



2019 Deer Oaks EAP Services
Training Catalog





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OVERVIEW

The Deer Oaks Training Philosophy

By providing a wide variety of seminars, Deer Oaks can assist your organization in promoting a healthy and motivated work environment where employees are engaged and effective in their roles. These learning opportunities are designed to educate and motivate employees and managers to be proactive and effective in managing their work responsibilities and personal lives.

Designed using adult learning theories, the seminars engage participants in collaborative learning. Our carefully selected and experienced training professionals guide facilitation of content that is based on industry research, skills practice, action planning, and group discussions. The interactive environment allows for discussion and sharing of ideas, as well as accelerates the transfer of learning back to the job and the participants' personal lives.

Seminars are designed to assist participants in learning new skills, adapting to change and challenges, increasing performance, and utilizing resources that enhance personal effectiveness and morale. Participants gain practical knowledge and useful strategies to help them problem-solve and improve relationships. The benefits to the organization include retention and commitment of key talent and high performers, higher levels of engagement and motivation, and a more knowledgeable and focused workforce.

Initiatives for Life, People Management, and Professional Development

The Deer Oaks Training Team staffs experts in human resources, organizational development, talent management, and training and development to design and deliver customized programs for organizations' unique training needs.

Planning your Training

- All trainings must be requested by completing the EAP Training Request Form available at www.txhhsseap.com or through JIRA, our training request platform, via the following link: <https://workplaceoptions.atlassian.net/servicedesk>
- Requests for training must be submitted 4 weeks in advance in order to ensure the training date and to reserve the best-qualified trainer for your request.
- Requests for legal and financial seminars must be submitted 6 to 8 weeks in advance.
- Most seminars/trainings are 60 minutes in length. If more or less time is needed, please indicate your desired timeframe on the training request form. In most cases, we are able to schedule seminars during timeframes that best meet the needs of your workforce.
- Minimum attendance is 10 participants per seminar/training. Please consider rescheduling if expected attendance does not meet this minimum guideline. Special requests are considered on a case-by-case basis.
- Seminars may be provided on-site or by webinar. Please indicate your desired format on the training request form.
- We require a 3 day cancellation notice for all on-site and webinar seminars. Cancellation fees may apply for seminars cancelled with less than a 3 day notice.



WHAT WE OFFER

The Deer Oaks Training team has memberships to professional training and academic organizations to stay abreast of the technology, training research, and workforce development industry. We currently serve on HR management boards, in professional networking organizations, and as adjunct instructors at local colleges.

Our global network trainers have a minimum of (5) years of experience in their content area(s), knowledge of the industry, and familiarity with workplace environments. All trainers have knowledge of adult learning theories and principles, facilitation skills, and a minimum of an associate's or bachelor's degree; the majority of our trainers are degreed at the master's level. All experience and licensing information is verified prior to acceptance into our network.

We continually recruit qualified trainers in specific content areas and specific geographic regions; the training network is continually developed based on the specifications of client needs. Our facilitators are selected for their subject matter expertise, facilitation skills, and knowledge of workplace practices and adult education principles. Facilitators have experience in the following content areas:

- Workplace issues
- Personal development
- Caregiving
- Geriatric services
- Legal matters
- Consumer financial Issues

CLASSROOM TRAINING

Collaborative learning engages participants in their own learning through guided facilitation of meaningful learning, illustrations, exercises, practical examples, and group discussions. Facilitators present practical information, help manage the session with flexibility to meet participant needs and expectations, and recognize that the character and learning style for each learner varies.

ONLINE TRAINING

Online seminars and e-Learning are an excellent venue to communicate topics of interest to a decentralized workforce. Online seminars offer an excellent opportunity to connect participants with subject matter experts without the geographic constraints. Employees register for the sessions through a Web portal. Bring instructor-led training directly to your desktop while accommodating your busy schedule. Using a Web browser and your telephone, interact with a qualified trainer who will guide your learning and answer your questions in real time. Our interactive e-Learning courses are individually paced and offer convenient self-guided learning.



WHAT'S NEW

AIR PROGRAM FOR MANAGERS – MANAGING YOUR TEAMS PERFORMANCE HALF-DAY WORKSHOP

The challenge for managers in today's work environment is to ensure that employees are engaged in delivering results while carrying out their work in challenging environments. Managers navigate performance issues while employees are under pressure of increased work volumes, tight timelines, limited resources, changing business requirements and global time zones. The AIR Program™ is designed to revolutionize the way managers think and act in relation to the performance of their employees and teams. The AIR program offers managers a way to gauge the emotional health of employees by understanding basic concepts of emotional health, observing key performance indicators, and reinforcing resilience skills of both individuals and teams.

HOW PARTICIPANTS WILL BENEFIT

At the end of this session Participants will be able:

- Understand the signs and symptoms of emotional distress related to performance
- Use the Stress and Pressure Impact Tool to manage performance of individual team members
- Recognize employees who are experiencing declines in performance and proactively respond.
- Use existing resources to develop intervention plans.
- Rely on practical strategies to build resilience skills with team members
- Build more collaboration and communication with individuals and team

FIRST RESPONDER SERIES: FEELING THE IMPACT OF TRAUMA - REACH OUT FOR HELP

First Responders operate with high resilience skills. The continual exposure to trauma requires specialized support. For first responders—the firefighters, police officers, military personnel, emergency dispatchers, EMTs and others who keep us safe—work can mean close encounters with danger, chaos and tragedy, sometimes on a daily basis. The continual exposure to traumatic situations takes a toll over time. This session is focused on helping participants reclaim their emotional footing by sharing experiences and learning effective strategies to manage their reactions to sustained stress.

This session is a pre-requisite for the other sessions in this series.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session, they will be able to:

- Understand the effect of continual exposure to trauma
- Learn the cycle of trauma and recovery
- Explore strategies to use in regaining emotional footing after trauma
- Experience the importance of peer and social support in the recovery process
- Address personal reactions to the stigma of seeking help and overcoming those reactions



WHATS NEW

FIRST RESPONDER SERIES: REACHING MY LIMIT – WHEN DO I REACH OUT FOR HELP?

First responders are very resilient. The culture of First Responders is represented by stoicism, confidence, and peer support. Yet the consistent pressure and stress over time can produce cracks in the armor. For First Responders it is important to understand the behavioral indicators that signal the need for help. Become aware of the signs of “stigma” when seeking professional help and learn how to overcome that. Knowing the signs is critically important to maintain your self-confidence and that of your team in order to continue operating effectively and safely.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session, they will be able to:

- Learn the effects of ignoring symptoms that indicate the need for help
- Understand available resources and how to access them
- Learn how to confidentially approach co-workers who might need support
- Understand the importance of social support and how to rely on your support system for recovery

FIRST RESPONDER SERIES: “THIS ONE GOT TO ME” – EMOTIONAL TRIGGERS

Trauma impacts each person differently; even our built-in resilience can be tested when faced with specific events that trigger deep, powerful, and personal emotional reactions. These reactions tend to take longer to recover and interfere with emotional grounding. Understanding your personal triggers and how to prepare and recover when you experience them plays an important role in maintaining overall resilience and continuing to perform first responder work safely and effectively. For peer support, understanding emotional triggers creates sensitivity among team members so they can recognize and support each other when experiencing a deep emotional reaction to a recent event.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session, they will be able to:

- Understand emotional triggers and how they impact individuals
- Know how to reach out for support when managing strong emotional reactions
- Identify peers who are triggered by specific events and discuss how to support them



WHATS NEW

FIRST RESPONDER SERIES: MINDFULNESS AND MEDITATION FOR FIRST RESPONDERS

This session explores the basic principles of mindfulness with a unique emphasis on how First Responders can use this to positively impact their reactions to traumatic events. Participants will learn how to apply basic mindfulness techniques immediately in their everyday activities.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session, they will be able to:

- Understand what mindfulness is
- Understand the impact of being mindful on various aspects of life
- Practice meditation techniques to use in developing a sustained practice
- Learn different techniques to live more mindfully every day

UNCONSCIOUS BIAS HALF-DAY WORKSHOP

Everyone has unconscious bias. It is based on an evolutionary survival instinct and means that our brains are predisposed to making quick judgments based on deeply rooted subconscious attitudes. This means that every employee brings this bias with them into the workplace. It shapes the way we think, act and interact with others. However, while we are not always aware of them, our unconscious bias creates barriers relating to inclusion, diversity, performance, engagement and communication. While these deep-set attitudes are difficult to eliminate completely, it is possible to interrupt the process, raise awareness of our bias and discover strategies to move towards conscious action.

This powerful and thought provoking workshop will enable participants to discover how the mind functions and use powerful demonstrations to illustrate the prevalence of unconscious bias. It will reveal the ways that people commonly make quick assumptions and judgments about others and the impact this can have on the employee and the organization.

