

BHO EAP

Training Catalog

2021



BEHAVIORAL HEALTHCARE
OPTIONS, INC.SM

Revised 7/2021



ABOUT BHO EAP TRAININGS

All of the trainings can be delivered in person, using your company's online platform, or pre-recorded video.

To schedule training for your company, please email:

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The information we will need to know:

- Company/location
- Name of Training
- Possible Dates & Times
- Type of delivery: onsite, online or video
- Which online platform is being utilized?

LEADERSHIP TRAININGS



Trainings for leaders are an integral part of planning for successful company growth and wellness. The following trainings will provide useful information in a way that is interactive and engaging. They are often an effective tool in creating positive changes in the health of both leadership and employees within your organization.

- Back to Work During COVID-19
- Balancing Work and Family
- Building Winning Teams
- Bullying in the Workplace
- Business Etiquette
- Change Management
- Change Your Thinking, Change Your Life
- Child Abuse Awareness
- Coaching Employees for Success
- Compassion Fatigue
- Conflict Competent Leadership
- Critical Incident Response (CIR): Is It Really Necessary?
- Crucial Conversations
- Diversity in the Workforce
- Domestic Violence/Intimate Partner Violence
- DOT Training
- Emotional Health
- Emotional Intelligence
- Energy Management: Why it matters more than time management
- The Gift of Listening

- Gratitude in Leadership
- How to Handle Other People's Emotions Like a Pro
- How to Say No and Still be Successful
- Intimate Partner Violence/Domestic Violence
- Leading Change
- Manager's Guide to Mental Illness in the Workplace
- Managing Multiple Generations
- Managing the 'Terrible Two's': Anger and Fear
- Mindfulness in the Workplace
- Negativity in the Workplace
- "Net-Iquette" – Email Etiquette
- Nonverbal Communication: Improving Your Skills at Reading Body Language
- Organizational Change: Surviving or Thriving?
- Planning for Professional Growth
- Post-Traumatic Stress Disorder: Not All Wounds Are Visible
- Priority Management
- Resilience in the Workplace
- Sensitivity: Respecting Our Differences
- Sexual Harassment – What Every Manager Should Know
- Signs and Symptoms of Substance Abuse
- Social Media Addiction
- Suicide Awareness
- Supervisory Referral Training
- Time Management for Supervisors
- Trauma-informed Workplace
- Violence in the Workplace

TRAININGS FOR ALL STAFF



We assist your organization in promoting a healthy work environment where employees are engaged and effective in their roles. Our worksite learning opportunities are designed to educate and motivate employees to be proactive and effective in managing their work responsibilities and personal lives. All of the trainings listed below are one hour in length and appropriate for all staff.

EMOTIONAL HEALTH & WELLBEING

- 25 (Scientifically Proven) Ways to Feel Happier
- 7 Types of Anxiety and Depression **NEW**
- ADD – Attention Deficit Disorder **NEW**
- Addiction in America: Are We Drowning?
- Anger Management: Taming the Tiger Within
- Anxiety Disorders
- Be A Wildflower: Self Care
- Breaking Bad Habits
- Building Self-Esteem
- Change Your Thinking, Change Your Life
- Codependency: I Just Want to Be Loved
- Coping with Anxiety during COVID
- Coping with Change
- Defense Mechanisms
- Depression: Myths and Facts
- Domestic Violence/Intimate Partner Violence
- Emotional Agility

- EQ or IQ – Which Is More Important?
- Emotional Health
- Healthy Relationships
- Holiday Stress
- Laughter, Chocolate, and Other Lesser Known Stress Reducers
- Managing the “Terrible Two’s”: Anger and Fear
- Managing Your Personal Energy: Why Energy Management Matters More than Time Management
- Mindfulness
- Online Dating: It’s a Jungle Out There
- Pathological Gambling
- Post-COVID Syndrome
- Post-Traumatic Stress Disorder: Not All Wounds Are Visible
- The Power of Positive Self Talk
- Procrastination
- Resilience
- Self-Sabotage: Who Needs Enemies When You’ve Got Yourself?
- Stop Worrying!
- Stress Management – From Burnout to Balance
- Suicide Awareness
- Toxic Ideas: Are They Ruining Your Life? **NEW**
- Trauma: What Happens and How to Recover
- Who Moved My Cheese? A Story about Change
- Win a Little, Lose a Lot: The Problem Gambler

HOME & FAMILY

- Balancing Work and Family
- Budgeting 101
- Care for the Caregiver: Who's Taking Care of the Caregivers?
- Caring for Our Elders – Our Turn Now
- Child Abuse Awareness
- Conflict Resolution for Couples
- Dual Career Couples – Facing the Stress of Success
- Goal Setting
- Nonverbal Communication: Improving Your Skills at Reading Body Language
- Parenting Tips for All Ages
- The Psychology of Money (What Money Really Means)
- Signs and Symptoms of Alcohol/Drug Use
- Tips for Getting a Good Night's Sleep
- Trauma in Children: What Happens and How to Help
- Understanding Addictions
- Understanding and Supporting People with Mental Illness

MEDITATIONS

- Mindful Meditation (27 min.)
- Body Awareness Meditation (10 min.)
- Forest Meditation (14 min.)
- Grateful Meditation (7 min.)
- Peaceful Meditation (5 min.)
- Silent meditation (18 min.)
- Warm Golden Light Meditation (13 min.)

WORK

- Assertiveness Skills
- Back to Work During COVID-19 **NEW**
- The Bully in the Workplace
- Conflict Resolution at the Worksite
- Dealing with Difficult People
- Defusing Angry Customers
- Diversity 101: Tips for Workplace Success
- Negativity in the Workplace
- “Net-Iquette” – Email Etiquette
- Organization Change: Surviving or Thriving?
- Priority Management
- Professional Communication
- Resilience in the Workplace
- Sexual Harassment – What Is and How to Avoid It
- Signs and Symptoms of Alcohol/Drug Use
- Supporting Caregivers in the Workplace
- Time Management
- Using Your Emotional Intelligence in the Workplace
- Violence in the Workplace
- Working with Five Generations: Can We All Work Together?

LEADERSHIP TRAININGS DESCRIPTIONS

All of the trainings listed below are one hour in length unless described differently. In addition, any of the trainings for all staff may be tailored for supervisors and managers.

Back to Work During COVID-19 **NEW**

The coronavirus pandemic has created unprecedented levels of stress and pressure on many people worldwide. It is normal to feel anxiety and to worry about the future. How you cope with these emotions and stress can affect your well-being, the well-being of the people you care about, your workplace, and your community. In this training, participants will learn:

- Consequences of the pandemic
- Potential return to work issues
- Signs of distress
- Stress management techniques during this pandemic

Balancing Work and Family

It is difficult to keep your balance when work, family and a longing for free time are tugging at you from a dozen different directions. This will help managers:

- Identify sources of work and family life stress
- Develop skills to become more organized and efficient with their time & energy
- Improve communication
- Create support networks
- Learn how to effectively delegate and set limits

Building Winning Teams

We all seem to be able to agree that managers must be good at building, maintaining and reinforcing teamwork. Many managers, however, rise to their positions by working relatively independently with little direction or reinforcement and do not know how to create great teams. Even though team work and team building can offer many challenges, the payoff from a high performance team is well worth it. In this workshop, managers will learn:

- Strengths and weaknesses of using teams
- Traits of effective teams
- The five dysfunctions of a team
- Questions all teams should answer

Bullying in the Workplace

“Those who can, do. Those who can’t, bully.”

