

## Program Descriptions-EAP

### Emotional Health

#### *Stress Management and Healthy Well-Being*

This workshop will help participants understand the impact of negative stress on their overall well-being, as well as how it contributes to certain medical conditions. Participants will learn how to identify the sources of stress in their lives, and strategies for managing stress. Recommended as a follow-up to the “Managing Stress for Life” workshop.

*Training duration: 60-90 minutes*

#### *Depression: More Than the Blues*

Affecting approximately 10 million Americans each year, depression is a serious medical condition that cannot be ignored. This training will increase awareness about depression, teach participants how to recognize the signs and symptoms and identify resources that can help depressed individuals and their loved ones.

*Training duration: 60-90 minutes*

#### *Managing Stress for Life*

Stress can affect all areas of our lives. If not managed, it can have negative effects on our emotional and physical health. Participants will learn to recognize sources of stress in their lives, recognize the signs and symptoms of unmanaged stress and utilize effective coping strategies to better manage stress.

*Training duration: 30-90 minutes*

#### *Anger Management*

This training helps participants understand how they express anger and find constructive ways of managing angry feelings. Upon workshop completion, each participant will be able to explain how anger occurs, understand the constructive and destructive effects of anger, and develop a personal anger management plan.

*Training duration: 60-90 minutes*

### Personal Development

#### *Change Management*

Change is normal, natural and inevitable. In this workshop, participants learn how to anticipate their response to change and develop resilience so that they can successfully manage the effects of change.

*Training duration: 30-120 minutes*

### *Conflict Resolution*

The word “conflict” often conjures negative images that inevitably lead to disastrous outcomes. But it doesn’t have to be that way. This workshop assists participants in learning the principles of successful conflict management and how to apply those principles to specific personal and workplace situations.

*Training duration: 60-90 minutes*

### *Time Budgeting: Getting It All Done*

With so much to juggle between work and home responsibilities, many people are struggling to keep pace. For some of us, it could be a case of piling too much on our plates. For others, it might be that we are poor time managers. Workshop participants will learn about the relationship between time management and stress, and will identify the skills necessary for successful time management.

*Training duration: 60-90 minutes*

### *Gaining Power By Changing The Way You Think*

The power of positive thinking can help employees reduce anxiety and stress. Workshop participants will explore this relationship and practice techniques that can help them maintain a more optimistic response to negative experiences and events.

*Training duration: 30-90 minutes*

## Legal/Financial Issues

### *Financial Uncertainty: What To Do Today*

Financial uncertainty can cause even the most organized and calm person to feel anxious and worried. This training will help people identify a personal action plan for financial management and change management strategies. Participants will learn how they can practice resilience so they can successfully manage the effects of financial changes.

*Training duration: 60 minutes*

## Workplace Issues

### *Assertiveness Training*

This interactive workshop addresses the importance of assertiveness and how it differs from aggressiveness or passiveness. Participants will learn how to become more assertive, both in and out of the workplace, and how to significantly improve their communication, leadership and conflict management skills.

*Training duration: 60-90 minutes*

### *Employee EAP Orientation*

This program introduces employees to the EAP so that they feel comfortable accessing services. Employees learn what the EAP is, reasons they might use services and how the program works. Issues such as confidentiality are also discussed.

*Training duration: 60-90 minutes*

### *Avoiding and Coping With Burnout*

Twenty-five percent to 40 percent of U.S. workers report that they experience job burnout. To protect workers from this emotionally-draining syndrome, this workshop will help attendees foster personal characteristics that will help them avoid burnout. They will learn to use healthy lifestyle skills and create an action plan to cope with burnout.

*Training duration: 60 minutes*

### *Dealing with Difficult People*

Most of us are guilty of being “difficult to get along with” at certain points in our life, but some people seem to provide us with more than a fair share of difficulty all of the time! This workshop looks at some overall strategies for dealing with difficult people, then explores specific things participants can do to cope effectively with the most frequently encountered difficult personality types.

*Training duration: 30-90 minutes*

### *Diversity in the Workplace*

The American workplace includes people of diverse cultures and backgrounds, bringing a wider breadth of experience and ideas to an organization. But it can also create a clash of cultures that brings tension, frustration and conflict into a work group. This workshop is designed to help supervisors, administrators, consultants and all employees effectively address issues related to workforce diversity.

*Training duration: 60-90 minutes*

### *Effective Communication in the Workplace*

Now more than ever, communication plays a major role in both business and personal relationships. In this training, participants will learn to recognize the many factors that often interfere with communication, and develop the essential skills that contribute to effective interpersonal communication in the workplace.

*Training duration: 30-90 minutes*

### *Managing Multiple Priorities at Work*

In this high-speed, high-expectation world, many employees feel significantly overwhelmed by their workload. This workshop will offer participants specific skills and

strategies to help them gain greater control over their workday, reduce their stress levels and accomplish their most important tasks.

*Training duration: 90 minutes*

### *Recognizing & Responding To Signs Of Aggression In The Workplace*

Aggressive and violent acts in the workplace can have devastating effects on morale and organizational quality of life. This interactive workshop is designed to raise awareness regarding aggression in the workplace, outline ways in which workplace aggression can be prevented and/or defused and encourage all employees to contribute to a safe workplace. A training titled “Managing Aggression in the Workplace” is also available for managers and supervisors.