HOW PARTICIPANTS WILL BENEFIT

At the end of the training, the participants will have a comprehensive understanding of the concept of Unconscious Bias. They will:

- Fully understand the concept of unconscious bias and how this differs from prejudice and stereotypes
- Discover their own personal unconscious bias and the impact this can have on those around them
- Explore why managing unconscious bias is crucial for personal and professional development
- Gain insight into the ways bias can manifest using powerful case studies
- Discuss common examples of bias and share personal experiences
- Develop practical and immediate techniques for challenging personal bias
- Learn new ways to consciously break habits and beliefs
- Determine strategies for tackling inappropriate bias in the work environment
- Discover ways to contribute to a positive and inclusive work culture

2019 ONLINE SEMINAR TOPICS

	THEME	ONLINE SEMINAR	DESCRIPTION
			Seminars can be found on your home page, or you can search for them by title.
JAN	Workplace Relationships	<i>Building Positive Relationships at Work</i> Available on Demand Starting Jan 15th	Examine patterns in our workplace relationships and how we can alter our approach to make them positive.
FEB	Recognizing a Need for Support	<i>Mental Health First Aid</i> Available on Demand Starting Feb 19th	Recognize the signs of someone who might be facing emotional concerns, and learn best practices for offering support.
MAR	Respecting Each Other	<i>Interpersonal Communication: Social Skills for Success</i> Available on Demand Starting Mar 19th	Explore verbal and nonverbal communication to better understand how interpersonal communication may be interpreted by others.
APR	Resilience	<i>Understanding Resilience</i> Available on Demand Starting Apr 16th	Delve into techniques for becoming more resilient, and understand that the first step is acknowledging one's own feelings.
MAY	Prioritizing Wellbeing	<i>Healthy Mind Toolkit</i> Available on Demand Starting May 21st	Learn practices for restful sleep, balanced nutrition, healthy relationships, regular mindfulness practice, and more, as practical tools in your "healthy mind toolkit."
JUN	Mindfulness and Focus	<i>Mindfulness Matters</i> Available on Demand Starting Jun 18th	Explore basic mindfulness principles and learn some techniques that you can put to immediate use.
JUL	Managing Pressure and Balancing Priorities	<i>Making a Life While Making a Living: Work-Life Balance</i> Available on Demand Starting Jul 16th	Identify strategies to be more effective and more satisfied with both home and work lives.
AUG	Tools for Financial Wellbeing	<i>Effective Budgeting</i> Available on Demand Starting Aug 20th	Develop better skills for tracking spending, reducing debt, and developing a personal plan for financial success.
SEP	Making the Best Use of Your Time	<i>Maximizing Your Day: Effective Time Management</i> Available on Demand Starting Sep 17th	Better understand basic time management principles and what characteristics make effective time managers.
OCT	Positive Emotional Health	<i>Emotional Wellness: Building Better Mental Health</i> Available on Demand Starting Oct 15th	Gain coping strategies for dealing with adversity in a constructive way, and develop structured mechanisms for building better mental health.
NOV	Support for Caregivers	<i>The Sandwich Generation: Meeting the Challenges of Multigenerational Caregiving</i> Available on Demand Starting Nov 19th	Identify common family dynamics, gain insight on knowing when it's time for additional caregiving support resources, and explore self-care techniques.
DEC	Creating Stronger Relationships	<i>Examining Relationships: Healthy vs. Unhealthy</i> Available on Demand Starting Dec 17th	Examine different types of relationships – from family and friendship, to romantic and professional – while learning to recognize healthy and unhealthy relationships.

CONDUCTING A SYSTEM CHECK Prior to joining an online seminar: If you are attending an online seminar for the first time, you will need to check your current technology against the online seminar technology requirements.



PEOPLE MANAGEMENT

ACCOUNTABILITY

Individually we must be accountable for our own performance, but as managers we must also be accountable for our employees' performance. We must clearly define and express our expectations in order for them to perform at the level that we want. We must also provide constructive feedback on a consistent basis with the intent to help increase performance.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Create a congruent workplace where individual employees contribute to the organization's mission
- Develop a plan to effectively communicate expectations
- Identify personal barriers to employee productivity
- Discuss strategies to hold employees accountable in a way that motivates and produces results

COACHING FOR PERFORMANCE

Coaching is a challenge that can be extremely rewarding. As you follow the guidelines in this session, you will meet that coaching challenge and develop relationships that will be meaningful both for you and for those you mentor.

HOW YOU WILL BENEFIT

In this session you will learn techniques and tools for appropriate coaching, as well as

- Discuss the benefits of coaching for both the organization and the employee
- Identify the elements of coaching
- Participate in a case study applying the key steps of coaching
- Discuss tips for providing feedback

COMMUNICATING CHANGE TO EMPLOYEES

Change management is a planned and organized approach to moving individuals, teams, and organizations from a current state to a desired future state. Employees going through difficult changes at work usually have a hard time. The good news is that there are many ways we can effectively manage the changes in our personal and professional lives. This session will help managers help employees through a change and unearth strengths and skills employees never thought they had.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Describe the components of change management
- Identify the phases of change
- Provide tips for responding to change
- Discuss the importance of communicating and helping employees adjust

COMMUNICATION SKILLS FOR COLLABORATION AND WORKING EFFECTIVELY WITH OTHERS

A manager needs to be able to effectively communicate with his or her team to build trust. You are able to build a better rapport when you are able to give clear and concise instructions. As an effective communicator you can also resolve conflict. In this seminar you will engage in a discussion on basic communication principles, including the impact of nonverbal cues on communication. You will also learn about the behaviors and skills involved in active listening.

HOW YOU WILL BENEFIT

This session will help you create a collaborative process that is effective with all communication styles. You will

- Identify the characteristics of effective communication
- Recognize ways to facilitate mutual respect
- Recognize the importance and impact of nonverbal cues on communication
- Discuss the Golden Rule and the Platinum Rule
- Consider ways to create a respectful and cohesive workplace as a leader/manager



CONFLICT MANAGEMENT FOR SUPERVISORS AND MANAGERS

Keeping your team focused and motivated is a full-time job in itself, but conflict within your team can make your job impossible. During this seminar you will explore how to reach resolutions that are agreeable to all parties involved and get your team focused on moving forward. You will learn conflict management strategies that will boost performance and increase collaboration among your team.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Explore different types of conflict
- Identify conflict management styles
- Develop an understanding of the role of communication
- Connect conflict management styles with a variety of personality types
- Consider ways to create a collaborative environment

DIVERSITY IN THE WORKPLACE: MAINTAINING AN INCLUSIVE ENVIRONMENT

It is very important to understand the value of hiring and retaining a respectful and culturally sensitive diverse workforce. Every member of the workforce brings unique skills, background, and experience vital to the successful completion of the company productivity and service goals. Diversity brings to a workforce a rich source of creativity and problem-solving to help reach business goals.

HOW YOU WILL BENEFIT

Learn the value of having a diverse workforce as well as learn ways you can promote respect and cultural sensitivity.

When you leave this session you should be able to

- Recognize the importance of managing for diversity
- Identify the elements involved in successfully recruiting and retaining a diverse workforce
- Put into practice tips for communicating appropriately in a diverse work environment

DRUG-FREE WORKPLACE COMPLIANCE

Substance abuse can have a number of negative consequences on the employee(s) in the workplace. The safety of employees is severely compromised throughout the workday. This seminar models the Department of Transportation's Drug-Free Workplace training.

HOW YOU WILL BENEFIT

This seminar examines

- Signs and symptoms of substance use and how to deal with employees who have job performance problems that could be related to alcohol and other drugs
- The necessary skills for referring employees to the Employee Assistance Program (EAP), other treatment providers, and/or drug and alcohol testing
- Reasonable suspicion and supervisor responsibilities

LEADERSHIP ESSENTIALS

What is the difference between leadership and management? This session explores the role leadership plays in managing others. You will learn methods to achieve success in guiding and motivating others, while leading with a sense of focus, purpose, and direction. Additionally you will learn tips for addressing employee issues and concerns.

HOW YOU WILL BENEFIT

This seminar explores the fundamental concepts of leadership, including

- Differentiating leadership and management
- Discussing the ways leaders influence and motivate employees
- Having a plan to address employee issues and concerns

MANAGING DIFFICULT PERSONALITIES

Not all employees are the same; some personalities are easier to interact with than others. Just about every workplace has a diverse blend of personalities and preferences. Learn how to communicate and facilitate a positive working relationship with any personality type. We will also examine the role of attitudes and perceptions, along with how to make the most of our diverse relationships with others.

HOW YOU WILL BENEFIT

When you leave this session you will

- Develop insight in managing different personality types in the workplace
- Develop a cohesive team through individual strengths and differences
- Identify your own attitudes and perceptions of people who are different from you

MANAGING IN A MULTIGENERATIONAL WORKPLACE

Today's workforce is composed of generations with different values and priorities. This session will identify the characteristics and key motivational factors of each generation. This session evaluates ways to effectively engage and motivate each generation. Explore commonalities and discuss differences to build strong teams while bridging the generational gap.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Identify common areas of conflict between generations
- Determine ways to motivate each generation
- Effectively communicate across generations
- Create a plan to manage multiple generations successfully

MANAGING IN A VIRTUAL WORLD

Working remotely is becoming more prevalent in today's society. It has its pros and cons just as working from an office does. We will address many components of how to effectively manage a virtual or decentralized team.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Identify challenges to creating and maintaining successful virtual teams
- Provide practical strategies and best practices to communicate with and manage a decentralized team

MANAGING THE APPRAISAL PROCESS

Performance appraisals are essential for the effective management and evaluation of staff. Appraisals help individuals improve organizational performance and feed into business planning. Formal performance appraisals are generally conducted annually by managers for all staff in the organization. This session will assist managers by providing some tips and suggestions for making the process enjoyable and rewarding.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Discuss the managerial role in performance appraisals
- Identify barriers in the communication process
- Discuss effective strategies for providing feedback

MANAGING UNDER PRESSURE: MAKING DECISIONS AND COMMUNICATING

When times are tough, how do you manage your team? How do you handle the pressure? This seminar will equip you with techniques that will strengthen your ability to respond (not react) to high-pressure situations. This session also covers tools for making decisions during tough times and communicating decisions.

HOW YOU WILL BENEFIT

This seminar will teach you to

- Examine how you respond to challenging situations
- Be empowered during the decision-making process
- Evaluate options to make an informed decision
- Discuss strategies to hold employees accountable in a way that motivates and produces results

RECOGNIZING A TROUBLED EMPLOYEE

Employee performance should be a major focus for all managers. At some point in your management career you are likely to encounter at least one troubled employee. It is important that you know what to do and what not to do.

