



## Training for the Portland Business Community

May 1<sup>st</sup> and May 22<sup>nd</sup> 2018

### Day One

1. Welcome and introductions (15 minutes)
  - a. Expectations/meeting norms
  - b. Small group discussion – how has homelessness touched you personally?
2. Day to day experiences of businesses (15 mins)
  - a. As business owners, what are your day to day experiences?
  - b. What are your major concerns/issues?
  - c. Share stories
3. Homelessness 101 (25 mins)
  - a. Who experiences homelessness?
  - b. Why does homelessness happen?
  - c. What are the day to day experiences of people who are experiencing homelessness?
  - d. A brief contextual history of homelessness in Maine
4. Scenarios (25 mins)
  - a. Scenarios
  - b. Discussion
  - c. Stories
5. Conclusion (10 mins)



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### Day Two

1. Welcome, Introductions (15 mins)
  - a. Recap
  - b. Small group discussion: One take away from the last training
2. Tactical training (20 mins)
  - a. Customer Policies
  - b. Body Language and Greeting
  - c. Stop, Breathe, Reflect, Choose
  - d. Community Resources
3. Creating equitable policies and practices at your business (15 mins)
  - a. Small groups
  - b. Group share
4. Charity v. Justice (30 mins)
  - a. Building toward justice
    - i. Opportunities for action
    - ii. Training on how
    - iii. Practice
5. Conclusion (10 mins)