EAP Training Catalog
Professional Development

The Solutions Group

A division of Presbyterian Healthcare Services

Education is the kindling of a flame, not the filling of a vessel.
~Socrates

Deb Gallant
EAP Director
The Solutions Group

Our goal is to improve the health and performance of workforces by providing training content that yields significant positive emotional and psychological outcomes. By improving employee outcomes and experience, organizations are better prepared to respond and adapt to changes in markets, economies, technologies and priorities.

We have developed a range of topics designed to address the challenges faced by the modern-day workforce. These are geared to optimize levels of well-being, professional capability, leadership competence and organizational effectiveness to create an engaging and inclusive work environment where people can thrive.

Our offerings are developed by experts to produce content that assists participants in acquiring new skills, gaining new insights, increasing contribution to the organization, improving performance, and presenting a path to effective self-management and career growth.

Contacting your EAP Learning and Organizational Effectiveness Manager (1-505-923-7216) is the first step in the process. Together we will work with you to develop a learning solution to fit your needs using our expertise in human resources management, organizational development, talent management, and learning and development to ensure we design and deliver a solution meeting your desired outcomes and unique requirements.

We look forward to working with you.

Deb Gallant

Maribeth Bohley

Maribeth Bohley
Learning &
Organizational
Effectiveness Manager
The Solutions Group

Qualified Practitioners

The Solutions Group, EAP provides learning opportunities specifically designed for employees, supervisors, managers, and leaders at all levels in the organization. Topics are selected, updated, designed and written by our internal staff of EAP adult learning experts and counselors. Our designers and contracted facilitators have a minimum of master's degrees in behavioral health, organizational development, adult learning, instructional design, education or a related field.

Delivery of Training

We deliver seminars using several methods depending on client needs, course content and client preferences.

- On site / face-to-face
- Live, interactive webinars
- On demand recorded webinars
- Blended delivery – part online and part face-to-face

Training Seminars and Curricula
While browsing individual workshops in the training catalog is one way to identify training topics, we also offer recommended curricula (a list of training seminars) specifically designed for supervisors/managers, leaders and executive leaders as well as HR fundamentals for new managers. (See pre-defined curricula on p.) We also encourage you to contact us to discuss options and to help you expedite your training selection process.

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Manager Skill Builders

About

These seminars are specifically designed to support managers and supervisors in developing fundamental and critical skills needed to be successful in their management careers.

The Art of Delegating

Overview/Description

Delegation is not a discrete activity that just pops up from time to time. It should be considered an integral element in strategic planning for the organization. Managers who delegate help an organization adapt to competitive environments, adjust for internal reasons (personnel change, expanding, or downsizing), and fulfill the organization's mission. Good managers necessarily learn how to delegate effectively. In this course, you will gain skills to help you become more proficient at delegating.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

• Analyze the business need for delegating
• Identify the advantages of delegating
• Discuss the risks of delegating and not delegating
• Discern which tasks, projects, or responsibilities should/should not be delegated

Being a Good Manager

Overview/Description

This is our fundamentals of management course designed to help new managers transition into their role of management and for experienced managers to learn what they didn't learn when they first became managers. Participants take assessments to identify their management styles, discuss the strengths and weaknesses of those styles, and how to adapt those styles for different situations – situational leadership. We also discuss the key roadblocks to transitioning into and how to have successful careers in management.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

90 minutes

Session Objectives

During this session, you will:

- Describe the four main styles of management
- Assess personal management preferences
- Discuss situational nature of decision making.
- Correctly identify appropriate styles of decision-making for particular workplace scenarios

Developing Work Teams

Overview/Description

Understanding team function is imperative in having a positive and productive workplace. This session introduces managers to the concept of team function while exploring how group dynamics drive the team. Special emphasis will focus on selection of team members, team leader skills, tools for successful teams and clarifying expectations.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Differentiate among several types of functional teams.
- Identify team roles and responsibilities.
- Discuss best practices for assembling a team and team membership.
- Practice clarifying expectations for a work team.