HOW YOU WILL BENEFIT

In this session we will discuss

- The difference between a troubled and a difficult employee
- The role of the manager in responding to a troubled employee
- Strategies to achieve positive results
- How to deal with a dangerous and troubled employee

SELECTING THE BEST: EFFECTIVE HIRING TECHNIQUES

Selecting the best candidate is vital to establishing and building a successful organization. Learn effective interview techniques to hire the best talent. It is important to note that hiring the wrong candidates can be costly to the organization and can negatively affect employee morale. As a manager, your performance is connected to the performance of the people you hire. You can minimize the frustration of hiring the wrong person by attending this course.

HOW YOU WILL BENEFIT

This session will provide you with knowledge on how to effectively conduct an interview that will bring about the most success in finding that perfect candidate.

When you leave this session you should be able to

- Discuss the three standard interview processes
- Discuss the STAR method
- Identify the various rating biases and discuss ways to prevent these biases from affecting the interview process

SEXUAL HARASSMENT PREVENTION IN THE WORKPLACE: OVERVIEW AND COMPLIANCE

In this seminar employees will learn the common effects of harassment and the legal ramifications involved with sexual harassment. We will discuss examples of sexual harassment behaviors and discuss ways to avoid acting in harassing ways. Additionally, general sexual harassment reporting procedures will be reviewed.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Increase your overall awareness about forms of harassment in the workplace
- Define sexual harassment and discuss examples of this behavior
- Review/revisit your organization's anti-harassment policy
- Discuss legal rights and appropriate procedures if harassed
- Learn how to avoid harassing actions

STRENGTHENING THE TEAM: BUILDING A COHESIVE AND INCLUSIVE TEAM

"The way a team plays as a whole determines its success. You may have the greatest bunch of individual stars in the world, but if they don't play together, the club won't be worth a dime"— Babe Ruth. Participants will engage in a discussion on basic communication principles and complete a fun small-group exercise to identify communication barriers. The facilitator will introduce elements of clear communication. Participants have an opportunity to practice listening, questioning, confirming, and encouraging in several interactive group exercises.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Discuss strategies for creating and maintaining an inclusive environment
- Understand constructive ways to communicate with others
- Identify methods for building respectful relationships
- Explore tips for overcoming relational challenges in the workplace

THE ART OF DELEGATION

Maximize productivity by learning the art of delegation. Delegation can foster teamwork and boost employee morale. Successful managers show confidence and competence when assigning tasks to experienced employees. Today's employees face an ever-growing workload. There may have been times when it was easier to just do it yourself, but you can't do it all. Attend this session for tips on delegating an assignment while ensuring accuracy in the process.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Identify the elements of delegation
- Discuss the roadblocks to successful delegation
- Recognize 10 key steps to successful delegation
- Evaluate 10 warning signs that your delegation skills need improvement

THE ART OF MOTIVATION

Understanding what motivates people allows managers the opportunity to build a strong team. Effective managers learn how to motivate through interaction and discussion.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Discuss research on employee motivation
- Identify the three goals that employees seek at work
- Discuss the four dimensions of employee engagement

THE STRATEGIC PLANNING PROCESS

It is crucial for managers and supervisors to understand the value that strategic planning brings to an organization. Knowing how your department aligns with the mission and goals of the organization is valuable to the success of the organization. This seminar reviews the stages of the strategic planning process.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Identify key concepts involved in strategic planning
- Identify ways you can contribute to your organization's strategic success
- Discuss strategies to hold employees accountable in a way that motivates and produces results

UNDERSTANDING MEDIATION TO RESOLVE DISPUTES

Alternative Dispute Resolution (ADR) is the method of resolving disputes or issues that are considered to be outside of the judicial process. Mediation is a form of ADR and is a way of resolving disputes between two or more parties. Many employers utilize this method for workplace issues. Mediation involves a neutral third party bringing two sides together with the aim of reaching a mutual agreement. Learn how organizations are using mediation to resolve employee issues and to decide if mediation could work in your organization.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Identify the aspects of alternative dispute resolution
- Discuss how organizations use mediation to resolve employee issues
- Provide strategies for resolving workplace issues using mediation

VIOLENCE PREVENTION IN THE WORKPLACE

Research shows that violence in the home follows victims into the workplace and often results in absenteeism, low productivity, and turnover. In this session we will discuss the prevention of violence in the workplace as well as how to deal with it should it actually occur. We will discuss risk factors that may increase this behavior and also indicators of problem behavior. Once we know the risk factors and indicators, we will move on to the proper response to workplace violence, what employers can do, and how employees can protect themselves.

HOW YOU WILL BENEFIT

This session will help participants define workplace violence, learn how to recognize it, and learn how to handle a potentially violent employee. You will learn to

- Discuss ways to prevent and deal with workplace violence
- Identify risk factors that may increase a worker's risk for workplace violence
- Describe indicators of problem behavior
- Discuss methods of responding to disruptive, threatening, or violent behavior
- Identify what employers can do to help protect employees and what to do after an incident



CAREGIVING

6,570 DAYS: YOUR CHILD FROM BIRTH TO LATE TEENS

This session provides an overview of key developmental stages of your child from birth to late teens and “leaving the nest.” Discuss common issues during each stage as well as helpful strategies you can employ as a parent. You’ll also learn about resources you can tap into during each phase of your child’s life.

HOW YOU WILL BENEFIT

You will gain a clearer understanding of the developmental stages your child will go through.

You will

- Identify key developmental stages of childhood and adolescence
- Discuss the common issues of those stages
- Apply strategies to help you and your child through each phase
- Identify parenting resources to help you navigate from birth to late teens

CARING FOR AGING RELATIVES

Learn how to determine the best level of care for an aging relative. As older relatives age, they may require more care than family or neighbors can provide. Many younger relatives then face the difficult decision of seeking the right kind of outside care. This seminar is a helpful first step. You’ll learn about observing and assessing your relative’s ability to perform the activities of daily living (ADLs), from bathing and dressing to eating regularly and correctly taking medications. Some elders may be unwilling to accept that they require additional care; this seminar explains how to communicate more productively about care options, from in-home assistance to assisted living and nursing care.

HOW YOU WILL BENEFIT

You will have a better understanding of how to determine the most appropriate level of care for your aging relative—and how to select care that ensures your loved one’s highest quality of life and health.

You’ll learn to

- Observe and assess the elder’s ADLs
- Involve your aging relative and other family members in decision-making
- Ask the right questions and observe the environment closely so that you select the best quality of care and lifestyle for your loved one
- Stay fully involved if the elder is settled into a new living situation

CARING FOR LOVED ONES WITH ALZHEIMER'S OR DEMENTIA

14.9 million adult family caregivers care for someone who has Alzheimer's disease or other dementia. Given these statistics, it is no wonder that caregivers throughout the nation may be feeling stressed and overwhelmed in their attempt to assist an older loved one, especially an individual with Alzheimer's disease or dementia. Understand that you are not alone. This session will serve as a "road map" or "GPS" to help you begin to navigate through this – from recognizing the symptoms of Alzheimer's disease and dementia and assessing your loved one's care needs to supporting yourself and your loved one.

HOW YOU WILL BENEFIT

Specifically, after attending this session you will be able to

- Discuss the signs and symptoms of dementia and Alzheimer's disease
- Identify the type of assistance your loved one needs
- Apply tips on placement, visiting a care facility, and the importance of family involvement
- Locate caregiver resources

CHANGING RELATIONSHIPS: YOU AND YOUR AGING PARENT/RELATIVE

Learn how to communicate more calmly and productively with aging parents who can no longer live independently. Most adult children find it difficult to talk to parents about their decline in physical and mental abilities, outside care services they may need, and the possibility of new living arrangements. To make this process easier, the seminar will present you with techniques that overcome common communication barriers when elders are resistant, angry, or unwilling to listen. You will also explore helpful assumptions about aging and how to understand the loss of independence from the parent's perspective. The seminar will conclude with a summary of how to assess activities of daily living (ADLs), available care options, and a list of resources for aging adults.

HOW YOU WILL BENEFIT

As relationship dynamics change, communication techniques that help facilitate trust and allow aging parents or relatives to participate productively in decision-making about their future will help you to preserve their respect and dignity. This seminar will examine

- The challenges of aging from the aging parent or relative's point of view
- The likely changes in your relationship with an older relative
- Communication techniques to overcome resistance and anger
- Steps to determine the right level of care, services, and housing options for your loved one

EFFECTIVE COMMUNICATION WITH CHILDREN

Learn techniques that help you to communicate more productively with your children. You'll learn about different communication styles and how to communicate effectively, starting in early childhood. The seminar details parental techniques that minimize the "whatevers"—from paying attention and minimizing distractions during conversations to pausing for 30 seconds before engaging the child in a response. You'll also learn to avoid negative communication styles that hamper conversation and increase conflict.

HOW YOU WILL BENEFIT

Your relationship with your child will strengthen as you communicate more effectively. The seminar will help you to

- Understand the family benefits of positive communication
- Recognize different styles of communication
- Use techniques and conversation openers that help your child to stay interested and engaged
- Avoid conversation stoppers like sarcasm, guilt, and nagging

ENHANCING YOUR CHILD'S SELF-ESTEEM

Learn to recognize indicators of high self-esteem and how to enhance a child's self-esteem. The seminar will explain that a child who feels good about him or herself feels capable, confident, and self-assured. He or she displays creative, imaginative, and independent thinking. Low self-esteem is often exhibited in a reluctance to try new experiences, a feeling of powerlessness, and poor peer relationships. You'll learn what impacts self-esteem at each step of development as you explore parental, family, peer, and community influences. You'll also learn specific methods to enhance your child's self-esteem, from setting limits to promoting self-discipline.

