

Joyce Marter, MA, LCPC

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Chicago, Illinois 60601
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EDUCATION

Northwestern University | Evanston, Illinois | September 1994-May 1996

Master of Arts in Counseling Psychology

The Ohio State University | Columbus, Ohio | September 1990-June 1994

Bachelor of Arts in Psychology, Minor in Spanish

Graduated Cum Laude with Honors and Distinction in Psychology

LICENSURE

Licensed Clinical Professional Counselor (LCPC) in Illinois | December 1998-Present

BOARD WORK

Midwest Region Chair-Elect | American Counseling Association | July 2017-Present

Insurance Task Force Member | Illinois Counseling Association | July 2013-Present

Past-President | Illinois Counseling Association | July 2017-Present

President | Illinois Counseling Association | July 2016-July 2017

President-Elect | Illinois Counseling Association | July 2015-July 2016

President Elect-Elect | Illinois Counseling Association | July 2014-July 2015

Division Representative | Illinois Counseling Association | July 2013-July 2014

President | Illinois Mental Health Counselors Association | July 2013-July 2015

Vice-President | Illinois Mental Health Counselors Association | July 2012-July 2013

Membership Chair | Illinois Mental Health Counselors Association | July 2011-July 2012

AWARDS AND HONORS

Distinguished Service as President Award 2017 | Illinois Counseling Association

Past Presidents Award 2015 | Illinois Mental Health Counseling Association

Distinguished Alumni of the Year 2008 | The Family Institute at Northwestern University

2010 Crain's Chicago Business "Top 40 Under 40"

PROFESSIONAL EXPERIENCE

Vice President of Marketing & PR | Refresh Mental Health | September 2017-Present

Provide marketing, public relations and consulting services for outpatient mental health and eating disorder practices across the country through refreshmh.com.

President | Joyce Marter Enterprises | September 2017-Present

Serve as blogger, writer, public speaker/trainer and media contributor on topics from mental health, education and policy to personal and professional relationships, career development and well-being.

Founder | Urban Balance, LLC | September 2014-Present

Served as CEO and psychotherapist from February 2004-September 2017.

Lead, market, develop and maintain thriving therapy and counseling practice in seven locations throughout Chicagoland and one in St. Louis. Urban Balance employs about 100 therapists and has grown to \$4 million in annual revenue.

Developer of workshops, trainings and presentations for schools, universities and corporations on issues related to psychology, addiction and wellness.

Worked with insurance companies, managed care companies, employee assistance programs and addictions treatment facilities nationwide.

Regular contributor in the media on matters of psychology and wellness. Spokesperson and psychotherapist.

Psychotherapist | Joyce Marter & Associates, PC | December 1998-September 2017

Psychotherapist for individuals, couples, families, and groups dealing with mental health, relationship, career and addictions issues.

Specialist in the assessment and treatment of chemical dependency, addictions, dual diagnosis, mood disorders, anxiety disorders and codependency.

Expert witness in malpractice cases involving professional counselors.

Clinical supervisor to graduate students and staff therapists.

Consultant to therapists in private practice on marketing, business development, and practice management.

Contractor with national employee assistance programs to provide assessments, brief counseling, workplace trainings, drug-free workplace programs, critical incident stress debriefings (CISD's) and referral services.

Blogger | The Huffington Post and PsychCentral | June 2013-Present

Case Conference Leader | Northwestern University | September 2015-Present

Triadic Supervisor | Northwestern University | September 2016-June 2017

Account Manager | Employee Resource Systems, Inc. | July 1999-June 2002

Managed over 30 national corporate accounts in a variety of industries, including labor unions, financial institutions, hospitals and businesses.

Developed and facilitated corporate training seminars on drug and alcohol education, communication skills, stress and conflict management skills, management skills, etc.

Provided drug-free workplace program services, change management, organizational development, executive coaching and marketing/sales.

EAP Counselor | Employee Resource Systems, Inc. | September 1998-June 2002

Counselor and managed care case manager responsible for diagnostic assessment, brief treatment, treatment recommendation and referral services for clients dealing with

chemical dependency, substance abuse, addiction, mental health and relationship issues.