Domestic Violence: A Manager's Responsibility

Overview/Description

This workshop explores manager responsibilities related to domestic violence. When should a manager get involved? Should a manager get involved? What is our company's policy? Do we have a policy? Our trainers work with the Human Resources team to ensure that managers understand things to do and not to do in situations where domestic violence is confirmed or suspected and will provide local resources for DV victims.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Identify manager expectations related to domestic violence.
- Discuss organization-specific policies related to DV.
- Practice responding to a DV scenario in the workplace.

Drug Free Workplace

Overview/Description

This course addresses drug and alcohol policies as they relate to the Drug free Workplace Act and the policies of your employer. The class includes symptoms and effects of common drugs and alcohol as well as the features of abuse and addiction. Attendees will also increase their knowledge of treatment strategies and resources for treatment within the community.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Discuss the organizations Alcohol and Drug policy requirements for managers and all employees.
- Identify the process of addiction and how it can impact employee performance.
- Identify symptoms and effects of common drugs and alcohol.
- Identify level of treatment and appropriate resources for assisting employees dealing with substance abuse and addictions.

Emotional Social Intelligence (ESCI) Introduction

Overview/Description

Being able to cope with our own emotions and those of others is essential for successful leadership. Understanding and identifying the elements of Emotional Intelligence (EI) will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

• Define emotional intelligence.
• Describe each of the five categories of skills that define emotional intelligence.
• Practice using each of the five skill groups.
• Explain the importance of emotional intelligence for the workplace.
• Explain why emotional intelligence is important for professional success.

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High Conflict Personalities

Overview/Description

This is a unique opportunity to learn from clinical professionals about the characteristics of people who suffer from mental challenges and who create chaos, drama and disruption in the workplace. Learn how to cope when faced with challenging situations created by people with high conflict personalities.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Describe the characteristics of "High Conflict Personalities."
- Reflect on personal/professional experiences with "High Conflict Personalities."
- Identify strategies for managing "High Conflict Personalities" in the workplace.

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How to Be a Good Manager

Overview/Description

Participants in this class will begin by identifying their personal managerial characteristics. Then we will explore the skills that supervisors need to lead their organizations in the 21st century: communication, teamwork, coaching, business analysis, continuous improvement, technology savvy, project management, writing and documentation, and resource management.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

* Describe key characteristics of "good" management.
* Assess personal management style preferences.
* Identify which management style works best for different workplace situations.
* Clarify the top five "de-railers" for first time manager.
* Reflect on ways to set new boundaries with direct reports who used to be co-workers.

Interview Process

Overview/Description

The careful selection of employees is one of the most important jobs of a manager and others who assist in the hiring process. This class will cover behavioral interviewing and provide tools to guide you to hire the best person for the job and to comply with state and federal regulations.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Define behavioral interviewing.
- Describe key skills needed for behavioral interviewing and what to look for in interviewee responses.
- Contrast behavioral interviewing with other types of interviewing.
- Practice behavioral interviewing using hiring scenarios.

Managing Remote Workers

Overview/Description

For some managing a remote workforce is new territory and for those who have managed remotely, this is still new territory! How do we ensure that work gets done, that business needs are met and that employees are engaged when most of us are working from home? In this webinar we combine research on best practices with a discussion of what 's working for you and what's not.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Describe differences between working remotely versus face-to-face.
- Reflect on personal management style changes needed to manage remote workers.
- Clarify which differences have the greatest impact on employee engagement and productivity.
- Identify specific tactics to use to ensure employee engagement.

Masterful Meeting Management

Overview/Description

Why do so many of us hate to go to meetings or see them as a waste of our time? Often the answer is that we don't need a meeting to accomplish the tasks at hand but how do you know when a meeting is needed? And What makes an effective & efficient meeting? These questions and others will be answered in this workshop on masterful meetings.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Identify the characteristics of an effective meeting.
- Review specific tools for ensuring meeting effectiveness.
- Practice using an agenda for an upcoming meeting.