HOW YOU WILL BENEFIT

By the end of the seminar, you will understand the importance of building self-esteem since it can determine your child's choices, level of achievement, and feelings of happiness and contentment. You will

- Have an understanding of how high or low self-esteem manifests in your child's behavior
- Recognize the factors, especially parental behaviors, that shape your child's self-esteem in various stages of development
- Understand that building self-esteem is cumulative
- Recognize that conflicts may emerge from the parent's dream for the child and the child's own unique hopes and wishes

FAMILY TIES

Since over a third of all children can expect to live in a stepfamily at some time during their childhood, blended families that co-parent are becoming the new “normal.” This seminar illustrates that handled in a consistent and loving way, managing children in blended environments can allow both children and parents to thrive. You’ll learn tips for custody and visitation schedules, school meetings, and managing the child’s medical needs. The seminar will lead you through the developmental stages of blended families, from fantasy expectations and subsequent conflicts to the development of new roles and norms that coalesce into a strong blended family. You’ll learn the power of consistent rules and chores to help build positive family routines that boost each child’s self-esteem and sense of responsibility. The seminar will conclude with resources to support new families, from lists of helpful children’s books to community resources and services to ease family conflicts.

HOW YOU WILL BENEFIT

The seminar paves the way to help a family move from “step” relationships that focus on exclusion and disruption to “blended” families that focus on family togetherness and positive routines and roles. You’ll be able to

- Understand areas of concern for blended families, from family loyalties to discipline and favoritism
- Apply practical parenting techniques to build a loving family
- Understand methods to help children become more responsible and confident in their family role
- Determine when a child is ready to stay home alone

GRANDPARENTS RAISING GRANDCHILDREN

Nearly 6 million children in America are being raised by other relatives—especially grandparents. As families without parents in the home grow (currently about one-third of all families), the role and profile of grandparents have changed. You’ll learn that those raising children are usually under the age of 59 and face daunting challenges, from finding additional financial resources to obtaining adequate housing. Many also face social isolation, since most of their peers’ children are grown. You will examine why so many parents are unable to raise their children, from drug issues to job loss or military deployment. The seminar will end with extensive resources and a summary of legal tips for grandparents who have become the primary caregivers for young children.

HOW YOU WILL BENEFIT

You will understand that grandparents (and other relatives) raising children when parents are not able is a growing cultural trend as you

- Better understand the challenges many grandparents face when they raise young children
- Learn about the Kinship Support Act and other legal and support services

HOME ALONE? WHEN KIDS “OUTGROW” CHILD CARE

With cell phone in hand, many tweens feel safe to stay home alone. Learn the signs for readiness, general laws around self-care, and ways to help keep your child safe as he or she grows and becomes more independent.

HOW YOU WILL BENEFIT

By the end of this session you should be able to

- Identify the characteristics of responsible behavior
- Explain how to teach responsibility to your child
- Identify ways to determine if your child is ready to be left alone at home
- Apply specific tips for helping to keep your child safe when home alone

IDENTIFYING SIGNS OF ADDICTION IN A LOVED ONE

There are key signs to consider if you think a loved one may have an addiction. This session will provide an overview to this complex situation and options to consider when looking for help.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Define addiction
- Identify common signs and behaviors of addiction
- Discuss tips for having a conversation with the loved one
- Locate options for obtaining help for both the loved one and yourself

MAKING THE GRADE: HELPING YOUR CHILD ACHIEVE IN SCHOOL

Parents set the stage for learning. The seminar provides you with concrete steps to help your child get the most out of his or her school experience. You will understand the importance of modeling the behavior you'd like from your child. You'll learn how to make your family life education-friendly, from limiting TV and Internet access to structuring homework time. The seminar will also offer ways to get involved in your school so that you can be an effective advocate for your child.

HOW YOU WILL BENEFIT

The seminar will help you set the stage for learning as you

- Help your child's education become a joyful experience
- Make your family routines supportive of school work
- Find positive ways to intervene if your child struggles with school

MEET YOUR TEEN

The seminar explores the profound physical, emotional, and intellectual changes teens experience. You'll learn that teens' criticism of parental values, their willingness to try out risky behaviors, and their desire to follow peer and media trends are a normal part of establishing their own identity. The seminar will also lead you through an analysis of parenting styles as you consider the impact of each style on the maturing teen.

HOW YOU WILL BENEFIT

The seminar can help you to strengthen your relationship with your child as you

- Identify the myths of adolescence and how they influence your expectations for yourself and your teen
- Understand the motivations and developmental characteristics of the maturing adolescent
- Analyze your own parenting style as you explore the best approaches to supporting a teen's safe journey to maturity

PARENTS TAKING ACTION

Learn the importance of parental involvement in a child's educational career. Researchers have found that family participation in education is twice as predictive of a student's academic success as family socioeconomic status. Students who have parents involved in their education have better school attendance, get higher grades, have higher self-esteem, and use drugs and alcohol less frequently. The seminar explains that parents can keep the student academically engaged by helping with homework, establishing supportive family routines, and monitoring out-of-school activities. You will also explore cultural barriers to school involvement and the important role of the father in a child's education.

HOW YOU WILL BENEFIT

The seminar will help you to develop creative ways to support a child's educational process. You will

- Understand the advantages for your child when both parents participate in homework and school activities
- Explore ways you can support your child's education
- Identify barriers to parental school involvement

SUDDENLY YOU'RE A CAREGIVER

Receive information and support if an unexpected illness in a loved one has made you a caregiver. Often a child or younger relative is surprised to become a caregiver if one parent has died and the other can no longer safely live at home, or the suddenly deteriorating condition of an ailing relative makes independent living impossible. This seminar will guide you through the decision process you face. You will learn about all the care options—and associated costs—available to an ailing adult, from in-home care services to assisted living. The seminar also helps you to consider all aspects of taking a loved one into your home, from family dynamics to safety modifications.

HOW YOU WILL BENEFIT

You will learn about all of the factors to consider when an ailing loved one can no longer live independently, including

- Integrating and understanding a loved one's wishes
- Assessing your capacity and ability as caregiver, including family needs, time availability, and home readiness
- Understanding both emotional and financial considerations in caring for the loved one
- Considering all care options, including in-home care and nursing facilities
- Creating support systems to maintain your own physical and emotional health

TEACHING CHILDREN TO EMBRACE CULTURAL AND RACIAL DIFFERENCES

Children can learn to grow up with a positive approach to cultural and racial differences. This seminar will explore how perspectives on culture and race develop in children. You'll also examine the ways children display lack of tolerance at every age group. The seminar will present models of behavior that teach children to embrace cultural and racial differences. Parents can help by listening to their children's feelings, pointing out areas of prejudice, and helping children to handle any conflict that may arise.

HOW YOU WILL BENEFIT

You will have a greater understanding of how children develop prejudices and how to teach children to feel positive about the cultural and racial differences they encounter. You will

- Learn how to model more accepting behavior
- Develop strategies for responding to children's questions and concerns
- Learn strategies to help children think more positively before prejudices deepen

TEACHING YOUR CHILD RESPONSIBILITY

Children can learn to become responsible adults. In this seminar you will review the characteristics of a responsible child—from accountability to fulfilling obligations. You will then discuss the importance of effective feedback, appropriate rewards, and other steps to raising a responsible child. You'll explore the role of self-esteem in the process and the negative impact of using guilt and arbitrary rules.

HOW YOU WILL BENEFIT

The seminar provides a great overview of the process of teaching one of the most important lessons in childhood, how to become a responsible adult.

You'll explore

- The characteristics of responsible behavior
- The process of learning how to make good decisions
- Behaviors that block children from learning responsibility
- The importance of the parents' role in shaping responsible behavior

TECHNOLOGY AND KEEPING YOUR KIDS SAFE

Most children use technology with an ease and frequency that is almost incomprehensible for their parents. In a world of Facebook, texting, instant messaging, and endless apps on smartphones, how can parents keep children safe? This seminar is an overview on childhood in the Internet age. You'll become aware of all the communication options available to children and learn ways to add parental controls. The seminar touches on the risks facing children, from loss of privacy, to exposure to inappropriate materials, to how they may engage predators. You'll learn helpful tips, from where to locate the computer in the home to available parental computer monitoring programs. You'll even learn some of the most basic texting abbreviations.

HOW YOU WILL BENEFIT

You'll be more informed about children's access to information—and be more prepared to monitor and take control—as you

- Learn about the variety of communication tools available
- Understand both the benefits and risks associated with the devices children use
- Learn tips that keep the adult in control

THE SANDWICH GENERATION: STRATEGIES FOR MULTIGENERATIONAL CAREGIVING

Almost 25% of all families are currently dealing with elder care issues—while raising young children at home. Since this percentage is expected to increase to as many as 60% of all families in the next decade, this seminar provides a timely overview of how to cope as a member of the “sandwich generation.” You will identify common family dynamics—from seniors who feel anger and shame at losing their independence and role in society, to children who are confused, frustrated, and embarrassed by a grandparent's decline. As stress increases, you will learn how to identify the triggers that indicate you may need more help and outside services.

The seminar concludes with coping strategies for the caregivers, most often women, who face the competing pressures of family life and work while they care for an elderly relative.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Understand the financial and emotional impact on both family and work
- Discuss the needs of the generations for effective communication
- Develop coping strategies
- Identify signs that additional assistance is needed



FINANCIAL

EFFECTIVE BUDGETING

What does money represent to you? The first step in effective budgeting is defining your money beliefs and your financial goals, both short-term and long-term. The seminar will guide you through the process of tracking your spending so that you understand how you currently spend money. You'll examine your obstacles to reaching your financial goals as you learn how to manage your debt and develop a personal debt reduction plan.

HOW YOU WILL BENEFIT

The seminar will provide you with the steps to understand your current budgeting style so that you can make effective reductions in debt.

You'll examine

- Your money beliefs and how these affect your financial situation
- Ways to track your spending
- Proven ways to reduce debt and spending
- Financial tips and resources during a layoff

HOME-BUYING STRATEGIES

Is home ownership the right path for you? This seminar will explore the advantages and disadvantages of home ownership. You'll learn about the process of buying a home, working with a Realtor, shopping for a home mortgage, and what to expect at closing.