Researchers have found that bullying is more harmful than sexual harassment on the job, but since it is not illegal, the employees who are the target are often left to fend for themselves. In this session, participants will learn:

- Three forms of workplace aggression
- Signs you may be the target of a bully
- Techniques for dealing with bullies

Business Etiquette

Rules for appropriate business behavior have changed over the years. Even though some aspects, such as dress code, typically aren’t as formal as they once were, most companies still want people to follow some basic social norms. By behaving considerately, respectfully and honestly, nearly anyone can get along successfully in a complex society. In this workshop you will learn to:

- Make the connection between business etiquette, business success, and professionalism.
- Identify 10 best practices for workplace etiquette.
- Implement strategies for workplace courtesy and increasing your professionalism.

Change Management

Change is an ongoing process in the life of every human being and in every organization. Changes that we make are often inconvenient, seem unfair, and cause us stress, but we must learn to adjust if we are going to continue to grow and advance. In this training, participants will examine:

- Common reactions to change
- Reasons for resistance to change
- Techniques for helping others adapt successfully to change

Change Your Thinking, Change Your Life

“You are not what you think you are, but what you think, you are!”

Our thinking has a direct impact on our behavior, our thoughts and our feelings. The bad news is, however, that this usually works in a negative direction for many of us. We inadvertently program ourselves by saying things like “I am not creative” or “I have never been happy” and sure enough, that is our reality. In this training, we will discuss:

- Types of destructive thinking patterns
- How to change these thinking patterns
- Examining our belief systems

Child Abuse Awareness

It's the unthinkable. An unsafe family in which a child is neglected or worse, abused. It's more common than you think. Children can be and are abused and neglected across the socioeconomic spectrum. Learning about it is the first step to bring light to these harrowing issues and provide hope for those who are affected. In this training, participants will learn:

- Prevalence of child abuse in the US
- Potential warning signs of abuse and neglect
- How to report child abuse

Coaching Employees for Success

We all seem to be able to agree that managers must be good at building, maintaining and reinforcing teamwork. Many managers, however, rise to their positions by working relatively independently with little direction or reinforcement and do not know how to create or sustain great teams. Even though team work and team building can offer many challenges, the payoff from a high performance team is well worth it. In this training, managers will learn:

- Goals of coaching
- The differences between supervising and coaching
- How to give constructive feedback
- An intervention formula for poor performance

Compassion Fatigue

Compassion fatigue, also known as secondary traumatic stress (STS), is a condition characterized by a gradual lessening of compassion over time. Some research suggests that people who are attracted to care giving often enter the field already compassion fatigued. These are people who were taught at an early age to care for the needs of others before caring for their own needs so that ongoing self-care practices are absent from their lives. In this training, you will learn:

- Common symptoms of compassion fatigue
- Self-care strategies for those with compassion fatigue
- Some do's and don'ts of recovery

Conflict Competent Leadership

Conflict exists in every business and can be detrimental to a team if not handled properly. Managing and resolving conflict requires emotional maturity, self-control, and empathy. It can be tricky, frustrating, and even frightening. You can ensure that the process is as positive as possible by learning some resolution guidelines. In this training, you will learn:

- Types of workplace conflict
- Steps to mediate and resolve workplace conflict
- Actions to avoid
- When to seek help

Critical Incident Response (CIR): Is It Really Necessary?

This training will examine the Critical Incident Response (CIR) process as it applies to work situations. Many employers are not certain when, how or why to do a CIR. This presentation will help you understand what constitutes a 'critical incident,' what employees typically experience as a result, and how your company can respond in a way that minimizes the aftershock of such events. Participants will learn:

- Types of events amenable to CIR
- Four levels of reactions to a critical incident (behavioral, physical, emotional, cognitive)
- Stressors after the event
- Steps to take in the recovery process

Crucial Conversations: What They Are and How to Have Them

Communication is the foundation of all healthy relationships. Whether it is between couples, friends, family members, coworkers, or customers, the way we communicate with one another is essential to how we get our individual needs met. Whether it is addressing an employee who is chronically late, a coworker who is not doing the job, or a daughter who lies about her late nights with her mysterious boyfriend, this training will help equip you with the skills to confront disappointing performance and behaviors so you can solve problems, improve accountability, and strengthen relationships. You will learn:

- Three traits of a crucial conversation
- Seven principles for mastering crucial conversations
- What to do before, during and after a crucial conversation

Department of Transportation-Mandated Alcohol and Drug Training for Supervisors

This two-hour training is in compliance with Federal guidelines and includes:

- A review of the Federal regulations
- Signs and symptoms of drug and alcohol use at the work site
- Information about the specific drugs for which employees are tested, and their effects on physical, cognitive and emotional functioning

Diversity in the Workforce

Diversity gives us access to a greater range of talent and ideas. It helps provide insight into the needs and motivations of all of our employees as well as those we serve. However, actually achieving it in practice can turn out to be far more difficult than anticipated. In this training, you will learn:

- The definition of diversity
- The importance of inclusion
- Tips for improving relationships

Domestic Violence/Intimate Partner Violence

Victims of intimate partner violence suffer physically and psychologically. This training helps participants understand what domestic violence is, how to protect yourself or someone you know from partner abuse, and explains how and where to get help.

Additionally, participants will learn:

- Prevalence of domestic violence in the U.S.
- Signs and symptoms of domestic violence
- What you can do to help

Emotional Health: What It Is and How to Get Some

Emotional health is about being happy, self-confident, self-aware, and resilient. People who are emotionally healthy are in control of their emotions and behavior. They're able to handle life's inevitable challenges, build strong relationships, and lead productive, fulfilling lives. They bounce back when bad things happen and can manage stress without falling apart. If your emotional health isn't as solid as you'd like it to be, here's the good news: there are many things you can do to boost your mood, build resilience, and get more enjoyment out of life. In this training you will learn:

- Traits of emotionally healthy people
- Role of resilience in emotional health
- Physical activities that promote emotional health
- Tips for taking care of yourself
- When to seek help

Emotional Intelligence

Some people just have all the luck. So what is it - good looks? Charm? More than likely it is the emotional intelligence factor. Emotional intelligence, often referred to as EQ, is a set of abilities that lets you form optimal relationships. And research shows it can be a far better predictor of life success than IQ. In this training, participants will learn:

- How EQ and IQ differ
- Five core components of EQ
- How to develop EQ

Energy Management: Why It Matters More Than Time Management

One of the biggest mistakes most of us make is that we try to operate as if we're computers -- at high speeds, for long periods of time, running multiple programs at the same time. In fact, human beings are meant to pulse – to move between spending and renewing energy. We're hardwired to make waves – to be alert during the day and to sleep at night, and to work at the highest intensity only for limited periods of time. Instead, we push harder and faster for more and more hours, in the mistaken belief that investing more time, more continuously is the only way to get more done. In this training participants will learn:

- What ultradian rhythms are and how to follow them
- Four types of energy affecting knowledge and productivity
- Tips for better energy management

The Gift of Listening

Expressing our wants, feelings, thoughts and opinions clearly and effectively is only half of the communication process needed for interpersonal effectiveness. The other half is listening and understanding what others communicate to us. In this training, participants will learn:

- Sources of difficulty by the speaker
- Sources of difficulty by the listener
- Three basic listening modes
- The gifts of listening

Gratitude in Leadership

The power of gratitude is undeniable. It creates a positive culture that melts away negativity at work, turns employees into loyal top performers who join forces to bring your business to the next level, and can more than double your bottom line when done right. Come to this training and learn:

- How to lead with gratitude
- Effects of gratitude in the workplace
- Ways to increase gratitude

How to Handle Other People's Emotions Like a Pro NEW

If you've ever felt as though you caught a coworker's or family member's mood, it probably wasn't your imagination. Emotions can be transmitted more easily than colds or flus – faster than the blink of an eye. Research has found that upbeat emotions such as enthusiasm and joy, as well as negative ones, including sadness, fear and anger, are easily passed from person to person, often without either party's realizing it. 'Emotional contagion' can occur in a matter of milliseconds. In this training, you will learn:

- Why and how we get hooked into the emotions of those around us
- Specific techniques for handling specific emotions
- Skills to effectively and respectfully handle others' emotions

How to Say 'No' and Still Be Successful NEW

We all want to be successful in our personal and professional lives. Somewhere along the line we learned that saying 'yes' is how we pleased people even though we wanted to say 'no.' This training examines why it is so difficult to say the word 'no' and overcome the fear of rejection when saying it. Participants will learn:

- Qualities of successful people
- What successful people do not do
- Why, how and when to say no
- The hidden cost of yes

Leading Change

Managing change means managing fear. Even though nothing is as important to the survival of your organization as change, nothing has greater potential to cause failures, loss of production, or falling quality. In this training, managers will learn:

- Typical reactions to change
- How to help employees understand what is and what is not changing
- Overcoming resistance to change
- Top ten techniques for coping with organizational change

Manager's Guide to Mental Illness in the Workplace

Mental health problems affect many employees — a fact that is usually overlooked because these disorders tend to be hidden at work. A recent study found that 18% of those who were employed said they experienced symptoms of a mental health disorder in the previous month. But the stigma attached to having a mental health issue is such that employees may be reluctant to seek treatment — especially in the current economic climate — out of fear that they might jeopardize their jobs. At the same time, managers may want to help but aren't sure how to do so. In this training participants will learn:

- Most frequently occurring mental health issues in the workplace
- Signs and symptoms of each type of mental health issue
- Management strategies for each type of mental health issue

Managing Multiple Generations

Managers are increasingly grappling with generational differences in their work forces. Problems can arise from differing mindsets and communication styles of workers born in different eras. The frictions may be aggravated by new technology and work patterns that mix workers of different ages in ever-changing teams. In this training managers will learn:

- Characteristics of the five generations
- Communication strategies that bridge the gaps
- How to take advantage of the differences in values and expectations of the four groups
- How to avoid stereotyping

Managing the “Terrible Two’s:” Anger and Fear

It's by now generally agreed upon that anger, as prevalent as it is in our species, is almost never a primary emotion. Underneath it lie many powerful emotions, the most common of which is fear. The fact is, in our culture, it is easier to get mad than admit to fear of any kind. In this training, participants will learn:

- The relationship between anger and fear
- Signs and symptoms of impending anger and fear
- Techniques for managing anger and fear

Mindfulness in the Workplace

Mindfulness is often viewed as either a touchy-feely fad or valuable management tool that can lift an entire workplace. A new comprehensive analysis of mindfulness research suggests the latter -- that injecting a corporate culture of mindfulness not only improves focus, but the ability to manage stress and how employees work together. In this training you will learn:

- What mindfulness is
- Proven benefits of mindfulness in the workplace
- Specific strategies for practicing mindfulness

Negativity in the Workplace

We all know people who exude negativity. They don't like their jobs, they don't like the company, their bosses are always jerks and the customers are worthless. Negativity is one of the most destructive forces that can be unleashed on an organization. It affects morale, productivity, and it is downright poisonous. This training will address:

- How negativity surfaces in the workplace
- Strategies for overcoming your own negativity
- Skills for dealing with others' negativity

“Net-Iquette” – Email Etiquette

Do you receive emails that seem hostile, confusing, unnecessary or just plain stupid? With such diversity in personalities, it is easy for the intent of our communication to be misinterpreted. Since composing text messages is currently the most widely used form of communication, perhaps looking at a few rules of etiquette may help to make our e-mails more user-friendly. In this training, you will learn:

- Why we need email etiquette
- What are some common email etiquette rules
- Some examples of what to do and not to do to foster better understanding between you and others

Nonverbal Communication: Improving Your Skills at Reading Body Language

It's well known that good communication is the foundation of any successful relationship, whether it is personal or professional. It's important to recognize, though, that it's our nonverbal communication—our facial expressions, gestures, eye contact, posture, and tone of voice—that speak the loudest. The ability to understand and use nonverbal communication, or body language, is a powerful tool that can help you connect with others, express what you really mean, and build better relationships. In this workshop, you will learn:

- Types of nonverbal communication and body language
- How nonverbal communication can go wrong
- Tips for reading body language

Organizational Change: Surviving or Thriving?

This training is helpful during times of repeated organizational change in which employees and managers may be experiencing frustration at the range of responses which may inhibit “business as usual.” Participants will learn:

- Cycles of change in the organization
- Cognitive and behavioral activities in individuals in response to change in the organization
- Helpful stress management techniques for surviving organizational change

Planning for Professional Growth

You don't have to wait for a new year, a birthday, or a new job opportunity to reinvigorate your career. Whether you're looking to change careers or advance in your current one, this workshop can help you feel more satisfied about heading in a direction that reflects who you are and the life you want to live. In this workshop you will learn to:

- Assess your strengths and skills
- Form goals for your career
- Build a plan for career growth
- Identify resources to strengthen your plan

Post-Traumatic Stress Disorder: Not All Wounds Are Visible

Nearly 7% of U.S. adults who have survived combat, physical abuse or neglect develop post-traumatic stress disorder. In this training, participants will learn:

- Define PTSD
- Identify who is affected by PTSD
- Identify common PTSD symptoms
- Treatment options

Post-Traumatic Stress Disorder NEW

PTSD (which is sometimes referred to as “critical incidence stress” or simply “emotional trauma”) is usually considered a psychological issue, but even though PTSD can impact your psychological wellbeing, it is not a mental disorder. This condition can occur in anyone who has experienced trauma, but it is common in military veterans and in first responders who are routinely on the front lines responding to emergencies and crisis situations. The multiple traumas and stress they experience are expected as a part of their job, but it comes at a high cost. In this training, participants will learn:

In this training, participants will learn:

- Signs and symptoms of PTSD
- Risk factors
- Common behaviors seen in the workplace
- Tips for survivors, coworkers and managers

Priority Management

You can't get more hours in the day – neither can anybody you know. But have you looked at your priorities lately? Have you examined the choices that you make that reveal the priorities that you have? Your priorities matter more than how you spend your time. In this training you will learn:

- The differences between time management and priority management
- Five power questions to help you determine your priorities
- Specific strategies for determining what to do and when to do it

Resilience in the Workplace

For years, researchers have been studying stress in every area of our lives. We have studied it so well that we may have become less resilient because we experience work and home as highly stressful. The research that looks at successful adaptations to stress is catching on, particularly in the workplace. In this training, participants will learn:

- The definition of resilience
- Characteristics of people who are resilient
- The long term advantages of being resilient
- Your own level of resilience - take the 'Resilience Quiz'

Sensitivity: Respecting Our Differences

As organizations build a multi-cultural and gender-neutral workforce, communication has become more complex. In a diverse workplace the challenge is for us to show respect for others by treating them with dignity and sensitivity. You can show sensitivity towards your co-workers by respecting their differences and making an effort not to offend them. In this workshop, you will learn:

1. Definition of diversity, culture
2. Define and demonstrate respect
3. Two qualities of emotional intelligence (empathy and self-awareness)

Sexual Harassment – What Every Manager Should Know

Managers are encouraged to take steps necessary to prevent sexual harassment from occurring, yet they often do not have the training or knowledge to do so. Prevention is the best tool to eliminate sexual harassment in the workplace. In this training, managers will learn:

- Definition of harassment
- Forms of harassment
- Intent vs. impact
- Establishing a respectful workplace

Signs and Symptoms of Alcohol/Drug Use

This training will examine the incidence and prevalence of chemical dependency in the workplace, including the cost to businesses, stages of progression, and the most commonly abused drugs. Participants will learn:

- Signs and symptoms of drug abuse in the workplace
- What to do if you suspect a problem
- Review company policy

Social Media: Helping or Hurting? NEW

This training examines the effect of social media on our mental health. Experts who have worked everywhere from Facebook to YouTube to Pinterest have a clear message: social media is having an increasingly damaging impact on humanity. This training will examine:

- The positive and negative aspects of social media
- Research on the addictive nature of social media
- How to protect your mental health
- Ways to detach from social media

Suicide Awareness

This training can be one to 1 ½ hours in length and is for managers and employees alike. In this training, participants will learn:

- Incidence and prevalence of suicide
- Risk factors commonly associated with suicide
- Warning signs of someone who may commit suicide
- What you can do to help someone who is contemplating suicide

Supervisory Referral Training: How to Deal with Difficult Employee Behaviors at the Worksite

Do you ever feel like you have the same conversation with the same employees and nothing is different? This two hour training is designed to help supervisors identify, manage and refer employees who exhibit performance problems that have been unresponsive to traditional coaching methods. This training will help you to:

- Identify signs and symptoms of a troubled employee
- Confront behaviors of concern at an early stage
- Utilize the Employee Assistance Program as an additional resource for dealing with difficult behaviors that may require disciplinary action
- Develop communication skills to deal with “difficult” people

Time Management for Managers

Is your current way of doing things generating the results you want and need from your team? Spread thin and find it challenging to balance your personal production goals with the time needed to coach and develop your people? Feeling buried in tasks, deadlines and expectations? In this training, managers will learn:

- Most common time-wasters for managers
- Time saving ideas for every worksite
- Tips for avoiding procrastination

The Trauma-Informed Workplace

“If our intention is to be great leaders and effective, skilled interveners, then we have to be sympathetic, compassionate, and NOT take [challenging] behavior personally. When we do this, we’re able to rationally and effectively respond.” – Maria Navone

A trauma-informed workplace recognizes the potential for past and/or present trauma to impact a person’s mental, physical, social, and emotional well-being. That means that an appropriate response recognizes the ongoing and interdependent needs for a person's sense of safety and connection, and for the management of emotions and impulses. In this training, managers will learn:

- Trauma-informed care (TIC) model
- Impact of TIC on the workplace
- Identify specific changes to make on an individual and organizational level to implement trauma-informed care practices

Violence in the Workplace

This training is designed for all managers, directors or other supervisory staff.

Participants will learn:

- The continuum of violence
- To identify signs and symptoms of the potentially violent employee
- About a specific type of violence – domestic violence – and what the manager and company can do to protect victims at the workplace
- Strategic actions to take should a violent situation erupt

TRAININGS FOR ALL STAFF

EMOTIONAL HEALTH & WELLBEING

25 (Scientifically Proven) Ways to Feel Happier

Not only is happiness one of the most positive emotions we can experience, but being happy is also the key to a fulfilled, healthy life. Also, it helps that happiness is linked to living longer, how hard we work, physical function as we age, and an improved immune system, among other health benefits. In this training participants will learn:

- Their own unique definition of happiness
- Factors that influence happiness
- 25 specific strategies to increase happiness and the science behind them

ADD – Attention Deficit Disorder NEW

Attention deficit disorder (ADD) is not a single or simple disorder. In fact, there are 7 Types of ADD and each has a unique set of symptoms that requires a customized treatment plan. In people who don't have ADD, concentration increases blood flow in the prefrontal cortex (PFC), a brain region involved in focus, planning, organization, judgment, empathy, and impulse control. This helps us focus and stay on task. BUT, for people with ADD, the opposite happens—blood flow decreases during concentration. This makes it difficult to focus, and the harder they try, the harder it gets! Though each of the 7 ADD subtypes has its own set of symptoms, they generally share some core symptoms

- What is it?
- Core Symptoms?
- 7 Types of ADD
- Resources

Addiction in America: Are We Drowning?

According to the most recent Surgeon General's report nearly 21 million Americans struggle with substance addictions. That is nearly 1 in 7 people who will face substance use addictions, and that is more than the number of people who have all cancers combined. It is a serious issue that touches or will touch many of our lives. In this training you will learn:

- What addiction is and how it affects the user and family
- Most commonly abused drugs
- Signs and symptoms at work and at home
- What to do to help someone with a problem

Anger Management: Taming the Tiger Within

Anger is a normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems – problems at work, in personal relationships and in the overall quality of life. In this training, participants will learn:

- The science of anger
- Signs and symptoms of impending anger
- Techniques for anger management

ANTs – Automatic Negative Thoughts NEW

ANTs refer to the automatic negative thoughts that infest our brains. These ANTs drive our feelings of anxiousness, depression, hopelessness and irritability. Dr. Amen developed this process In this training participants will learn:

- What are ANTs?
- What do they do
- Learn to exterminate the ANTs
- Challenge your ANTs
- I Page Miracle
- Healthy Habits

Anxiety Disorders NEW

Are you constantly tense, worried, or on edge? We all know what anxiety feels like. Our heart pounds, we get butterflies in our stomach, we worry and fret over family problems or feel jittery at the prospect of asking the boss for a raise. Anxiety disorders, however, are different. They can cause such distress that it interferes with a person's ability to lead a normal life. This will help managers:

- Incidence of anxiety in the US
- Five major types of anxiety disorders
- Learn tips to deal with anxiety/stress

Anxiety Disorders

Anxiety is a normal reaction to stress. It helps us deal with a tense situation in the office, study harder for an exam, or keep focused on an important speech. In general, it helps us cope. But when anxiety becomes an excessive, irrational dread of everyday situations, it becomes a disabling disorder.

Participants will learn:

- What anxiety is
- Continuum of anxiety disorders
- Effective techniques to decrease anxiety

Be a Wildflower: Self-Care

It's easy to neglect taking care of ourselves because when we're busy and overwhelmed, even a few minutes of self-care feels like a luxury. Taking time to improve our mental and physical health is vital to navigating these uncertain times in our lives. In this training, participants will learn:

- The importance of connection with ourselves and others
- Techniques to help with anxiety
- How to stop negative thinking

Breaking Bad Habits

"Habits are at first cobwebs, then cables" Spanish Proverb

It's a new year. You have made countless promises to yourself in past years that you will quit smoking, stop biting your fingernails, lose weight, spend more time with your family - the list goes on and on. So often we try to take the 'cold turkey' approach and end up with new unwanted behaviors that take the place of the old ones. In this training, participants will learn:

- What habits are (and are not)
- How to break bad habits
- Tips for developing good habits

Building Self-Esteem

There is much confusion, even among professionals, about what constitutes healthy self-esteem. Most of us realize we need to have it, but we may not be sure how to define it, much less be sure we help others obtain it. This training is for anyone interested in learning how to produce and promote self-esteem in themselves and others.