*Training duration: 60-90 minutes*

### *Sexual Harassment*

This workshop is designed to increase employees’ awareness of, and prevent, sexual harassment in the workplace. Participants will learn how to differentiate between facts and myths about sexual harassment. Federal laws and company policies that protect workers from sexual harassment are discussed. A sexual harassment training for managers and supervisors is also available.

*Training duration: 60-90 minutes*

### *Team Building: A Three Part Training*

#### *Part 1: Communication Skills*

This training explores the critical role communication plays in effective teams. Participants will identify different communication styles and their impact on effective team work. Participants will also use skills for effective communication, such as active listening and giving constructive feedback, and will learn techniques for resolving conflict within a team.

*Training duration: 90-120 minutes*

#### *Part 2: Self-empowerment*

A successful organization is comprised of teams of people who are “empowered.” This means that every individual within the organization takes responsibility for developing his or her capabilities to the fullest. Participants will assess their own empowerment qualities, including core beliefs and values, self-esteem and attitude, and will learn how to make decisions and relate to others.

*Training duration: 90-120 minutes*

#### *Part 3: Team Empowerment*

Team building values each individual’s contribution to the work group. Each team member possesses unique strengths, and combined with other team members, they further the goals of their work group and their organization. Participants will learn the stages of team development, understand team dynamics and assess the needs of their work group.

*Training duration: 90-120 minutes*

#### *The Survivor's Guide to Downsizing: What's Next?*

Participants will begin to work through their emotional reactions to being a downsizing survivor, and discover ways to thrive in the new organization and cope with the challenges it brings. They will develop a personal action plan of specific strategies, tools, and resources to help them transition through current and future organizational changes. A similar training is available for supervisors and managers.

*Training duration: 60-90 minutes*

#### *Workplace Etiquette: A Guide for Employees*

What behaviors are acceptable in the workplace? Which are not? Attendees will explore their role in helping to create a work environment conducive to positive interactions. They will identify any deficiencies in their own behavior, and learn how to have an assertive discussion with a co-worker about potential problem office behavior.

*Training duration: 45-60 minutes*

#### *Violence in the Workplace*

Aggressive and violent acts in the workplace can have devastating effects on morale and organizational quality of life. This interactive workshop is designed to raise awareness regarding aggression in the workplace, outline ways in which workplace aggression can be prevented and/or defused and encourage all employees to contribute to a safe workplace. A training titled "Managing Aggression in the Workplace" is also available for managers and supervisors.

*Training duration: 60-90 minutes*

### Work/Life Issues

#### *Caring for Aging Relatives*

Worry, distraction, exhaustion, time missed from work-these are symptoms of burnout that a working caregiver knows all too well. Elder care resources and strategies can help. Workshop participants will learn how to negotiate both the public and private service mazes, how to cope with long-distance caregiving responsibilities, and how to plan for long-term needs.

*Training duration: 60-90 minutes*

#### *Balancing Work and Family*

Participants will learn how to increase awareness of how well they manage the demands of their employer and family and how to achieve a healthy balance between their work and personal lives.

*Training duration: 30-90 minutes*

## Training for Managers & Supervisors

### *EAP Training For Supervisors*

This training is designed to increase the supervisor's knowledge of the EAP, including the services it provides, how the program works and how it can be used as a management resource when dealing with a troubled employee.

*Training duration: 60-90 minutes*

### *Managing Anxiety In The Workplace*

In this training, participants will take a closer look at the reality of anxiety in today's workplace and analyze its effects on productivity. Managers will learn how to develop a proactive strategy and acquire the critical leadership skills that are necessary to help employees deal with stress in a changing environment.

*Training duration: 60-90 minutes*

### *Managing For Top Performance*

This seminar will focus on the importance of leadership setting a positive work culture in order to develop and strengthen high-performance teams. Key materials from the body of research called "emotional intelligence" will be presented and discussed.

*Training duration: 60 minutes*

### *Responding To Substance Abuse In The Workplace: A Guide for Supervisors*

This workshop provides managers and supervisors with a greater understanding of the impact of substance abuse on the workplace. Participants will learn specific skills for identifying and responding to employees with substance abuse problems.

*Training duration: 60-90 minutes*

### *Sexual Harassment: A Training For Managers & Supervisors*

This workshop is designed to increase awareness and capabilities with regard to the problem of sexual harassment in the workplace. Federal laws and company policies regarding sexual harassment will be discussed. A sexual harassment training for employees is also available.

*Training duration: 60-90 minutes*

### *The Survivor's Guide to Downsizing: For Managers*

Participants will begin to work through their emotional reactions to being a downsizing survivor, and discover ways to thrive in the new organization and cope with the challenges it brings. They also will understand the importance of being an effective leader during a downsizing transition, and will gain tips for success.

*Training duration: 60-90 minutes*

*Managing Aggression in the Workplace*

This interactive workshop is designed to increase awareness and capabilities with regard to managing threats of violence and other aggressive behaviors in the workplace.

*Training duration: 60-90 minutes*