HOW YOU WILL BENEFIT

The seminar will prepare you for home ownership.

You'll discuss

- Mortgage lender options
- Available housing programs for down payment and closing costs
- Strategies to make the home ownership dream come true



IDENTITY THEFT PROTECTION AND PREVENTION

Learn to protect your personal information. As we pay bills, order products, and do banking on the Internet, we face the constant threat of thieves who can unlawfully obtain our personal information to commit fraud or other crimes. Stolen identities allow thieves to open new credit cards, take out loans, and even establish phone service. In this seminar, you'll learn how thieves gain access to your personal information and how you can tell that your identity has been stolen. You'll learn the steps to take immediately if you suspect identity theft. The seminar will provide you with detailed resources and phone numbers to call, as well as tips so that you avoid identity theft in the future.

HOW YOU WILL BENEFIT

You'll understand all aspects of identity theft and how to avoid it. The seminar will

- Help you to recognize when your identity has been stolen
- Provide tips for reclaiming your identity once it has been stolen
- Identify ways of protecting yourself from becoming a victim in the future

INSURANCE ISSUES: MEDICARE AND MEDICAID

With the rising costs of health care, your elderly loved one will need proper coverage. Identify various care payment sources and examine eligibility criteria and range of coverage. **Note: This topic is only offered via live webinar.**

HOW YOU WILL BENEFIT

You'll understand all aspects of Medicare and Medicaid, and additional resources available.

The seminar will help you

- Identify your Medicare options
- Provide tips for choosing a Medicare option
- Discuss the basics of Medicaid and eligibility
- Provide resources for more information

MAINTAINING PERSONAL AND FISCAL RESILIENCY DURING TOUGH ECONOMIC TIMES

An active, positive approach can minimize the impact of a difficult financial outlook. This seminar helps you to investigate your own feelings about the current economy. You'll learn how to develop a "stress plan" that will help you to visualize a more positive future as you identify opportunities for change and strategies to improve your finances. You'll also go through the process of prioritizing your needs and exploring the full extent of your assets.

HOW YOU WILL BENEFIT

You will learn how to face financial challenges with resiliency and a positive outlook. The seminar will guide you to

- Understand the impact of the current economic climate
- Explore resilient responses to uncertain circumstances, including emergency events
- Plan a strategy for your own financial future that identifies ways to cut costs, explores opportunities you may not have recognized, and maximizes your assets

MAKE YOUR MONEY WORK FOR YOU: A DEBT MANAGEMENT PLAN

Do you wish that your money could work for you instead of the other way around? Learn tips to decrease your debt, improve your credit score, establish or reestablish credit, and better manage your money.

HOW YOU WILL BENEFIT

Specifically, in this session you will

- Discuss important credit principles
- Understand how to improve your FICO credit score
- Identify money management tips
- Discuss strategies for deleting your debt

PLAN YOUR DREAM VACATION ON A BUDGET

Travel can be a dream come true if you plan adequately. This seminar will lead you through each planning phase of a vacation. You'll be asked to consider all aspects of your dream holiday—where to go, with whom, when, and in what manner. You'll identify budgetary concerns and how to avoid scams. The seminar will also review in-state resources, best months for specific destinations, and websites that make the planning easy!

HOW YOU WILL BENEFIT

You will be better prepared to plan a vacation that you'll remember with a smile. The seminar will help you to

- Think through all aspects of planning a vacation
- Incorporate frugal budgeting tips, including alternatives to expensive hotels
- Examine the full range of travel options, from day trips to international tours

REBUILDING CREDIT

It is never too late to build a bright financial future. **Managing your finances and keeping a positive financial outlook are two of life's most complex challenges.** Learn ways to maximize your finances, options for making the most of your dollars, and strategies for restructuring your credit rating to keep your financial situation on the right track. This seminar helps you to create a sound financial management plan.

HOW YOU WILL BENEFIT

You will learn how to employ basic financial principles to create a better financial future. The seminar will guide you to

- Identify strategies to increase your savings
- Develop methods to decrease debt quicker using your current income
- Provide tips for maximizing your credit score
- Identify methods for rebuilding your credit

YOUR ROUTINE FINANCIAL CHECKUP

Learn to manage your finances more effectively. During the seminar, you will be guided through the necessary steps to examine your finances from a variety of perspectives. First, you will review and prioritize all of your debts as you explore your assets. Then you will examine your financial goals in three phases. You will also explore your resources should you face financial emergencies, from illness to job loss. The seminar will conclude with a discussion of the six key areas of personal finance, from cash management to tax planning and estate conservation.

HOW YOU WILL BENEFIT

You will learn the basics of how to manage your finances and reach your financial goals. You will review

- Current debts
- Financial resources and assets
- Short-term, intermediate, and long-term financial goals
- The basics of cash management, risk management, and investment planning
- Retirement goals and funding sources



LEGAL

ESTATE PLANNING: FIVE ESSENTIAL DOCUMENTS

Be prepared to take action on planning your estate so your family's assets are protected. This seminar will guide you through the basics of estate planning. You will learn about the five important documents you should have prepared. You will understand the difference between wills, guardianships, and trusts. The seminar will also provide tips for identifying the best financial advisor so that you can reach your personal and financial goals while minimizing taxes.

HOW YOU WILL BENEFIT

You will be better prepared to plan your estate so you can protect your family's assets in the future. The seminar will guide you through

- Identifying the five important documents that you should have ready
- Understanding the basics of estate planning, will planning, guardianships, and trusts
- Discussing tips for identifying the best financial advisor
- Communicating your wishes and desires to family members and other individuals

LEGAL ISSUES FOR ADULT DEPENDENTS

Prepare your family for the future and the unexpected. Some family members may have lifelong illnesses or conditions that prevent them from making adult decisions; others become incapacitated as they age. This seminar will help you to examine the legal options that allow family members to care for adults who cannot make decisions for themselves. You will learn the basics of living wills, the durable power of attorney, guardianships, trusts and wills, and the legal provisions available to the healthy spouse when the other partner enters a nursing home.

HOW YOU WILL BENEFIT

You will understand the legal provisions necessary to care for an adult dependent and how to plan for your own or a spouse's incapacitation during a major illness or through aging. You will

- Learn which circumstances require a living will, the durable power of attorney, or a guardianship or trust
- Understand the importance of understanding your relative's wishes before he or she is incapacitated and the reasons to plan for all possible health situations in your own life
- Identify which documents and information to gather before you seek legal advice
- Learn the four essential legal documents everyone should have in place



POWER OF ATTORNEY AND ADVANCE DIRECTIVES

Communicate your wishes should an unexpected life event occur. This seminar will help you to understand and to select the appropriate legal provisions, from the power of attorney to advance directives, so that your affairs are in order when you face incapacitating illness or death. You will also explore the benefits of having your affairs in order to avoid possible family discord and strife.

HOW YOU WILL BENEFIT

You will be ready to make the right choices about necessary legal provisions in the face of unexpected illness or death. The seminar will

- Detail the basics of preparing a will and selecting the right power of attorney
- Provide reasons to prepare an advance directives document
- Explore the benefits of developing a financial inventory and a letter of instruction to your estate trustee so you can communicate your final wishes and any personal messages
- Prepare you to talk to your family about sensitive illness or end-of-life issues



WELLNESS

A PERSONAL GUIDE TO BUILDING RESILIENCY AND COPING WITH CHANGE

Learn strategies to remain resilient and healthy through all the ups and downs life has to offer, from a new baby or a job promotion, to illness or divorce. It's not what happens to us but how we respond to what is happening to us that has the strongest impact in our lives. When we are resilient, we are able to adjust quickly to new conditions, change our personal direction if required, and incorporate every life event more smoothly into our lives. This seminar will empower you to become more resilient as you learn to identify the traits of resilient people and understand the role of your thoughts and perception in shaping your response to life's joys and challenges.

HOW YOU WILL BENEFIT

You'll be able to adjust more easily to life's ups and downs as you

- Recognize what defines resiliency, from flexibility to a positive outlook
- Increase self-awareness about personal and work conditions that trigger stress in you
- Learn new ways of thinking about changes in your life that will boost your resilience

BEREAVEMENT: COPING WITH LOSSES

While grief touches everyone, the pain of loss is unique to each individual. However, we can learn that grieving itself is normal and that major losses will trigger conflicting emotions, from anger and denial to relief. This seminar will help you to explore your own reactions to loss, from a death to divorce. You will learn why some people are stuck in a "grief rut" as you discuss more healthy ways to grieve.

HOW YOU WILL BENEFIT

The seminar will help you to explore both the myths and the facts of the grief process. You'll examine

- The different and individual ways each person handles grief
- The ways both adults and children can learn to cope in a more healthy manner
- The understanding that since grief affects us all, grief becomes more tolerable when we offer the helping hand of support to those in grief

BEATING THE BLUES

Sadness is a natural emotion that all human beings experience in their lives. It can be due to a number of reasons, such as disappointment, loss, or divorce. This emotion typically does not linger. However, when it does and begins to interfere with a person's ability to function on a daily basis, it morphs into depression.

HOW YOU WILL BENEFIT

You will better understand the symptoms of sadness versus depression and learn practical strategies to add to your wellness "tool kit."

Attend this session to

- Recognize the difference between sadness and depression
- Identify techniques for beating the blues

BETTER HEALTH THROUGH SCREENING

Do you know which health screenings are recommended for your age group and gender? Do you understand what all those numbers mean? Attend this session to find out which health screenings are most important for you and what those numbers mean for your health. We'll also share a myriad of helpful health-related resources.

