in Poverty in the Bridges Community of Practice***

This session is an overview of Getting Ahead in a Just-Gettin'-By World and prepares planners to introduce Getting Ahead in their organization or community. The information will be helpful to funders, sponsors, and facilitators of Getting Ahead. This overview includes information on the philosophy, content, process, costs, and evaluation of Getting Ahead groups. Some time also is given to the development of supports for Getting Ahead graduates as they work on building their resources and making the transition out of poverty.

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4:25 – 4:30 PM**Agency Thank You**

**The Bridges Out of Poverty Certification** uses a triple lens of Individual, Institutional, and Community/Policy applications to bring the Bridges concepts into clear focus. This model allows the Certified Trainer to experience the complete spectrum essential to presenting the Bridges concepts and strategies to an *entire* community. This includes individuals from all perspectives and roles: from those who primarily work with individuals ... to those who design programs and develop institutional procedures and policies ... to those who work to knit together community programs and initiatives ... to those who are systems movers and policy developers at the community level, state level, and beyond.



**Bridges Out of Poverty: The Triple Lens**

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The triple lens also gives the Certified Trainer a much broader spotlight that moves beyond the formal PowerPoint presentation format into interactive approaches that coach and coax all of us—our organizations, agencies, and communities—toward changing how we establish, build, and guard relationships of mutual respect in diverse settings; co-investigate realities together; and perhaps, finally, listen to one another.

These goals are not so easy when we are diverse in many ways, and the strengths of the lenses show us (1) *what* the realities are, (2) *why* this holds great significance and meaning, and (3) the most important *how* of this work. The *how* centers on the Bridges insights and the practice of inviting all economic classes to join the conversation and share decision-making roles at the Individual, Institutional, and Community/Policy levels.