Provided Substance Abuse Professional (SAP) evaluations for impaired professionals and people who tested positive for drugs or alcohol in the workplace.

Conducted management consultations, job performance referrals from management or Human Resources, Critical Incident Stress Debriefings (CISD's).

Facilitated EAP orientation presentations and EAP education at client companies.

Psychotherapist | The Institute for Adolescent Development | July 1996-November 1998

Therapist for individual adolescents and adults, couples, families and groups dealing with addiction, mental health, academic and relationship issues.

Consultant, presenter and educator at public and private educational institutions on drug and alcohol abuse, mental health and psychological issues.

Program Manager, Substance Abuse Counselor | Family Guidance Centers, Inc. | July 1996-December 1997

Responsible for providing drug and alcohol assessments, education, treatment planning, individual and group counseling, referral services and treatment coordination for individuals dealing recovering from drug and alcohol addictions.

Manager of team of clinicians and case managers in the IV Drug Users/HIV Program.

Responsible for drug and alcohol and HIV/AIDS education and staff training.

Manager of harm reduction needle exchange program in collaboration with Chicago Recovery Alliance and Test Positive Aware Network (TPAN).

Developer and facilitator of groups, trainings and workshops on addiction.

INVITED PRESENTATIONS AND SPEAKING ENGAGEMENTS

KEYNOTES:

“The Psychology of Success”

The Legacy Project Conference for Women in Business, May 18, 2018

Illinois Counseling Association Southern Conference, March 16, 2018

Lewis University, March 30, 2017

Lakeside Bank, Women Who Make a Difference Event, October 21, 2015

North Dakota Counseling Association, Annual Conference, February 22, 2015

Meeting Planners International, Annual Holiday Event, December 13, 2013

“Promoting Anti-Harassment Culture in the Wake of #MeToo”

Northern Illinois Employee Assistance Professionals Association, February 16, 2018

“Dating After Divorce”

The Lilac Tree, January 25, 2018

“Self-Care for Counselors”

Illinois Mental Health Counselors Association, January 31, 2018

“Stress and Time Management, Mindfulness and Conflict Resolution”

Columbia College, September 22, 2017

CONFERENCE WORKSHOPS:

“Promoting Self-esteem in Clients”

Illinois Mental Health Counselors Academy IMHCA, June 26, 2017

“President's Welcome Address”

American Counseling Association: Midwest Leadership Academy November 4, 2016

“Membership Retention and Growth”

American Counseling Association: Midwest Leadership Academy, October 16, 2016

“Innovative Branch Practices”

American Counseling Association: Midwest Leadership Academy, October 16, 2016

CORPORATE TRAININGS:

“Drug-Free Workplace Program Supervisory Training”

HydraForce, January 10, 2017

“Increasing Branch Membership & Revenue”

American Counseling Association: Institute for Leadership Training, July 30, 2016

“Effectively Working With Coworkers”

City of Evanston, April 28, 2016 & April 28, 2015

“The Psychology of Success: Creating Work/Life Balance”

Oracle, Oracle Women's Leadership, August 14, 2012

Dover Corporation, July 30, 2012

PODCASTS:

WBBM Radio

“How to Handle Conversations About Politics During the Holidays”

Interview with Jim Gudas • Nov. 22, 2017

“How to Empower Girls to Say No to ... Physical Affection”

Interview with Jim Gudas • Nov. 22, 2017

Solutions 110 On Leadership and Hear the World's Sounds

WEBINARS and WORKSHOPS:

“Membership Retention & Growth” workshop

American Counseling Association Branch Development Committee, January 20, 2017

“The Psychology of Success: Creating Work/Life Balance” webinar

Workplace Solutions Employee Assistance Program, National Webinar, October 1, 2015

PsychCentral, July 25, 2013

Siemens Corporation, May 29, 2012

“Take Your Practice to the Next Level” webinar

TherapySites, December 9, 2014 & September 10, 2014

“Shifting Gears From Mental Health to Business” webinar

Illinois Mental Health Counselors Association, January 26, 2012

WORKSHOPS for CONTINUING EDUCATION UNITS FOR THERAPISTS:

“Collaboration Between Mental Health & School Counselors”

Illinois Counseling Association Annual Conference, November 10, 2017

“Mental Health & School Counselor Collaboration for Student Success”

North Dakota Counseling Association, February 13, 2017

“How to Promote Confidence, Self-Esteem & Empowerment: A Counselor's Toolkit”

North Dakota Counseling Association, February 12, 2017

“The Psychology of Success: Transcending Divorce”

The Lilac Tree, September 22, 2015

Advanced Clinical Trainers, April 25, 2014 & December 5, 2013

“Dual Diagnosis Treatment”

Employee Resource Systems, December 3, 2015

Wellness Cancer Center, March 4, 2015

“The Psychology of Success: Creating Work/Life Balance”

Northern Illinois Employee Assistance Professional Association, August 22, 2015

Harborview Recovery Center, September 7, 2012

“Treating Bipolar Disorder”

The Family Institute at Northwestern University, November 5, 2014

“The Psychology of Success: Transcending Anxiety & Depression”

Insight Behavioral Health, Winter Anxiety Symposium, February 7, 2014

“Advanced Private Practice: Taking Your Practice to the Next Level”

Illinois Mental Health Counselors Association, November 13, 2014 & March 15, 2013

WORKPLACE WELLNESS SEMINARS:

“Mindfulness in the Workplace” for the City of Evanston, April 19, 2017

“Alcohol Awareness” for the City of Evanston, November 16, 2016

“Work/Life Balance” for the City of Evanston, September 4, 2016

“Managing Conflict in the Workplace” for the U.S. Customs & Border Protection, July 9, 2016

“The Mood/Food Connection” for the City of Evanston, November 5, 2015 & October 23, 2014

“Anger Management” for the City of Evanston, October 14, 2015

“Building Resiliency” for the City of Evanston, July 15, 2015

“Being Happy While You Work” for the City of Evanston, June 11, 2015

“Exercise at Your Desk” for the Eze Software Group, May 21, 2015

“Depression Awareness” for the City of Evanston, September 17, 2014

“Conquering Cumulative Stress” for the City of Evanston, August 27, 2014

“Improving Communication in the Workplace” for the City of Evanston, May 20, 2014

“Dealing With Difficult People” for the City of Evanston, April 29, 2014

“Keeping the Happy in Holidays” for UPS, November 29, 2012

“Assertive Communication” for UPS, September 27, 2012

“Effective Workplace Communication” for UPS, July 26, 2012

CRITICAL INCIDENT STRESS DEBRIEFINGS:

City of Evanston, July 1, 2014 & September 14, 2016

Mattress Firm, March 5, 2016 & March 3, 2016

TALKS FOR UNIVERSITIES and INTEREST GROUPS:

“The Psychology of Success”

Lewis University, March 29, 2017

“The Psychology of Success” Product/Market Fit

Kellogg School of Management at Northwestern University, January 17, 2017

“The Psychology of Success”

Northern Illinois University, April 21, 2016

“Surviving the Roller Coaster of Divorce”

The Lilac Tree, June 11, 2012

“Work/Life Balance”

The Alumni Association of The Family Institute at Northwestern University, May 18, 2011

FOR ATTORNEYS:

“Effective Conflict Resolution”

JAMS Arbitration, Mediation & ADR Services, June 19, 2014

“Mental Health Injuries”

National Business Institute, June 22, 2012

MEDIA LINKS

Crain’s Chicago Business

“This CEO lost a husband to suicide. Here's how she came back”

by Lisa Bertagnoli • Oct. 20, 2016

“There’s no place like a hotel for the holidays” by Lisa Bertagnoli • Dec. 22, 2014

Joyce Marter Focus by Lisa Bertagnoli Oct. 30, 2010

“Making a Difference in Chicago”

“Taking a step back from overexposure” by Lisa Bertagnoli • Nov. 09, 2009

Context Health Media

Video series:

[“Stress and Your Health”](#)

“Overcoming Isolation and Fear”

[“Tips for Caregivers”](#)

