

# LAURA LOUISE GREEN

## EDUCATION

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- MSc** Birkbeck, University of London, Organizational Psychology *In process*
- MEd** DePaul University, Community Mental Health Counseling *June 2017*  
Final Research Project: *Family skills group at C4: Examining how pre-therapeutic groups can predict family engagement.*  
Advisor: Dr. Philip Gnilka; Nancy Hashimoto  
GPA: 3.96
- BFA** Roosevelt University, Musical Theatre Performance *May 2007*  
Dean's List  
GPA: 3.61

## PROFESSIONAL LICENSURE

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**Licensed Professional Counselor**  
State of Illinois, license no. 178.015380

## CERTIFICATIONS

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**Bar Ready** *January 2019*  
BAR 5-Day; New York, NY

## HONORS AND AWARDS

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**Tales of the Cocktail Foundation Research Grant** *2018*  
Received a research grant to fund a survey for stress, burnout, and substance use

## RESEARCH EXPERIENCE

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- Stress, Burnout, & Substance Use in Hospitality with COVID-19** *2018-Present*
- Developed and distributed survey with needs assessment, Kessler-10, Perceived Stress Scale, ASSIST, Copenhagen Burnout Inventory, and Survey of Perceived Organizational Support to individuals working in the hospitality industry. Originally intended to capture baseline data, the survey was distributed during the COVID-19 restaurant shut-down

## EMPLOYMENT EXPERIENCE

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**Healthy Pour**, Chicago, IL *February 2019 to Present*

## **Founder & Lead Consultant**

*Healthy Pour aims to help communities and organizations within the drinks and hospitality sector to operate to their greatest potential while maintaining healthy and person-centered systems in which people can grow and thrive.*

- Developed the Healthy Pour Symposium: and online learning portal for personal and professional development for individuals in the hospitality, food, and drinks industry
- Facilitated and moderated the *Healthy Pour Symposium*, a reoccurring virtual conference exploring issues of work and well-being in the hospitality, food, and drinks industry
- Provides consultation to non-profit and for-profit organizations to ensure their educational initiatives and clinically sound, safe, appropriate, and effective
- Worked with Not 9 to 5 (Toronto, Canada) to develop their Hospitality Mental Health First Aid certification
- Developed Support Staff's (Chicago, IL) educational series around basic psychoeducation
- Works with management within drinks and hospitality to improve management skills, promote empathetic management, and understand common issues within that hospitality industry that put individuals and organizations at high risk
- Presents content to trade regarding mental health, burnout, substance use issues, and leadership within communities as well as conferences and conventions within the hospitality and drinks industry
- Develops and conducts research to better understand and educate individuals about mental health issues within the hospitality and drinks industry
- Consults with mental health therapists on common presenting issues individuals who work in hospitality and drinks may encounter

**Winebow, Schiller Park, IL**

November 2017 to May 2021

### **Regional Spirits Specialist | Midwest**

*The Regional Spirits Specialist position covers Illinois, Wisconsin, and Minnesota markets for Winebow, a national distributor of fine wine and spirits*

- Provides ongoing spirits and cocktail education for sales teams, trade, and consumers
- Develops and manages a portfolio of spirits from all over the world comprised of an expansive world whisky selection including Kaiyō, Edradour, Wolfburn, and independent bottlers like Signatory and That Boutique-y Whiskey Co.; small producer owned agave spirits like G4, Siembra Spirits, and Lalocura Mezcal; and domestic craft distillers like BroVo Spirits, J Rieger & Co., James E. Pepper Whiskey, and Barr Hill.
- Collaborates with a national team of Spirits Specialists and Spirits Portfolio Managers
- Works directly with Sales Leadership to transition business from the On Premise to the Off Premise throughout the COVID-19 Pandemic
- Assists On Premise accounts with transitioning cocktail programs for take-away and maximizing cost effectiveness in their operations throughout the COVID-19 Pandemic
- Developed and project managed a virtual tasting and educational series during the COVID-19 restaurant shut-down called *Raising A Glass*

- This series was available twice a week and was facilitated and hosted by the national spirits team with the cooperation of Winebow's supplier partners
- Worked closely with Winebow's creative, digital, and marketing teams to advertise the *Raising A Glass* program
- Developed a year-long educational initiative on spirits categories
  - Efficacy of the initiative was measured through sales and a modified scale based on Dr. Scott Miller's Therapeutic Session Rating Scale to measure individual's confidence when presenting and speaking to spirits categories
- Works with principles of distilleries and suppliers to manage business and supplier partner relationships
- Consults on cocktail and spirits programs for on premise restaurants and bars
- Works closely with regional and district management to build spirits business and manage Winebow's relationship with the drinks trade
- Provides mentorship and training for individuals in the Midwest to foster growth and professional development

**Tales of the Cocktail Foundation**

**Educational Committee;** New Orleans, LA

January 2018-Present

- Worked with drinks industry professionals from all over the world to review seminar submission and curate the educational offerings
- Joined the COVID-19 curation taskforce within the committee to develop specific programing for the crisis climate

**Community Counseling Centers of Chicago,** Chicago, IL

Sept 2016 to May 2017

**Clinical Intern**

*Community Counseling Centers of Chicago (C4) offers counseling services to children and adults of low socioeconomic and marginalized populations*