HOW YOU WILL BENEFIT

The seminar will help you to

- Discuss the value of health screenings
- Identify the health screenings recommended for you
- Understand what common health screening results mean
- Locate resources to assist you in improving your health

COMPASSION FATIGUE: INCREASING RESILIENCY

Strategies can overcome symptoms of compassion fatigue and stress. From 60% to 80% of all crisis workers, first responders, and mental and medical staff who work in high-stress environments may experience numbness, apathy, or emotional issues at some time in their careers. This seminar will identify the contributing factors and related symptoms, from emotional outbursts to chronic ailments and difficulty sleeping. You'll explore the common phenomenon of emotional contagion, as caregivers begin to take on the emotions of those they need to help or rescue. After understanding how compassion fatigue can develop, you'll learn specific strategies to reduce and defuse high stress levels and to develop resilience.

HOW YOU WILL BENEFIT

You will understand the impact of compassion fatigue, what it entails, and how to develop resilience, defined in the seminar as "the ability to withstand adverse events and stressful situations without falling apart, by actively and positively coping with stress." The seminar will help you to

- Recognize triggers that can lead to symptoms of compassion fatigue and stress
- Examine your own emotions and responses when you are challenged by high-stress events
- Evaluate your life and identify areas of life that you'd like to change
- Develop alternative strategies, including meditation and breathing exercises, to reduce and defuse high stress levels

COPING WITH CHANGE

“Every new beginning comes from some other beginning’s end” is a lyric from a pop song, but it’s also a catchy way to understand the nature of change. Learn how to effectively deal with both the losses and the gains that change brings to your life.

HOW YOU WILL BENEFIT

You will be able to

- Understand the challenges of change
- Explore the losses and gains specific to change
- Identify personal strategies and supportive resources to manage change and transition

DISRUPTING NEGATIVE THOUGHTS

Are negative thoughts normal? Yes. It’s not the negative thoughts themselves that are the issue; rather, it’s when we believe the negative thoughts. Learn how to gain control over negative thoughts and turn them into positive ones.

HOW YOU WILL BENEFIT

You will be able to

- Identify the symptoms and causes of negative thoughts
- Apply strategies to disrupt negative thoughts
- Understand when additional help is needed
- Discuss the types of help available

EATING YOUR WAY TO WELLNESS

We always hear about having healthy habits; however, so many diet plans have warned us to stay away from particular food groups or eliminate certain things from our meals. This session focuses on the USDA’s MyPlate with tips and resources on how to eat your way to better and long lasting health.

HOW YOU WILL BENEFIT

You will be able to

- Discuss methods of choosing and preparing healthy food
- Consider 11 tips for eating healthily on a budget
- Access additional resources to assist you in developing a plan for eating healthily

EIGHT STEPS TO A HEALTHY HEART

In the United States, the number 1 cause of death for both men and women is heart disease. Approximately 1 million people lose their lives to heart disease every year. And this doesn’t impact just older adults. Half of the victims of sudden cardiac death are under age 65.

HOW YOU WILL BENEFIT

Utilizing the Mayo Clinic’s heart-healthy diet concepts, this session will help you to

- Understand which heart disease factors are controllable
- Identify several key components of a heart-healthy diet
- Discuss tips for implementing a heart-healthy diet

EMOTIONAL SUPPORT:

STAYING BALANCED IN A CHANGING WORLD

Change impacts all aspects of life. It is neither good nor bad, though every change brings a chance to self-improve or self-destruct. This seminar is focused on the concept that people who know how to manage change have more successful lives. You will deepen your knowledge of the change process as you review the factors that influence change and ask yourself key questions about change in your life. You'll focus on successful change management in the workplace as you review common change factors in corporations, from layoffs to mergers, and the increased stress and anxiety many employees experience. You'll learn how to take a more positive approach as you learn to embrace change and manage the elements that are within your control.

HOW YOU WILL BENEFIT

You will be more prepared to accept change as a challenge rather than a crisis and have a greater comfort level managing unexpected events as you

- Understand that change is inevitable and a normal part of life
- Learn that change in the workplace is handled most successfully when the people who are affected by change are given a chance to be part of the solution
- Recognize high-stress symptoms in yourself and others and learn more healthy coping skills
- Learn to manage change instead of avoiding it

EMPLOYEE EAP ORIENTATION

Learn about the benefit of free access to the Employee Assistance Program (EAP) if you require confidential counseling or consultation about an issue of concern. Major life changes, from the birth of a child to divorce or elder care, impact how we function at work. This seminar will provide you with an overview of when to seek help from your EAP, who is eligible in your family, and the wide range of services and consultations that are available.

HOW YOU WILL BENEFIT

You will understand the EAP benefit and be prepared to use it effectively when you require counseling or specific legal or financial advice. You'll learn the following:

- When to use the EAP
- What kind of credentials you can expect from counselors and advisors
- Details about sessions, follow-up, seminars, lunch & learns, and other available services

EXAMINING RELATIONSHIPS: HEALTHY VS. UNHEALTHY

Learn to identify the characteristics of a healthy relationship both at home and at work—and what kind of relationships to avoid. You'll examine different types of relationships, from family and friendship to romantic and professional. You'll review real-life scenarios that are sure to stimulate lively discussions about what makes a relationship healthy or unhealthy. You'll also discuss bullying in the workplace and how it differs from legitimate feedback or disciplinary action. For those who need to let relationships go, the seminar explains how to "ACT": accept the fact, consider one's own needs, and take time to heal.

HOW WILL YOU BENEFIT

The seminar will deepen your understanding of healthy versus unhealthy relationships. You'll be able to

- Identify the characteristics of healthy and unhealthy relationships
- Understand how to establish personal and professional boundaries
- Determine when to let a toxic relationship go
- Understand when to seek help for prolonged sadness at a lost relationship or the inability to let a bad relationship go

IMPROVE YOUR HEALTH WITH PROPER ERGONOMICS AND FREQUENT MOVEMENT

Proper ergonomics can ease job stress and prevent chronic injuries and disabilities. Additionally, sedentary behavior is the fourth leading risk factor of death for people all over the world. Exercise helps, but it doesn't compensate for all the sitting we do. Research has found that a sedentary lifestyle is just as or more harmful than smoking. But we can impact this by incorporating frequent movement into our lives!

HOW YOU WILL BENEFIT

Attend this important hands-on session to:

- Discuss the importance of proper ergonomics and frequent movement
- Apply ergonomic tips to your work environment
- Discuss ways to incorporate frequent movement into your day
- Identify exercises you can do at your desk or workstation
- Discuss the importance of good posture, the advantages it provides, and the consequences of developing bad posture

LET'S SLEEP ON IT: DEVELOPING A HEALTHY SLEEP PATTERN

Did you know that 70 million Americans experience sleep-associated problems? Sleep is very important for everyone, regardless of age. Some people can get by on less sleep than others, but that does not mean that sleep is any less important for them. There are many factors that can impact our sleep. In this session we will discuss the types of sleep, steps to help you have better quality sleep, and sleep disorders, as well as myths about sleep.

HOW YOU WILL BENEFIT

You will be able to

- Describe the importance of sleep and its impact when the body is deprived
- Describe the types and stages of sleep
- Discuss the aspects of shift work sleep disorder
- Become aware of actions that sabotage your sleep
- Create a sleep "program" for yourself using tips to ensure a better night's sleep

LIGHTEN UP WITH LAUGHTER

The joy of laughter! Laughter is ingrained in us from childhood. Did you know that children laugh over 400 times a day? However, as we get older that laughter somehow begins to fade. Laughter has so many benefits, including some that we are not even aware of. Research has found that laughter is stimulatory. When we laugh we stretch the muscles in our face. Our pulse rate, heart rate, and blood pressure increase. We also begin to breathe faster. This in turn sends more oxygen to our tissues. Many people who believe in the benefits that they receive from laughing say that it is the same as a mild workout.

HOW YOU WILL BENEFIT

You will be able to

- Describe the psychological benefits of humor
- Identify appropriate uses of humor in the workplace
- Develop an action plan for improving humor

LIVING WELL ON THE FAST TRACK: EATING HEALTHILY ON THE RUN

Living a hectic lifestyle but want to remain healthy? It can seem impossible to find time to exercise, cook healthy foods, and relax. Who has time in their day for all of that? With ever-increasing family commitments and work responsibilities, you may be depriving yourself of sensible, well balanced meals. You don't have to; this seminar will help you make healthier food choices while eating on the run.

HOW YOU WILL BENEFIT

Learn basic techniques for quick but effective exercises, and fast but healthy meals and snacks. You will learn to

- Incorporate quick and effective exercises
- Identify healthy food options
- Create a healthy meal plan

MINDFULNESS 101

What is mindfulness? Mindfulness is a state of active, open attention on the present. Mindfulness means maintaining a moment-by-moment awareness of our thoughts, feelings, bodily sensations, and surrounding environment, without any judgment. Attend this session to learn basic techniques in becoming more mindful of yourself and others around you. Recognize that your thoughts and emotions are fleeting and do not define you. Learn to really notice what you're sensing in a given moment and pay close attention to your breathing, especially when you're feeling intense emotions.

HOW YOU WILL BENEFIT

After attending this session you will be able to

- Understand what mindfulness is
- Understand the impact of being mindful on different aspects of one's life
- Learn and experience different techniques of living more mindfully

RELAXATION TECHNIQUES AT THE WORKPLACE

Take a break from the hustle and bustle of work to regroup and refocus. This seminar will cover stress busters, breath awareness, safe stretching to relieve tension, and correct posture for sitting and standing. During this session, you will experience relaxation techniques and come away feeling refreshed, with a new focus on relaxation.

HOW YOU WILL BENEFIT

You will learn to

- Identify common causes of stress
- Use stress busters and relaxation techniques to reduce stress
- Practice easy and safe stretching techniques that can be executed in the workplace

SELF-CARE: REMAINING RESILIENT

Learn to identify ongoing symptoms of stress and how to find a more healthy approach to the demands of work and home. Reconciling the demands of work and home life can be a source of constant tension. As a result, sleep disturbances, appetite changes, headaches, poor concentration, and irritability are common signs of too much stress. In this timely seminar, you will learn to identify emotional and physical symptoms of stress, assess your own situation, and learn hands-on techniques to bring balance to your work and personal life.