[“You are not Your Illness”](#)

MTV

The Real World Chicago

CNN

“For Some, #MeToo Sexual Assault Stories Trigger Trauma Not Empowerment,” Sandee Lamotte, Oct. 19, 2017

Fox 32 Chicago

“Dealing with Social Anxiety This Holiday Season” by Sylvia Perez | Video Dec. 8, 2017

“Promoting Healthy Social-Emotional Development in Teens” Live Segment | Live Dec. 4, 2017

“Sexual Harassment in the Workplace”

A panel discussion following Matt Lauer firing | Live Nov. 29, 2017

“Are We Becoming Desensitized to Mass Shootings” by Sylvia Perez | Video Oct. 3, 2017

“Recommending Therapy to a Loved One” by Sylvia Perez | Video Sept. 27, 2017

“Preparing Your Child for College” by Sylvia Perez • July 29, 2017 | Video August 2017

CBS 8 KFMB San Diego, California Life & Beauty Weekly

“Healthy relationships: Should your husband be your best friend?”

by Cynthia Hanson • Sept. 14, 2013

WGN TV | Radio

“Signs of Workplace Bullying and Ways to Prevent It” (video) by WGNTV1 • May 10, 2016

Live in Studio - Healthy Living Resolutions (radio) with Jane Monzures • Dec. 29, 2014

“Stress Savers for Parents” (video) with Jane Monzures • Dec. 14, 2014

“Holiday Stress and Family” (radio) with Rob Hart • Dec. 5, 2014

“Effects of Spring” (radio) with Rob Hart • Dec. 5, 2014

“Keeping Spirits Up When Temperatures are Down” (video) with Jane Monzures • Nov. 14, 2014

“Too Much Stress at Work? Relax” (video) with Jane Monzures • Mar. 17, 2013

“Extreme Inspiration” with Jane Monzures • Jan. 13, 2013

WGNO New Orleans, Louisiana

“For Some, #MeToo Sexual Assault Stories Trigger Trauma Not Empowerment,”

CNN Wire, Oct. 19, 2017

Wall Street Journal

“So cute, so hard on marriage” by Andrea Peterson • April 28, 2011

Chicago Tribune

“News Blackout Might Help Sex Abuse Survivors Heal” by Alison Bowen • Nov. 5, 2017

“Stop Reading the Weinstein News: This and Other Self-Care Tips” by Alison Bowen • Oct. 18, 2017

“Self-Care App Aims to Break the Cycle of Burnout” by Shelbie Lynn Bostedt • Sept. 21, 2017

“Workplace Stress Can Lead to Total Meltdown” by Alexia Elejalde-Ruiz • Sept. 13, 2006

The Hartford Courant

“Finding Your Comfort Zone—Pushing Yourself Beyond It”

by Joseph A. O’Brien Jr. • Feb. 1, 2017

My San Antonio

“10 Simple Things Successful People Do Every Morning”

by Tulsi Kamath • Sept. 25, 2017

The State Times

“More Than a Hollywood Scandal: the #MeToo Movement”

by Melissa Rosman • Nov. 3, 2017

ABC's Livewell Network

"Say Ahh" Video clip

CBS Miami

"How to Baby-Proof Your Marriage" • July 13, 2011

Inc. Magazine

"The True Key to Success, According to this Inspired Psychotherapist" by Matthew Jones

Un Caffé con Francesco

"Accettami per cio che sono" • Nov. 21, 2017

Al Dia

"Social Media Raise the Voice Against Sexual Harassment" by Yamily Habib • Oct. 19, 2017

Real Simple

"Spreading Kindness in a Rude World" by Jennifer King Lindley • August 2017

Voyage Chicago

"Meet Joyce Marter" • July 5, 2017

Woman's Day

"5 Couples Therapists Share How Your Marriage Can Survive an Affair"
by Micaela English • Mar. 27, 2017

Society for Human Resource Management (SHRM)

"Use Design Thinking to Better Your Career" by Arlene S. Hirsch • Mar. 6, 2017

The Fix

"From the Digital Couch-Online Therapy for Addiction Recovery"
by Renee Fabian • April 17, 2017