- Worked with children and adults experiencing a variety of mental health challenges including substance use, homelessness, anxiety, depression, trauma, gender identity issues, familial conflict, teen runaways, conduct disorder, and personality disorders
- Met with clients and their families in a therapeutic setting utilizing a multi-tiered approach that acknowledges epigenetic theories and transgenerational trauma
- Created and executed treatment planning and employed therapeutic interventions
- Kept tight and comprehensive clinical notes
- Consulted with other clinical interns and licensed clinicians on caseload

**PUBLICATIONS**

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***Trade Publications***

Green, L.L. (2016). Substance abuse is a community issue: Here's what we need to do about it, *Tales of the Cocktail*, <https://talesofthecocktail.com/in-depth/call-action-substance-abuse-community-issue>

## PRESENTATIONS

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### **Creating a New Paradigm Centering Employee Well-Being**, Moderator

**Tales of the Cocktail**, July 2021

- Moderated a roundtable discussion of hospitality and human resource professionals about the future of people management in the industry.

### **Emotional Intelligence in Hospitality**, Moderator

**Tales of the Cocktail**, July 2021

- Facilitated an interview with Dr. Ronnie Sidique about utilizing skills associated with emotional intelligence in the hospitality-centered workspace.

### **Reimagining Wellness & Wine**, Moderator

**The Lift Collective Virtual Conference**, March 2021

- Moderated a discussion of industry professionals about ways to improve wellness for ourselves and our community

### **The Healthy Pour Symposium**, Moderator

**Healthy Pour**, December 2020

- Moderated a full day of discussions around the exploitive use of family, ethical educational practices, oppressive workspaces, how working in hospitality affects one's well-being, and how employee mental health can impact a business

### **Managing with Mental Health in Mind**, Moderator

**Tales of the Cocktail**, September 2020

- Moderated a discussion with expert panelists about the importance of empathetic management, thoughtful education, and ways to implement strategies that support employee well-being in the hospitality and drinks industries

### **Roundtable Integrating Systems in Your Organization That Support Employees'**

**Ability to Thrive**, Moderator

**Tales of the Cocktail**, September 2020

- Moderated a panel of 16 industry leaders from a multitude of roles and regions to discuss how to best create environments and systems to support an individual's ability to thrive in the hospitality industry

### **Supporting Employee Behavioral Mental Health**, Panelist

**Tales of the Cocktail**, September 2020

- Contributed information and insight around how brands and management can support responsible alcohol consumption in the drinks industry

### **Studio ATO, Episode 3: Mental Health & Wellbeing**, Panelist & Contributor

**StudioATO.com**, May 2020

- Spoke with Studio ATAO founder, Chef Jenny Dorsey, about Therapy:101 and Coping mechanisms, and curated resource guides for the hospitality industry to utilize following the broadcasted interviews

**Health & Wellbeing in Hospitality, Lecturer**

**Typsy.com**, August 2019

- Wrote and filmed training modules for tipsy.com, a global bar training website, about common mental health issues one might encounter when working in hospitality industry

**Let's Talk About Mental Health & Wellness in Restaurants, Panelist**

**Western Foodservice & Hospitality Expo**, August 2019

- Spoke on a panel with chefs and restauranteurs about mental health issues in the hospitality industry and how to combat the issues people are encountering

**Mental Health: An In-depth Discussion, Moderator**

**Tales of the Cocktail**, July 2019

- Provided general education regarding mental health and explored issues present within the context of the drinks industry

**Burnout: How to Manage a Career on Fire, Moderator**

**Tales of the Cocktail**, July 2019

- Presented on the nature and consequences of burnout and detailed why this syndrome is so heavily present in the hospitality community

**The Responsible Leader, Moderator**

**Tales of the Cocktail**, July 2019

- Moderated a discussion with a panel of hospitality industry leaders on the challenges of operating a hospitality business responsibly with a focus on overcoming operational, cultural, and financial barriers

**It's Complicated: Rethinking our Relationship with Alcohol, Lecturer**

**Bar Convent Brooklyn**, June 2019

- Provided insight into alcohol's many functions in a drinks professional's life, from a creative outlet to coping mechanism, and offered ways to "uncomplicate" the relationship through accessible interventions

**Let's Talk About Stress, Baby, Lecturer**

**Healthy Hospo Workshop LA**, April 2019

- Lectured about the benefits of pitfalls of stress within the hospitality industry and offered ways to mitigate the effects of stress

**Mental Health on the Rocks with a Twist, Panelist**

**Tales of the Cocktail**, July 2018

- Spoke from a social and clinical standpoint about mental health issues in the hospitality industry

**#SED TALKS (Spirits Education Talks), Lecturer  
Tales of the Cocktail, July 2018**

- Lectured to a room of bartenders and drinks professionals about how the culture of the drinks industry contributes to the mental health crisis the community is currently experiencing

#### **PROFESSIONAL AFFILIATIONS**

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**American Counseling Association, 2016-Present**  
Member

**Illinois Counseling Association, 2016-Present**  
Member

#### **COMMUNITY SERVICE**

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**Resilience (formerly Rape Victim's Advocates)**  
**Associate Board, Fundraising Committee; Chicago, IL, July 2018-Present**