

# ONSITE TRAINING CATALOG



BEHAVIORAL HEALTHCARE OPTIONS, INC.<sup>SM</sup>

## ONSITE TRAINING

*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.*

### Anger Management

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 workshop, participants will learn:

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



### 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



### 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

## 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

## 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 workshop is for anyone who would like to learn more about basic money management. It can save your pocketbook - and your marriage. Participants will learn:

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



## 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 workshop 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

### 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



### 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 workshop, 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



### 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 workshop, we will discuss:

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

## 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



## 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 workshop, participants will examine:

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

## Dealing with Difficult People

We have all encountered a difficult person at the workplace at some time or another. And 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 workshop is for employees and managers 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



## Depression: When Does “Down” Become “Depressed”?

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 workshop, 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)



## 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 workshop will learn:

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



## 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. And research shows it can be a far better predictor of life success than IQ. In this workshop, participants will learn:

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

## Fighting Fair – Conflict Resolution for Couples

Everyone experiences conflict in their lives, but very few of us have ever learned skills that allow a “win-win” solution. These skills will be helpful at home or at work. Participants will learn:

- ❖ The continuum of conflict
- ❖ Signs and symptoms of impending conflict
- ❖ Ten rules for “fighting fair”



## 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 workshop, participants will learn:

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



## Goal Setting: Sabotage or Success?

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



## Gratitude in the Workplace: Leveraging the Power of 'Thank You'

When was the last time you heard your boss or a coworker express gratitude and recognition for your work? Yesterday? Last week? Last month? A year ago, at your last review? Unfortunately, we've come to accept gratitude and recognition in the workplace as something that doesn't happen very often. Come to this workshop and learn:

- ❖ How to foster an attitude of gratitude
- ❖ Benefits of gratitude
- ❖ Why some 'tokens' of gratitude fail

## Grief and Loss

"To love well is to grieve well. To have a life without grief, you would have to live without love." Everyone experiences losses in life. Some are small and some unimaginable. In this workshop, participants will learn to:

- ❖ Recognize different types of grief
- ❖ Identify emotional blocks to grieving
- ❖ Identify ways to help resolve grief
- ❖ Recognize signs of recovery



## 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 workshop 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

## How to Survive Downsizing and Layoffs

As the economy continues to change, you want to be ready for whatever comes your way. The loss of a job can be a very challenging situation, but you can prepare yourself. In this workshop, you will learn:

- ❖ The psychology of job loss
- ❖ How to communicate with family members
- ❖ Tips to beat the unemployment blues

## How to Break Bad Habits and Make Good Ones

*“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 workshop, participants will learn:

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



## Intimate Partner Violence

Victims of intimate partner violence suffer physically and psychologically. This workshop 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

## 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 workshop 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 workshop, 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 Stress During the "Holly-daze"

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



## 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 workshop will address:

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

## “Net-Iquette” – E-mail 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 workshop, 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 between you and others

## Parenting in the 00's – Where is the Manual?

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.

## 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 workshop, participants will learn:

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



## 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.

## Powerful Presentations

Standing (or sitting) in front of people and talking to them can be one of the most frightening experiences in life. In fact, the fear of public speaking is currently number two (right behind fear of snakes) on the top ten fears list. In this workshop, you will learn to:

- ❖ Understand your role in the learning process
- ❖ Create presentations using principles of adult learning
- ❖ Accomplish a strong delivery

## 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 workshop. Participants will learn:

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

## 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 workshop 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 workshop, 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'

## The Psychology of Money (What Money Really Means)

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



- ❖ A quick assessment tool to determine whether a compulsive spending/debting 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/debting
- ❖ Recovery strategies and resources

## Sexual Harassment – What It Is and How to Avoid It

This workshop 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 workshop 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

## 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 workshop will include:

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



## 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 workshop will provide participants with:

- ❖ Symptoms of a worrier
- ❖ Tools and tips to stop worrying
- ❖ Demonstration of “thought stopping” technique



## Suicide Awareness

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

## 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 workshop we will explore:

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

## Surviving Organizational Change

This workshop 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 organizations

## 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 workshop 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



## Twenty-Five (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 workshop participants will learn:

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

## 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

## Violence in the Workplace

This workshop 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

## 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 workshop 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

## **Working With Four 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 — the Veterans, the Baby Boomers, Gen X and Gen Y — 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