Participants will learn:

- Components of self-esteem
- Characteristics of high and low self-esteem
- Builders and barriers for self-esteem
- Tips for maintaining self-esteem

Change Your Thinking, Change Your Life

"You are not what you think you are, but what you think, you are!"

Our thinking has a direct impact on our behavior, our thoughts and our feelings. The bad news is, however, that this usually works in a negative direction for many of us. We inadvertently program ourselves by saying things like "I am not creative" or "I have never been happy" and sure enough, that is our reality. In this training, we will discuss:

- Types of destructive thinking patterns
- How to change these thinking patterns
- Examining our belief systems

Codependency: I Just Want to Be Loved

Codependency has come to mean many things over the years, but one central characteristic is a BIG focus on another person (spouse, significant other, child). Codependents often focus on everybody else except for themselves and, as a consequence, become adults who have become so passive, compliant, and eager to please others that they really have forgotten what they want and like for themselves. Participants in this training will learn:

- The definition of codependency
- Signs and symptoms of codependency
- How to break the cycle of codependency

Compassion Fatigue, Updated 10.21

“Love and compassion are necessities, not luxuries, without them humanity cannot survive.”

Dalai Lama

Compassion fatigue occurs from the transference of grief, sorrow, depression and distress from those we care for, it impacts anyone who provides care for someone in some type of distress. You will learn the following:

- Who gets it?
- Common emotional, physical, spiritual, cognitive and interpersonal reactions
- Intervention strategies better overall health
- Solutions

Conflict Resolution for Couples

Conflict is inevitable where humans live together. Conflict is more than just a disagreement, and if not negotiated well, can fester and result in anger and frustration. In this training, participants will learn:

- Role of self-esteem in conflict
- Rules of engagement in conflict
- ‘Ten Commandments’ of conflict resolution

Coping With Anxiety During COVID-19

The coronavirus pandemic—and the resulting breakneck pivot to revamp work—didn’t just illuminate the fact that achieving so-called “work-life balance” is far easier said than done. It suddenly and universally made social isolation, anxiety, and burnout very real threats, bringing the importance of mental health into sharp focus. In this training, participants will learn:

- Definition and types of anxiety
- Common symptoms during this pandemic
- Tips for managing anxiety

Coping with Change

Change is an ongoing process in the life of every human being and in every organization. Changes that we make are often inconvenient, seem unfair, and cause us stress, but we must learn to adjust if we are going to continue to grow and advance. In this training, participants will examine:

- Common reactions to change
- Reasons for resistance to change
- Techniques for adapting successfully to change

Defense Mechanisms

Defense mechanisms are one way of looking at how people distance themselves from a full awareness of unpleasant thoughts, feelings, and behaviors. Most defense mechanisms are fairly unconscious – that means most of us don't realize we're using them in the moment. Recognizing defense mechanisms can help a person understand their own behavior. In this workshop, we will examine:

- The definition of defense mechanisms
- Types of defense mechanisms
- Treatment options for unhealthy defense mechanisms

Depression: Myths and Facts

Do you miss days of work because of vague medical complaints? Do you find yourself becoming irritable with others? Have you lost interest in things that used to bring you pleasure? Are you too exhausted to get your work done? Clinical depression is not something you can just 'snap out of' by yourself, nor does it reflect a personal weakness or inability to cope. In this training, participants will learn:

- Signs and symptoms of depression
- Prevalence of depression in the U.S.
- Some causes of depression
- Treatment options
- Depression in special populations (children and the elderly)

Domestic Violence/Intimate Partner Violence

Victims of intimate partner violence suffer physically and psychologically. This training helps participants understand what domestic violence is, how to protect yourself or someone you know from partner abuse, and explains how and where to get help.

Additionally, participants will learn:

- Prevalence of domestic violence in the U.S.
- Signs and symptoms of domestic violence
- What you can do to help

EQ or IQ – Which Is More Important?

Some people just have all the luck. So what is it - good looks? Charm? More than likely it is the emotional intelligence factor. Emotional intelligence, often referred to as EQ, is a set of abilities that lets you form optimal relationships. Research shows it can be a far better predictor of life success than IQ. In this training, participants will learn:

- Five core components of EQ
- How to develop EQ

Emotional Agility

“Unpleasant and negative emotions actually serve a purpose” Susan David, PhD.

the good news: there are many things you can do to boost your mood, build resilience, and get more enjoyment out of life. In this training you will learn:

- Label your emotions accurately
- Learn to use the Feeling Wheel or Mood Meter

Emotional Health – What It Is and How to Get Some

Emotional health is about being happy, self-confident, self-aware, and resilient. People who are emotionally healthy are in control of their emotions and behavior. They're able to handle life's inevitable challenges, build strong relationships, and lead productive, fulfilling lives. They bounce back when bad things happen and can manage stress without falling apart. If your emotional health isn't as solid as you'd like it to be, here's the good news: there are many things you can do to boost your mood, build resilience, and get more enjoyment out of life. In this training you will learn:

- Traits of emotionally healthy people
- Role of resilience in emotional health
- Physical activities that promote emotional health
- Tips for taking care of yourself
- When to seek help

Healthy Relationships – What They Are and How to Have Them

Friends are as important to your health as exercise, nutrition, and preventive check-ups. This training emphasizes the importance of the quality of relationships, and covers:

- Core qualities of healthy relationships
- Pitfalls to avoid when selecting a partner
- Ten tips for healthy relationships

Holiday Stress 2020

The holidays bring with them a unique set of stressors. Family members who have not been together during the year, friends competing for limited time, and stretched financial resources can conspire to increase our stress level to the 'red zone.'

Participants will learn:

- Factors that contribute to holiday stress
- Ways to minimize seasonal stress

- Skills for coping with seasonal demands

Laughter, Chocolate, and Other Lesser Known Stress Reducers

Do you come to work tired even after your weekend? Do you feel like pulling out what little hair you have left? Are your jaws so tight after a night's sleep that you need a jackhammer just to get them open in the morning? This training will present strategies for stress control that are humorous, inexpensive, and easily integrated into one's lifestyle. Participants will learn:

- Definitions of stress
- Signs and symptoms of stress
- Sources of endorphins
- Quick, easy and cheap stress management strategies for home and work

Managing the “Terrible Two’s”: Anger and Fear

It's by now generally agreed upon that anger, as prevalent as it is in our species, is almost never a primary emotion. Underneath it lie many powerful emotions, the most common of which is fear. The fact is, in our culture, it is easier to get mad than admit to fear of any kind. In this training, participants will learn:

- The relationship between anger and fear
- Signs and symptoms of impending anger and fear
- Techniques for managing anger and fear

Managing Your Personal Energy:

Why Energy Management Matters More than Time Management

Everything you do affects your personal energy level one way or another. You are either recharging or depleting your energy reserves. The more activities you invest in recharging, the higher your energy level will be and you will experience greater positive flow in many areas of your life. The opposite is also true. When you regularly neglect recharging yourself and engage in activities that excessively deplete your energy reserves there are predictable short-term and long-term consequences. In this training, participants will learn:

- Differences between time and energy management
- Benefits of energy management
- Four different types of energy
- Energy depleters and re-newers for each energy type

Mindfulness

Mindfulness is a state of active, open attention on the present. When you're mindful, you observe your thoughts and feelings from a distance, without judging them good or bad. Instead of letting your life pass you by, mindfulness means living in the moment and awakening to experience. Mindfulness is available to us in every moment, whether through meditations and body scans, or mindful moment practices like taking time to pause and breathe when the phone rings instead of rushing to answer it. This training will address:

- How to pay attention to the present
- Scientifically proven benefits of mindfulness practices
- Specific techniques to begin your practice
- Tips for reading body language

Online Dating: It's a Jungle Out There

Currently, 1 in 5 adult relationships in the U.S. begin online. That's 40 million Americans who use online dating, or 40% of the single adult U.S. population. With the rise of apps like Tinder (and the various copycat models), you could probably swipe left/right between 10 – 100 times in the span of time that it would take you to interact with one potential date in 'real-life'. Before you throw caution to the wind and give yourself over to an online app with the reckless abandon of a love-struck teenager, there are a few things you should know. In this training you will learn:

- Cognitive and behavioral activities in individuals in response to change in the organization
- Practical things to know before you sign on
- Advantages/disadvantages of online dating
- Meeting in the real world
- FBI tips

Pathological Gambling

Gambling is a form of entertainment enjoyed by millions of people each year, but for 3-4% of them, it becomes an obsession. Compulsive gamblers are good at covering their tracks and preventing discovery – they are usually able to maintain the appearance of a normal lifestyle for a long time, even while thoughts of gambling are all-consuming. A greater awareness of this 'hidden addiction' is an important key to early detection and appropriate treatment. In this training, participants will learn:

- Definition of problem and compulsive gambling
- Profile of the compulsive gambler
- Warning signs at home and work
- Action steps to take

Post-Traumatic Stress Disorder: Not All Wounds Are Visible

Nearly 7% of U.S. adults who have survived combat, physical abuse or neglect develop post-traumatic stress disorder. In this training, participants will learn:

- Signs and symptoms of PTSD
- Risk factors
- Common behaviors seen in the workplace
- Tips for survivors, coworkers and managers

Post-Traumatic Stress Disorder NEW

Posttraumatic stress disorder (PTSD) is a disorder that may occur in people who have experienced or witnessed a traumatic event such as a natural disaster, a serious accident, a terrorist act, war/combat, or rape or who have been threatened with death, sexual violence or serious injury. In this training, participants will learn:

- What is PTSD?
- Who is affected by PTSD?
- Common PTSD Symptoms
- What causes PTSD
- Co-occurring conditions
- Resources

The Power of Positive Self Talk

Self-talk is internal dialog---the words we use when we talk to ourselves. You can feel calm or worried, depending on what you tell yourself. Your self-talk can influence your self-esteem, outlook, energy level, performance, and relationships with others. It can even affect your health, determining, for example, how you handle stressful events, or how easily you replace unhealthy behaviors with healthy ones. You can change your negative self-talk with awareness and practice. This short presentation will discuss how to recognize negative self-talk, and how to develop the habit of positive self-talk.

Procrastination

“If you want to make an easy job seem mighty hard, just keep putting off doing it.” ~ Olin Miller

While it is true that everyone procrastinates, it is not true that we all do it to the same extent. An occasional postponement of a task is not a major problem. If you find, however, that you often begin correspondence with phrase like “I’m sorry it has taken me so long to get back to you,” or “My apologies for the delay in responding,” then you might want to attend this training. Participants will learn:

- Definitions of procrastination
- Reasons for procrastination
- How to overcome procrastination – right now!

Self-Sabotage: Who Needs Enemies When You've Got Yourself?

Self-sabotage is any action that gets in the way of achieving your goals. Call it getting in your own way, call it self-defeating behavior, and call it accidentally-on-purpose shooting yourself in the foot. Whatever you call it, if you have a goal, you can make sure it doesn't happen with self-sabotage. Ever wonder why we do it? If so, come to this training and learn:

- Belief systems that may trigger self-sabotage
- Consequences of self-sabotage
- Strategies to decrease self-sabotage

Stop Worrying!

"You can't change the past, but you can ruin the present by worrying about the future." Do your worries keep you awake at night? Feel anxious or stressed out? Need to reduce or eliminate worry from your life? This training will provide participants with:

- Symptoms of a worrier
- Tools and tips to stop worrying
- Demonstration of "thought stopping" technique

Stress Management – From Burnout to Balance

Burnout on the job or at home can affect our physical, emotional, social and spiritual well-being. When you can't quite recharge your system on the weekend, Monday seems to come too quickly, you yell at the kids or the dog, and you think you are indispensable at home or work, you may be in danger of burning out. This training will include:

- Signs and symptoms of burnout
- Energy zappers
- Techniques to reduce stress
- Resources

Suicide Awareness

This training can be one to 1 ½ hours in length and is for managers and employees alike. In this training, participants will learn:

- Incidence and prevalence of suicide
- Risk factors commonly associated with suicide
- Warning signs of someone who may commit suicide
- What you can do to help someone who is contemplating suicide
- Resources

Toxic Ideas: Are They Ruining Your Life? NEW

We live in a society where we are programmed to think we are losers if we are not millionaires or on the cover of a magazine. Unrealistic goals lead to disappointment. And even if you do set high goals and reach them, happiness isn't assured. Maybe it's time to do a thought inventory and get rid of those old, worn out ideas that could be preventing you from achieving physical and emotional health. In this training, you will learn:

- What makes a thought toxic
- Questions to ask yourself about toxic thoughts
- Examples of the most typical toxic thoughts and what to do about them

Trauma: What Happens and How to Recover

Trauma is defined as a normal reaction to an abnormal, horrible event, and the effects can be so severe that they interfere with an individual's ability to live a normal life. While many sources of trauma are physically violent in nature, others are psychological. In this training participants will learn:

- Common sources of trauma
- Signs and symptoms of a person experiencing trauma
- Short- and long-term effects of trauma
- Treatment and recovery options

Who Moved My Cheese? A Story about Change

Cheese is a metaphor for what you want to have in life, whether it is a good job, a loving relationship, money or spiritual peace of mind. Cheese is what we think will make us happy, and when circumstances take it away, different people deal with change in different ways. Based on the best-selling book by Spencer Johnson, M.D., this training will:

- Provide you with a positive way of looking at change so it works to your advantage
- Give you a new language and method of thinking that will accelerate your and your organization's ability to change
- Show you a reliable way to win by doing what works in changing times

Win a Little, Lose a Lot: The Problem Gambler

Gambling stimulates the brain's reward system much like drugs or alcohol and can lead to addiction. Compulsive gambling is a serious condition that can destroy lives. Those who have a problem with compulsive gambling may continually chase bets that lead to losses, hide their behavior, deplete savings, accumulate debt, or even resort to theft or fraud to support their addiction. In this training, participants will learn:

- Prevalence of gambling
- Potential warning signs of a gambling problem
- Help for the gambler and the family

HOME AND FAMILY

Balancing Work and Family

It's difficult to keep your balance when work, family and a longing for free time are tugging at you from a dozen different directions.

This will help people:

- Identify sources of work and family life stress
- Develop skills to become more organized and efficient with their time and energy
- Improve communication
- Create support networks
- Learn how to effectively delegate and set limits

Budgeting 101

This one hour training is for anyone who would like to learn more about basic money management. It can save your pocketbook - and your relationships. Participants will learn:

- How to determine your monthly income
- How to track and record expenses
- Tips on managing your resources

Care for the Caregiver: Who's Taking Care of the Caregivers?