HOW YOU WILL BENEFIT

You will learn to

- Recognize the physical and emotional signs of stress
- Assess your own life balance situation
- Reduce the stress of transitioning from home to work
- Create an effective family unit
- Implement time management skills
- Become mindful of the benefits of self-care

THE PATH TO INNER PEACE

At some point in all of our lives we may lose track of ourselves and find ourselves stressed to the max about all of our responsibilities. We spend so much time running from task to task that we forget to stop and take a breath. Getting off the fast track and getting in touch with what is important in your life is one pathway to inner peace.

HOW YOU WILL BENEFIT

In this session we will explore how the speed at which our lives carry on can be detrimental to ourselves. We will talk about what inner peace really is and the five principles we need to develop our personal inner peace.

During this session we will also

- Discuss common dilemmas that we find ourselves struggling with on a daily basis and ways to become more aware of ourselves as well as others
- Discuss principles for developing inner peace

THE MIND-BODY CONNECTION

What people think and believe can affect their health. Research indicates that keeping the body in a relatively calm state is crucial to well-being and optimal health. Becoming aware of how your body feels when it is in a tense or anxious state is important to keeping the body in a relaxed and calm state.

HOW YOU WILL BENEFIT

In this seminar you will learn relaxation and stress management techniques to help you maintain a calm state during stressful situations. You will learn to

- Identify the connections between mind and body
- Practice the relaxation response
- Identify how to recognize and manage stressful situations
- Recognize the benefits of relaxing your mind and body

TIPS FOR SMOKING AND TOBACCO CESSATION

Are you ready to quit smoking? This is a difficult decision, but it is the most important step you can take to improve your health and the health of those around you. This seminar helps you understand why you smoke and how smoking affects those around you. The world around you, your workplace, and your favorite restaurants have all quit smoking, and you can too!

HOW YOU WILL BENEFIT

You will learn to

- Identify the underlying reasons that cause you to smoke
- Recognize the obstacles to quitting
- Use tips for creating a personalized smoke-free plan



PERSONAL AND PROFESSIONAL DEVELOPMENT



BULLYING: CONFRONTING HOSTILITY IN THE WORKPLACE

Bullying behavior can be recognized and addressed in an empowering, respectful manner. This seminar will examine examples of workplace bullying and the many types of behavior that can be defined as bullying. All involve a misuse of power with the intention to intimidate or put someone down. You'll learn about the impact of bullying on the employee—from an inability to focus or work productively to stress leading to physical ailments. You'll also understand the difference between bullying and appropriate disciplinary action in the workplace. The seminar will conclude with specific actions both you and the employer can take to minimize office bullying.

HOW YOU WILL BENEFIT

You will have a clear understanding of the kind of behavior that constitutes bullying in the workplace and how to address it. The seminar will help you to

- Recognize bullying behavior
- Understand the impact of bullying, both on individual employees and on the workplace
- Examine contributing factors

BUSINESS ETIQUETTE AND PROFESSIONALISM

For success in the workplace, it is helpful to identify the traits of professional behavior. You will examine a wide range of characteristics that can help you to succeed, from accountability and punctuality to respect for others. The seminar will also focus on business etiquette and will help you to recognize tech-etiquette offenses, from too much multitasking to distracting interactions with technology during meetings or conversations. You will review the benefits of professional communications, with an emphasis on proper e-mail etiquette. The seminar will finish with a summary of the characteristics that constitute a professional work attitude and temperament, from proper business dress to personal integrity.

HOW YOU WILL BENEFIT

You will have a complete picture of the characteristics of the highly professional employee as you examine your own definition of professional behavior.

The seminar will

- Help you to identify professional behavior
- Emphasize the importance of personal integrity and ethics
- Examine the elements of proper e-mail etiquette
- Provide an overview of professional temperament, work attitude, and spirit

CHANGE OR REARRANGE IT WITH FENG SHUI

Learn to energize and nurture each aspect of your life—from career to romantic relationships—with Feng Shui principles. You will learn to assess each room and use Feng Shui principles to apply changes that bring harmony and balance to your living space. You'll learn how to apply the Feng Shui map—the bagua—to your home so you can identify the areas in your home that correspond to the issues that matter most in your life, including health, relationships, children, and wealth. By the end of the seminar, you'll be ready to start making some basic changes yourself using colors, furniture arrangement, mirrors, fountains, and other simple décor items. **Note: This topic is only offered via live webinar.**

HOW YOU WILL BENEFIT

You will have a basic introduction to a 4,000-year-old practice that millions around the globe use to improve all aspects of their lives. You'll learn that

- Your home is a reflection of your thoughts, energies, and desires
- You can change the energy in your home by following Feng Shui design principles
- You can affect your income, your family relationships, your career, and even your health and family life by making changes in your physical environment

CREATING A PERSONAL DEVELOPMENT PLAN

We often know the goals that we want to achieve but have difficulty understanding how to achieve those goals. Participate in this session to understand effective goal setting and identify potential obstacles that can create barriers to reaching your goals.

HOW YOU WILL BENEFIT

You will be able to

- Recognize the importance of goal setting
- Identify the various types of goals
- Apply tips for setting effective goals
- Identify obstacles and different types of motivation to help overcome the barriers to goals

CRITICAL THINKING

“Too often we ... enjoy the comfort of opinion without the discomfort of thought.” -John F. Kennedy. This seminar focuses on how to think critically and the benefits of critical thinking in the workplace. You'll identify what it takes to be a critical thinker, from judging the credibility of sources to developing and defending a reasonable position. You'll learn to use the “RED” model in your thinking, as you recognize assumptions, evaluate arguments, and draw conclusions.

HOW YOU WILL BENEFIT

You will be able to achieve a greater understanding of critical thinking as you

- Identify the attributes of a critical thinker
- Develop and enhance current critical thinking skills
- Learn how to apply critical thinking skills in the workplace

DEALING WITH DIFFICULT PEOPLE

While many folks we encounter may be pleasant to interact with, others can be extremely challenging. In some instances, the situation may escalate into disruptive behavior, and possibly even more than that. Learn strategies to remain cool and collected when dealing with a challenging or difficult person.

HOW YOU WILL BENEFIT

During this seminar you will apply knowledge of responding to an escalating situation while addressing violent behavior through role-play.

The seminar will help you

- Identify contributing factors to dealing with people who are “challenging” or “difficult”
- Develop an understanding of effective communication and good listening skills
- Provide tips for effectively dealing with coworkers who are a challenge

EFFECTIVE COMMUNICATION

The ability to effectively communicate with others is one of the most powerful tools for personal and/or professional success. Most people are challenged by the many day-to-day interactions with coworkers, family, and friends. Emotion, communication, and conflict are present in all human interactions and affect each of us in different ways. Everyone manages emotion, communication, and conflict from habit—patterns and styles developed early in life and over time.

HOW YOU WILL BENEFIT

You will learn how to effectively listen and be a better communicator. The seminar will teach you how to

- Develop an awareness of your personality and communication tendencies
- Examine listening skills and learn ways to become an effective listener
- Discuss ways to overcome barriers to effective communication

EVERYTHING IN ITS PLACE: GETTING ORGANIZED

Did you know that clutter and disorganization can add stress to your life? When we are not organized, we waste precious time and create chaos in our lives. You can minimize the stress and maximize the tranquility that comes from putting everything in its place. Learn practical strategies to get on the path to a calmer surrounding.

HOW YOU WILL BENEFIT

During this seminar we will identify roadblocks to organization and learn ways to get organized, declutter, and simplify life by

- Discussing the characteristics of the four types of “clutter keepers”
- Identifying various roadblocks to organization
- Providing tips and techniques to make getting organized an easier task

HOLIDAZE: HOW TO ENJOY THE HOLIDAYS AND MINIMIZE HOLIDAY STRESS

Holidays are supposed to be joyful, but they can also create many headaches. This workshop will consider the sources of holiday stress and explore ways to minimize the tension and increase the fun for all involved. In this seminar we are going to discuss the two causes of holiday stress (internal and external), as well as ways to manage and reduce your stress and make your holiday just what you want it to be.

HOW YOU WILL BENEFIT

The seminar will help you

- Identify the sources of holiday stress
- Utilize practical tips for managing the holidays
- Learn ways to make this “your holiday”

KEEPING YOUR LOVE ALIVE

Why do some relationships last for 40 or 50 years, while others simply feel like “forever”? While every relationship has its ups and downs, why do some of them make it, but an equal number don’t? Learn 10 relationship essentials, how to cope with challenges and conflict, and how to balance communication styles while keeping your relationship fresh.

HOW YOU WILL BENEFIT

Specifically, in this session you will

- Discuss the types of love relationships
- Identify the keys to longevity
- Explore how to cope with relationship challenges and conflict
- Discuss tips for balancing styles and keeping it fresh
- Put into practice the 10 relationship essentials

MAKING A LIFE WHILE MAKING A LIVING: WORK-LIFE BALANCE

Ever feel torn between work and fun time with the family? Do you have enough “me” time? Identify various ways to achieve balance with your personal, family, and work responsibilities. The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this seminar participants will find answers that will allow them to be more effective and more satisfied with both their home and their work lives.

HOW YOU WILL BENEFIT

Competing demands will be identified, and an assessment of central life goals will contribute to an understanding of how to achieve improved work-life balance. You will learn to

- Identify the sources that keep you out of balance
- Determine the meaning of work-life balance
- Learn time management strategies for effectively managing multiple demands
- Discuss the benefits of prioritizing important events
- Explore the role of delegation and communication with others
- Develop an action plan to balance work and life demands

MAINTAINING RESPECT AND CIVILITY IN THE WORKPLACE

Are you respectful to your fellow employees? Respect is the consideration we have for each other in all aspects: personal property, reputation, beliefs, values, feelings, thoughts, and emotional well-being. Therefore, it is critical to understand how our behavior can negatively affect the work environment and how we affect others around us, whether we know it or not.

