



## Avera EAP's Trainer Bios

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Over 35 years of professional experience providing results and training for future leaders. Our instructors are tackling tough topics and addressing the current needs that our nation's employers are experiencing today. Invest in your employee, invest in yourself and be inspired.

### **Rick Carlson, LPC, NCC, CEAP** Employee Assistance Program Manager

Rick received his master's degree in counseling from Sioux Falls Seminary, and a Doctor of Ministry (Leadership) degree from Bethel University in St. Paul, Minn. He is a certified clinical trauma professional. In addition to being a skilled counselor, Rick has worked as an Employee Assistance Program professional for 17 years; and previous to his role as manager at Avera EAP, his various EAP roles have been EAP counselor, trainer, management consultant, clinical supervisor, and critical incident specialist.

### **Tim Heerts, LPC, LMFT, CEAP, QMHP** EAP Trainer and Consultant

Tim received his master's degree in counseling from Sioux Falls Seminary. He has been in the counseling field for over 30 years, with over 20 years specializing in the EAP field. Tim enjoys delivering quality, interactive trainings to groups of supervisors and employees. He has many years of experience in consulting and coaching supervisors and business leaders in dealing with difficult issues that affect the workplace.

### **Laurie Dirnberger, BA, MA** EAP Trainer and Consultant

Laurie earned a bachelor's degree in secondary Education from Bethel University in St. Paul, Minn., and a master's degree in English as a second language from Hamline University also in St. Paul. Laurie has received a Cognitive Coaching Certification from the Mentoring & Coaching Institute (S.D. Dept. of Education). She has invested a number of years as an educator in several states developing and implementing instruction, with special focus on the adult English learner population in the workplace. Laurie's passion is to engage with people in their life stories by equipping them with tools to be lifelong learners.

### **Jeremy Ballew, BA, MS** EAP Trainer and Consultant

After completing his ungraduated degree at the University of Mary Hardin-Baylor in Belton, Texas, Jeremy obtained a master's degree in educational leadership and policy studies from the University of Texas at Arlington. Jeremy worked for many years as a project manager at ESC Region 12, which oversees primary and secondary education in the state of Texas. With that agency, Jeremy worked in an extensive federal program, where he managed and provided leadership, guidance, and conducted presentations to help school districts across the state of Texas reach and exceed their technological objectives. Jeremy is an experienced and engaging communicator and skilled trainer.

### **Jeffrey Hurst, MSW, CSW-PIP** EAP Counselor

After achieving a bachelor's degree in management from the University of Sioux Falls and working toward an MBA degree, Jeff changed course and graduated from the University of South Dakota in Vermillion with a master's degree in social work. Jeff provides EAP counseling services for adults and families serving those with suicidal ideations, veteran issues, PTSD, grief and loss, depression and anxiety. Jeff has experience and training utilizing CBT and Mindfulness, CPT for individuals with PTSD, DPT, behavior modification, and crisis intervention/chaos theory.

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