An illness or chronic condition rarely affects only the person who has it. Caring for a loved one strains even the most resilient people. Nearly 60 percent of caregivers also work outside of the home. Regardless of what type of care you are providing for a person in need, a shift of roles and emotions is almost certain. Taking steps to preserve your own health and wellbeing is key in balancing your caregiving responsibilities and your work responsibilities. In this training, participants will learn:

- Components of self-esteem
- Risk factors for caregiver stress
- Signs and symptoms of caregiver stress
- Tips for managing caregiver stress
- Local and national resources

Caring for Our Elders – Our Turn Now

When the Baby Boomers come of age in 2030, one in five Americans will be 65 or older. At least one in four of us provide some sort of caregiving responsibilities now. In this training, we will examine:

- Profile of the caregiver
- Information you need to gather
- Tips for making your elder's home easier to navigate
- In-home and community resources

Child Abuse Awareness

It's the unthinkable. An unsafe family in which a child is neglected or worse, abused. It's more common than you think. Children can be and are abused and neglected across the socioeconomic spectrum. Learning about it is the first step to bring light to these harrowing issues and provide hope for those who are affected. In this workshop, participants will learn:

- Prevalence of child abuse in the US
- Potential warning signs of abuse and neglect
- How to report child abuse

Compassion Fatigue: The High Cost of Caring

Compassion fatigue, also known as secondary traumatic stress (STS), is a condition characterized by a gradual lessening of compassion over time. Some research suggests that people who are attracted to care giving often enter the field already compassion fatigued. These are people who were taught at an early age to care for the needs of others before caring for their own needs so that ongoing self-care practices are absent from their lives. In this training, you will learn:

- Common symptoms of compassion fatigue
- Self-care strategies for those with compassion fatigue
- Some do's and don'ts of recovery

Conflict Resolution

Conflict can destroy a relationship and tear apart an organization. The difference between destructive and constructive conflict is in the way it is managed. Conflict resolution can be thought of as a set of simple rules of conduct. When conflict does arise, you will learn to:

- Evaluate the conflict
- Set the stage for resolving the conflict
- Use proven conflict resolution techniques
- Negotiate mutually agreeable solutions

Crucial Conversations

Communication is the foundation of all healthy relationships. Whether it is between couples, friends, family members, coworkers, or customers, the way we communicate with one another is essential to how we get our individual needs met. Whether it is addressing an employee who is chronically late, a coworker who is not doing the job, or a daughter who lies about her late nights with her mysterious boyfriend, this workshop will help equip you with the skills to confront disappointing performance and behaviors so you can solve problems, improve accountability, and strengthen relationships. You will learn:

- Three traits of a crucial conversation
- Seven principles for mastering crucial conversations
- What to do before, during and after a crucial conversation

Dual Career Couples – Facing the Stress of Success

If you are part of a dual career couple, you are not alone. Among employed people, 60% are in dual career marriages. This arrangement is even more prevalent among couples with children in the home (64%). Because of dual responsibilities, working couples are particularly vulnerable to many problems of work/family spillover.

Participants in this training will learn:

- Issues of work/family conflict
- Division of labor
- Prioritizing careers
- Tips for managing work and family

Goal Setting

Setting goals for ourselves, and passing those skills along to our families and work sites, is one of the most important skill sets we can learn. It often makes the difference between those who are successful in the work/life arena and those who are not. It makes sense, then, to examine in some detail how we go about setting goals for ourselves and for others. In this workshop, participants will learn:

- Criteria for good goal setting
- Ways in which we sabotage our success
- Evaluating readiness for change
- Tips for successful goal setting
- I Page Miracle

Nonverbal Communication: Improving Your Skills at Reading Body Language

It's well known that good communication is the foundation of any successful relationship, whether it is personal or professional. It's important to recognize, though, that it's our nonverbal communication—our facial expressions, gestures, eye contact, posture, and tone of voice—that speak the loudest. The ability to understand and use nonverbal communication, or body language, is a powerful tool that can help you connect with others, express what you really mean, and build better relationships. In this workshop, you will learn:

- Types of nonverbal communication and body language
- How nonverbal communication can go wrong
- Tips for reading body language

Parenting Tips for All Ages

Parenting can be a tough job in today's world. This includes strategies to help be a good model, stay in charge, involve children in family life, and ways to encourage children to talk with you. Learn how to improve family communication. While there is no sure-fire formula for successful parenting, good communication certainly helps. This offers practical advice on developing closer, healthier relationships with your children.

The Psychology of Money (What Money Really Means)

American couples (including wealthy couples) fight more about money than anything else. The issue is more about what money symbolizes than the money itself. In this training, participants will learn:

- A quick assessment tool to determine whether a compulsive spending/debt problem is present
- A more thorough understanding of the psychological and emotional needs associated with money
- A description of the signs and symptoms of compulsive spending/debt
- Recovery strategies and resources

Tips for Getting a Good Night's Sleep

Feeling grumpy lately? Think about all the factors that can interfere with a good night's sleep – from pressure at work and family responsibilities to unexpected challenges, such as layoffs, relationship issues or illnesses. When it comes to sleep, it's not just quantity that matters – it's quality. If you attend this workshop you will learn:

- Typical sleep problems for adults
- Healthy habits for easier sleep
- Things to avoid for better sleep

Trauma in Children: What Happens and How to Help

Natural disasters such as tornados, flooding or man-made tragedies such as bombings, can leave children feeling frightened, confused, and insecure. Whether a child has personally experienced trauma or has merely seen the event on television or heard it discussed by adults, it is important for parents to be informed and ready to help if reactions to stress begin to occur. In this training, you will learn:

- Signs and symptoms for preschool, early childhood and adolescence
- Tips for helping each age group
- When to seek help

Understanding Addictions

All of us know someone who is out of control, whether the 'substance' is alcohol, drugs, gambling, food, the Internet or money. Some people seem to be able to engage in these activities responsibly, while others become obsessed and get caught in a web of addiction. Those who are trapped are usually good at covering their tracks and preventing discovery – they are able to maintain the appearance of a normal lifestyle for a long time, even while their thoughts are all-consuming. A greater awareness of addiction is an important key to early detection and appropriate treatment. In this workshop, participants will learn:

- Definition of addiction
- Stages of addiction
- Profile of the 'hidden addict'
- Warning signs at home and work
- Action steps to take

Understanding and Supporting People with Mental Illness

We all go through tough times and people help us through them. Other times we have been worried about other people's mental health. Whether it is a friend, family member or colleague, there are many ways to support somebody you care about. In this training, you will learn:

- Major types of mental health issues
- How the media portrays mental illness
- Tips for talking with those who live with mental health issues
- How to support those who live with mental health issues

WORK

The Art and Science of Communicating Clearly at the Work Site

Communication is probably one of the most important skills we can learn. Without it, you can't get your point across, your needs met, or the understanding of others. The good news is it's never too late to learn how. Participants will learn:

- Definitions of communication
- Words that work and don't work – at work
- The power of listening
- How to provide good feedback

Assertiveness Skills

Assertiveness has many forms. It is the ability to express our feelings, to speak up for our rights and to enhance our self-esteem. This presentation includes techniques that can be helpful in becoming a more assertive person. These include:

- Components of assertiveness
- Differentiating between aggressiveness and assertiveness
- Obstacles to assertiveness
- Assertiveness self-inventory
- Writing assertive scripts

Back to Work During COVID-19 **NEW**

The coronavirus pandemic has created unprecedented levels of stress and pressure on many people worldwide. It is normal to feel anxiety and to worry about the future. How you cope with these emotions and stress can affect your well-being, the well-being of the people you care about, your workplace, and your community. In this training, participants will learn:

- Consequences of the pandemic
- Potential return to work issues
- Signs of distress
- Stress management techniques during this pandemic

The Bully in the Workplace

“Those who can, do. Those who can’t, bully.”