Bell Media Niagara/Greater Toronto Area CKTB Radio

The Tim Denis Morning Show "Does Social Media Make It Easier to Cheat on Your Partner?" •
Nov. 22, 2016

The Toronto Star

"Does Social Media Make It Easier to Cheat on Your Partner?" by Matt Linder • Nov. 21, 2016

Chicago Parent Magazine

"How to Raise Socially Aware Kids" by Melissa Silverbert • Sept. 29, 2016 ISSUU

Chicago Health Magazine

"Deconstructing Grief" by Katie Morell • Winter/Spring 2015

The Atlantic

"The Computer Will See You Now" by David R. Wheeler • Mar. 18, 2015

Parents.com

"How to Stay Close After Baby" by Cynthia Hanson • Feb. 2013

Spirituality & Health Magazine

"50 Loving Sentiments We Should All Say More Often"

The Huffington Post

“How to Make a Vision Board for the New Year, by Yourself or as a Family” • Dec. 29, 2017
“How to Promote Health Emotional Social Development of iGen Teens” • Nov. 7, 2017
“MeToo How to Respond to Sexual Trauma” • Oct. 16, 2017
“How to Cope After Acts of Mass Violence” • Oct. 3, 2017
“How to Recommend Therapy to Someone” • Sept. 26, 2017
“Self-Love Must Come First: How to Love Yourself” • Feb. 16, 2016
“15 Ways to Live Authentically and Amazingly” • Feb. 13, 2015
“How to Make the Best of a Solo Thanksgiving” • Nov. 24, 2014
“20 Ways to Choose Happiness” • Oct. 15, 2014
“Ignite Your Inner Fire: 25 Inspirational Intentions” • Oct. 6, 2014
“How to Get Out of a Bad Mood: 12 Tips” • Oct. 6, 2014
“15 Affirmations: Find the Courage to Live the Life You Want” • Sept. 17, 2014
“21 Ways to Let Go and Free Yourself” • Aug. 8, 2014
“Mindfulness for Mind-Blowing Sex: 25 Practices” • July 28, 2014
“50 Loving Sentiments We Should All Be Saying More Often” • July 18, 2014
“What Death Taught Me About Life: 5 Inspirational Lessons” • July 7, 2014
“Increase the Resiliency of Your Relationship: 6 Strategies” • July 1, 2014
“25 Affirmations to Align Yourself With the Greater Good” • June 23, 2014
“Self-Love: 10 Keys” • June 18, 2014
“10 Tips for Better Sex After Kids” • June 10, 2014
“Men Who Work on Themselves Are Sexy” • June 5, 2014
“25 Simple Ways You Can Improve Every Relationship in Your Life” • May 19, 2014
“Global Day for Health Kicks Off Mental Health Awareness Month” by Katherine Goetzke • May 19, 2015
“Find Bliss Going Inward” • May 6, 2014
“8 Life Lessons From My 8-Year-Old” • May 6, 2014

PsychCentral 75+ posts

Psychology of Success Blog by Joyce Marter, LCPC

“How to Make a Vision Board for the New Year, by Yourself or as Your Family”
“How to Promote Healthy Emotional-Social Development of iGen Teens”
“MeToo: How to Respond to Sexual Trauma”
“How to Cope After Acts of Mass Violence”
“How to Recommend Therapy to Someone: 7 Tips”
“Preparing Yourself and Your Child for the Transition to College”
“Clinicians on the Couch: 10 Questions With Therapist Joyce Marter”
“Applying the 5 Love Languages to Self-Love: How to Love Yourself”
“5 Steps for Dealing With Grief”
“5 Ways to Be a Less Anxious Parent”

LiveStrong

“9 Self-Love Tips That Won’t Make You Roll Your Eyes” by Brittany Rishing • Jan. 26, 2017