HOW YOU WILL BENEFIT

You will

- Identify methods to assertively address inappropriate conduct within the workplace
- Increase civility and respect among colleagues and coworkers to promote a healthy work environment

MANAGING WORKPLACE STRESSORS

There are both professional and personal items that can cause stress. This session focuses on the professional or workplace items that could be causing stress. The goal for this session is to provide you with information applicable to the workplace stressors unique to you so that you can begin to address and manage these stressors effectively.

HOW YOU WILL BENEFIT

In this session you will

- Identify workplace stressors
- Review the impact of perfectionist tendencies
- Explore principles of time management
- Discuss tips for handling workplace stressors

MAXIMIZING YOUR DAY: EFFECTIVE TIME MANAGEMENT

Does the day seem to fly by and you haven't accomplished a thing on your to-do list? If time management is so easy to accomplish on our own, then why do we all feel overwhelmed? This session will provide a basic explanation of the time management process, provide characteristics of effective time managers, discuss the importance of prioritizing important events, and explore the role of delegation and communicating delegation requests with others.

HOW YOU WILL BENEFIT

Time management is a learned skill. It requires self-discipline and a desire to become conscious of how you manage your daily activities. You have to learn to prioritize your day. The seminar will

- Explain the time management process
- Provide characteristics of effective time managers
- Discuss the importance of prioritizing important events
- Explore the role of delegation and communicating delegation requests with others

PLANNING FOR PROFESSIONAL GROWTH

Professional growth and success don't just happen by chance. This seminar is designed to help participants define individual meanings for success and values, resulting in a personal mission statement. It will help workers to develop a process for creating realistic, attainable goals and action plans, as well as staying committed to reaching those goals even when there are obstacles.

HOW YOU WILL BENEFIT

You will develop a career plan that will lead to growth and development. The seminar will help you

- Discuss the four stages of professional careers
- Analyze strengths and opportunities for growth
- Develop a self-assessment plan

RETIREMENT: IT'S NOT JUST ABOUT THE MONEY

Retirement planning is not just about your pension or 401(k); it's an entirely new chapter in your life.

Retirement can bring with it a new living environment, a chance to explore interests, or maybe even a new career. In this session, you will investigate these topics and more to better prepare you for the retirement years to come.

HOW YOU WILL BENEFIT

When you leave this session you should be able to

- Create your personal definition of retirement
- Discuss the aspects and stages of retirement
- Identify how to find a healthy balance in retirement

SAY WHAT YOU MEAN THE RIGHT WAY: HEALTHY FORMS OF COMMUNICATION

We may understand on an intellectual level that communication is important, but how often do we take the time to evaluate the effect of our communication in our relationships? There are many ways to communicate how you feel to the people in your life. Good family communication is the largest single factor in determining the kinds of relationships that we form with others. During this seminar we will explore how you can use communication to strengthen your relationships and to enhance mutual understanding.

HOW YOU WILL BENEFIT

In this session, learn guidelines and tips for healthy and successful communication. You will

- Identify barriers to clear communication
- Apply tips for effective communication
- Assess effective ways for dealing with difficult conflict
- Discuss ways to maintain successful family relationships

THE ART OF CONFLICT RESOLUTION

Conflict is inevitable. During this session we will be exploring different types of conflict and identifying conflict management styles. You will gain an understanding of the role of communication during conflict and learn to connect conflict management styles with a variety of personality types.

HOW YOU WILL BENEFIT

You will learn how to

- Discuss why conflict is inevitable
- Connect conflict management styles with a variety of personality types
- Understand how to resolve conflicts better
- Apply effective communication strategies

THE SCIENCE OF INTERPERSONAL RELATIONSHIPS

“We need merely to reflect for a moment on the sources of our greatest pleasure and pain to appreciate that nothing else arouses the extremes of emotion that are experienced in the course of personal relationships with other human beings”— Steve Duck. Our brain affects how we interact and relate to others. The prefrontal cortex (PFC) regulates body systems. It gives us wisdom, mindsight, and empathy. Ultimately, it is the part of our brain that makes us human. This seminar explores cutting-edge research around interpersonal neurobiology.

HOW YOU WILL BENEFIT

In this session you will

- Define interpersonal neurobiology
- Examine the brain function and its impact on relationships
- Explore the concepts of attachment and affiliation
- Review aspects of mindlessness, mindfulness, and mindset

YOU MAKE ME SO MAD!

According to AAA, “at least 1,500 people a year are seriously injured or killed in senseless traffic disputes.” Road rage. Rude service encounters. Violence in the workplace. Why is everyone so angry? Learn about the causes of anger and how to manage it.

HOW YOU WILL BENEFIT

During this session you will

- Discuss the five natural emotions of humans
- Discuss the effects anger has on the brain
- Identify triggers and expressions of anger
- Explore tips on effectively managing anger



GLOBAL

ADDITIONAL COST

CONFLICT IN THE WORKPLACE: HALF-DAY WORKSHOP

This half-day workshop helps managers consider the causes, signs and escalation of conflict in the workplace. Managers then learn about the mediation process and how it can assist in resolving workplace issue when those issues have escalated. This workshop also includes focused discussion and role play.

HOW A MANAGER WILL BENEFIT

A manager who attends this workshop should be able to

- Recognize when issues have escalated into conflict
- Use mediation skills to address workplace conflict

CONFLICT, MEDIATION, AND SUPPORT IN THE WORKPLACE: 1-DAY WORKSHOP

Dealing with conflict in the workplace is one of the greatest challenges facing a manager today. This workshop will help that manager identify the causes, observe the signs, and assist in intervening when conflict enters the workplace. Using the skills of mediation, reinforced through role play, the manager will be better able to support the employees in conflict so that they resolve their issues and agree to a way forward. This workshop will also guide managers in how to help employees who have personal problems that affect their work and those who are returning to work after a prolonged sick leave.

HOW A MANAGER WILL BENEFIT

A manager who attends this workshop should be able to

- Understand the nature of conflict and its escalation
- Apply the mediation process in resolving workplace conflict
- Understand how personal problems can affect the workplace
- Positively support an employee returning to work after sick leave

HELPING CHILDREN ADJUST TO AN INTERNATIONAL MOVE

Children are known to be resilient in most situations. However, culture shock can be overwhelming for anyone. Leaving their friends, school, and other familiar surroundings for the unfamiliar will understandably cause children to be apprehensive about an international move. Parents explore a variety of strategies to help children adjust socially and emotionally and ultimately thrive during the assignment.

HOW YOU WILL BENEFIT

You will be able to help your children transition to their new space. The seminar will

- Discuss the initial steps for informing children about a new move
- Address concerns specific to each age group
- Provide tips for helping your children adjust to a new life

MAKE THE MOST OF AN INTERNATIONAL ASSIGNMENT

Exploring new places can be exciting but a tremendous challenge at the same time. The anticipation and anxiety of preparing for an international assignment can be overwhelming. This session goes beyond providing a framework for the move. Learn how to adapt to the new situation by understanding the adjustment phases and setting realistic expectations.

HOW YOU WILL BENEFIT

Going through the process of clearly articulating personal and career goals will provide an important framework to use in maximizing the existing resources to get the most out of this unique experience. The seminar will focus on

- Techniques to help you organize your move
- Creating a timeline for the move
- Easing the transition of a big move for all involved
- Learning how to locate needed community resources
- Finding and getting settled in your new “home”
- Working in a new environment
- Coming home after the assignment ends

PRACTICAL STRATEGIES TO STAY SAFE

How prepared are you if a major catastrophe were to strike tomorrow? According to a study conducted by USA Today, most Americans are currently unprepared for a natural disaster, terrorist attack, or other emergency. Only about one-third of Americans have a plan of action in place with family members in regard to their means to communicate with each other during a crisis. This session provides strategies for how to stay safe and engage in safety planning for yourself and your family.

HOW YOU WILL BENEFIT

This seminar addresses ways to stay safe under any circumstances. You will

- Identify your “state of readiness” for an unexpected disaster
- Provide tips for preparing the family for a disaster
- Develop an action plan for both work and home

RETURNING HOME: RECONNECTING

Being separated by distance from family, friends, and work can stir up feelings of alienation and isolation. Fitting back in requires a period of adjustment. Things may be very different upon your return. Your routine may not fit your current situation. What was once familiar has now become unfamiliar, which can cause a feeling of disorientation. This session can help you with the transition home.

HOW YOU WILL BENEFIT

Learn effective strategies to help all family members reconnect and reestablish themselves in work and home communities. The seminar will

- Identify the initial reactions repatriates feel upon returning home
- Discuss the concept of “reverse culture shock” and its causes
- Identify the four emotional stages of a repatriate
- Provide personal coping strategies to relieve the stress of coming home
- Provide tips to employers to reduce workplace turnover upon the repatriates’ return

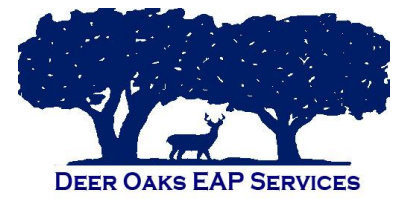
SUPPORT FOR ACCOMPANYING PARTNERS

Uprooting from the familiar is difficult for all parties. The anticipation and anxiety of preparing for an international assignment can be overwhelming. This session goes beyond providing a framework for the move. Learn how to adapt to the new situation by understanding the adjustment phases and setting realistic expectations.

HOW YOU WILL BENEFIT

Going through the process of clearly articulating personal and career goals will provide an important framework to use in maximizing the existing resources to get the most out of this unique experience. The seminar will

- Set in place your own goals for the assignment
- Fully and creatively utilize your resources as an accompanying partner
- Learn how others have successfully addressed challenges



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