Researchers have found that bullying is more harmful than sexual harassment on the job, but since it is not illegal, the employees who are the target are often left to fend for themselves. In this session, participants will learn:

- Three forms of workplace aggression
- Signs you may be the target of a bully
- Techniques for dealing with bullies
- Resources

Conflict Resolution at the Worksite

Conflict can destroy a relationship and tear apart an organization. The difference between destructive and constructive conflict is in the way it is managed. Conflict resolution can be thought of as a set of simple rules of conduct. When conflict does arise, you will learn:

- Differences between healthy and unhealthy conflict
- Your personal conflict style
- Tips for successful conflict resolution

Dealing with Difficult People

We have all encountered a difficult person at the workplace at some time or another. The chances are, we have probably been a ‘difficult’ person for someone else. Difficult people come in every conceivable variety but they all have one thing in common. You must address them. No matter the type of difficult situation in which you find yourself, dealing with difficult people or situations is a must because left unaddressed, the situation inevitably gets worse. In this workshop, participants will learn:

- The definition of a difficult person
- Specific steps to address difficult people
- Types of difficult people
- Techniques to deal with difficult people

Defusing Angry Customers

This training for all employees is designed to give specific skills to defuse angry customers. Participants will learn:

- Common myths in customer service
- A five-step process for responding to angry customers
- Do’s and Don’ts for excellent customer service
- Some quick and easy techniques for stress control

Diversity 101: Tips for Workplace Success

Diversity gives us access to a greater range of talent and ideas. It helps provide insight into the needs and motivations of all of our employees as well as those we serve. However, actually achieving it in practice can turn out to be far more difficult than anticipated. In this training, you will learn:

- The definition of diversity
- The importance of inclusion
- Tips for improving relationships

Negativity in the Workplace

We all know people who exude negativity. They don't like their jobs, they don't like the company, their bosses are always jerks and the customers are worthless.

Negativity is one of the most destructive forces that can be unleashed on an organization. It affects morale, productivity, and it is downright poisonous. This training will address:

- How negativity surfaces in the workplace
- Strategies for overcoming your own negativity
- Skills for dealing with others' negativity

“Net-Iquette” – Email Etiquette

Do you receive e-mails that seem hostile, confusing, unnecessary or just plain stupid? With such diversity in personalities, it is easy for the intent of our communication to be misinterpreted. Since composing text messages is currently the most widely used form of communication, perhaps looking at a few rules of etiquette may help to make our e-mails more user-friendly. In this training, you will learn:

- Why we need e-mail etiquette
- What are some common e-mail etiquette rules
- Some examples of what to do and not to do to foster better understanding

Organizational Change: Surviving or Thriving?

This training is helpful during times of repeated organizational change in which employees and managers may be experiencing frustration at the range of responses which may inhibit “business as usual.” Participants will learn:

- Cycles of change in the organization
- Cognitive and behavioral activities in individuals in response to change in the organization
- Helpful stress management techniques for surviving organizational change

Priority Management

You can't get more hours in the day – neither can anybody you know. But have you looked at your priorities lately? Have you examined the choices that you make that reveal the priorities that you have? Your priorities matter more than how you spend your time. In this training you will learn:

- The differences between time management and priority management
- Five power questions to help you determine your priorities
- Specific strategies for determining what to do and when to do it

Professional Communication

Do you feel misunderstood – like no one really understands what you are trying to say or do? One of the primary reasons for conflict at home or at work is that we lack healthy communication skills. In this training participants will learn:

- The difference between passive, aggressive and assertive styles of communication
- Words that can create problems in communicating clearly
- Listening skills

Resilience in the Workplace

For years, researchers have been studying stress in every area of our lives. We have studied it so well that we may have become less resilient because we experience work and home as highly stressful. The research that looks at successful adaptations to stress is catching on, particularly in the workplace. In this training, participants will learn:

- The definition of resilience
- Characteristics of people who are resilient
- The long term advantages of being resilient
- Your own level of resilience - take the 'Resilience Quiz'

Sexual Harassment – What Is and How to Avoid It

This training provides a comprehensive description of sexual harassment laws, types of sexual harassment, and discusses ways to ensure a workplace of mutual respect.

Participants will:

- Learn about inappropriate behaviors
- Learn how to avoid or stop unwanted behavior
- Discuss appropriate reporting channels and retaliation

Signs and Symptoms of Alcohol/Drug Use

This training will examine the incidence and prevalence of chemical dependency in the workplace, including the cost to businesses, stages of progression, and the most commonly abused drugs. Participants will learn:

- Signs and symptoms of drug abuse in the workplace
- What to do if you suspect a problem
- Review company policy

Supporting Caregivers in the Workplace

More than 80% of Baby Boomers said they feel moderate to high levels of stress related to the care or support they are giving to children, spouses, and/or parents. Couple this with the fact that 1 in 2 employees expects to provide elder care in the next 5 years, and it's no wonder that supporting caregivers in the workplace is a key concern in business. In this training we will explore:

- The challenges faced by working caregivers
- Resources available through the Employee Assistance Program
- Strategies to help balance work and caregiving responsibilities

Time Management

Do you wish everyone would just leave you alone so you could actually get some work done at the office? Are you depressed when you return from vacation and see hundreds of e-mails waiting for you? Do you want to hide your telephone somewhere for a long, long time? It is possible to change your behavior to provide solutions to some of these common workplace stressors. Participants in this training will learn the top 'time-wasters' and how to manage:

- Telephone interruptions
- Drop-in visitors
- Indecision and procrastination
- 'Scatter-shot' activity
- Delegation
- Unclear objectives and priorities

Using Your Emotional Intelligence in the Workplace

Everyone has their own innate level of emotional intelligence. These skills may come more naturally to some people than others, but emotional intelligence is not a fixed ability. With training and practice in a few key areas, you can improve your emotional intelligence at work. In this training, you will learn:

- Five pillars of emotional intelligence
- Techniques to become more emotionally intelligent
- Qualities of the emotionally intelligent person
- Setting examples of emotional intelligence at work

Violence in the Workplace

Workplace violence can happen anywhere. It ranges from threats and verbal abuse to physical assaults and even homicide. In this training, participants will learn:

- The continuum of violence
- To identify signs and symptoms of the potentially violent employee
- About domestic violence and how it affects the workplace
- Strategic actions to take should a violent situation erupt

Working with Five Generations: Can We All Work Together?

There is a serious new problem in the workplace, and it has nothing to do with downsizing, global competition, stress or greed. Instead, it is the problem of distinct generations working together and often colliding as their paths cross. Participants will learn:

- Core values of each generation
- Communication techniques to manage the gaps
- Motivation strategies for each generation

National Mental and Behavioral Health Observances

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|------------------|---|
| January | Mental Wellness Month |
| February | Eating Disorders Awareness Week |
| March | Self-harm Awareness Month |
| April | Alcohol Awareness Month |
| May | Mental Health Awareness Month |
| June | Post-Traumatic Stress Disorder Awareness Month |
| July | National Minority Mental Health Month |
| August | National Wellness Month |
| September | National Recovery Month World Suicide Prevention Day |
| October | National Depression Screening Month |
| November | International Stress Awareness Day |
| December | National Stress-free Family Holidays Month |