Insight Columbia Magazine

“The Chemistry of Love” • Feb. 2017

The RedEye

“There It Is the Office Clique” by Christina Merrill • Feb. 29, 2016

Bustle

“How to Get Over Uncertainty Without Letting It Completely Slow Down Your Life”

by Marlen Komar • Dec. 30, 201

Katie Andrews Therapy

“Tips on Tolerating Uncertainty” by Margarita Tartakovsky • Nov. 2, 2015

Health + Fitness Cheat Sheet

“3 Ways Having Kids Will Change Your Relationship” by Taryn Brooke • Oct. 24, 2015

Refinery.com

“What to Say in Life’s Most Difficult Situations” by Hayley MacMillen • Aug. 4, 2015

Alpha Counseling and Treatment

“Why Seeing a Therapist Makes You Strong Not Weak” • June 15, 2015

Financial Post, *Business Insider*

“11 things successful people do on Sunday nights” by Jacquelyn Smith • Jan. 19, 2015

The Good Men Project

“20 Ways to Choose Happiness” • Oct. 24, 2014

News.com.au

“Psychotherapist Joyce Marter Reveals Her Top 10 Tips for a Better Sex Life” • Feb. 12, 2014

New Zealand’s Sunday Magazine

“Love After Baby”

WBEZ - Blog

“Why We Could All Use Some Therapy” by Leah Pickett • May 16, 2013

U.S. News & World Report *Career Blog*

“How to manage your emotions in the workplace” by Ritika Trikha • May 15, 2012

“4 Tried and True Time-Management Techniques” by Ritika Trikha • June 12, 2012

Belief.net

“9 Ways to Truly Support Your Partner” by Margarita Tartakovsky, MS

“7 Healthy Ways to Feel Your Feelings”

Notey.com

Joyce Marter Blog

WCIU, The U

Post Traumatic Stress Disorder Video clip

Careerbliss.com

“10 Ways to Overcome Pre-Job Interview Jitters” by The CareerBliss Team • Mar. 30, 2012

Center for Behavioral Health

“Tips to Increase Your Assertiveness” • April 20, 2012

Madamenoire.com

“... How Your Marriage Will Change After a Baby” by Alyssa Rachelle • Sept. 8, 2016

Biblewaymag.com

“10 Ways to Be a Better Person” by Etson Swabe • Mar. 11, 2016

CongNghe.vn

“To Start a New Week Full of Life ... 12 Ways to Sunday” by Genk • Mar. 27, 2016

Mentalhealthforum.net

“Applying the 5 Love Languages to Self-Love: How to Love Yourself”

by Joyce Marter • April 2, 2016

Racked.com

“War, All Dressed Up” by Claire Carusillo • April 12, 2016

Intuit QuickBooks

“How Psychology Can Make or Break Your Business” by Brandi-Ann Uyemura

Intelligence For Your Life John Tesh

“5 Reasons to De-Clutter Your House Right Now”

Match.com

“The Signs of Confidence in Dating: Dating Tips” by Stacey Elkins

WEBSITE

www.joyce-marter.com

SOCIAL MEDIA

Twitter | https://twitter.com/Joyce_Marter

Facebook | <https://www.facebook.com/JoyceMarterLCPC/>

Pinterest | <https://www.pinterest.com/joycemarter1/>

Instagram | <https://www.instagram.com/joyce.marter/>

QUOTED IN THE FOLLOWING BOOKS

Dasenbrook, Norman C. (2009) Tools and Strategies for Developing Your Own Counseling Private Practice. In Marini, Irmo, and Mark A. Stebnicki. *The Professional Counselor's Desk Reference* (p 34). Second ed. New York, NY: Springer Pub., Print.

Carter, Candice C., and Linda Pickett. (2014) *Conflict In Youth Literature for Peace Education* (p 117). New York, NY: Palgrave Macmillan, Print.

Donaldson, Jaleh (2011) *Making Marriage a Success: Pearls of Wisdom from Experts Across America*. Booklocker.com. Print.

Veland, Cherilynn M. (2015) *Stop Giving It Away: How to Stop Self-Sacrificing and Start Claiming Your Space Power and Happiness* (p 141). SheWrites Press. Print.

PROFESSIONAL MEMBERSHIPS:

Illinois Mental Health Counselors Association

Illinois Counseling Association

American Counseling Association