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Mental Health & Well-being for Managers

Overview/Description

One good thing coming out of the 2020/2022 Pandemic is the realization that our mental health is powerfully important in how effectively and successfully we work and live. Some mental health conditions are found more often in the workplace. Learn about these conditions and the warning signs as well as how to reach out to employees who seem to be struggling. Managers need to co-create a culture of mental wellbeing by helping to end the stigma and creating safety in the workplace regarding mental health. But what exactly does that mean? Find out more in this interactive session.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45 - 60 minutes

Session Objectives

During this session, you will:

- Re-define mental health (like physical health) as a universal experience for all human beings.
- Identify practices for reducing stigma around mental health and mental health conditions.
- Practice skills for encouraging employees to seek out mental health improvement resources.
- Recognize the most common mental health conditions observed in the workplace.
- Identify ways of expressing empathy and support to distressed co-workers/employees.
- Identify support resources and services for all employees.

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Preventing Employee Burnout

Overview/Description

Unfortunately, many employees experience the adverse effects of burnout. Whether working in a corporate or community setting, it is crucial to address "burned out" employees and provide support. This workshop focuses on identifying burnout in yourself and others. It also presents intervention ideas for prevention of future burnout.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Differentiate burnout from stress, compassion fatigue and vicarious trauma.
- Identify common causes of burnout in the workplace.
- Identify signs that indicate an employee could be experiencing burnout.
- Clarify strategies for preventing and healing from burnout.
- Specify changes to make in current work situation to minimize employee burnout.

Reasonable Suspicion

Overview/Description

This course provides the necessary tools and skills to recognize and appropriately handle employees exhibiting signs of substance abuse. The class includes information on the effects of common drugs and alcohol and the impact that can have in the workplace. Attendees will learn physical, behavioral, speech and performance cues related to substance abuse and a supervisor's responsibilities to ensure a drug-free workplace.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

90 minutes

Session Objectives

During this session, you will:

- Define "reasonable suspicion."
- Describe your accountabilities related to reasonable suspicion and employee drug testing
- Define the process for drug testing
- Identify physical, behavioral, verbal and performance cues related to substance abuse.
- Review company's drug and alcohol policy.

Suicide Awareness for Managers

Overview/Description

People often spend a large portion of their day at a workplace and, in doing so, get to know other employees over time. As a result, they may be in a good position to notice changes in behavior that could suggest risk for suicide or other mental health problems. What can you do to help your co-workers, team and organization to create a culture of health and safety? Find out in this workshop.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe warning signs of employees who might be suicidal
- Describe actions to take if someone comes to you with concerns about an employee or colleague or if you are concerned that an employee might be suicidal.
- Identify resources for manager support.
- Articulate resources for suicidal employees.
- Explain how managers demonstrate compassion
- Review active listening skills.

Utilizing Positive Management

Overview/Description

What makes a good manager or supervisor? Being a good manager requires practice and teamwork. From making administrative decisions to conducting meetings and supervision, this position calls for specific skills. Five essential categories of skills for positive management in the workplace will be discussed including Leadership, Communication, Creating a Positive Culture, Engagement and Coaching/Mentoring.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "positive management".
- Identify benefits of positive management.
- Describe the five essential skills of positive management in the workplace.
- Explore ways to use the five essential skills of positive management.

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Manager Skill Builders
Respectful Workplace Series

About

Our most requested seminars come from this series which focuses on creating a culture of civility and respect in the workplace – a manager's work and responsibility.

I. Civility in the Workplace

Overview/Description

Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. This session focuses on specific behaviors that demonstrate respect for self and others and the benefits associated with being respectful. It also looks at how all employees are responsible for co-creating a culture of respect and civility in their workplace.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60-90 minutes

Session Objectives

During this session, you will:

- Define civility, incivility and respect.
- Discern acts of civility and incivility in the workplace.
- Reflect on the nature of civility/incivility to create a healthy/toxic workplace culture.
- Decide, "who you will be?" at work and in the world.

II. Harassment Free Workplace for Supervisors

Overview/Description

Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. Laws and policies against harassment, and especially sexual harassment, play an important role. This course explores law and policy as well as focusing on identifying, reporting, and preventing harassment in the workplace. Special attention will be placed on the individual company's policy and procedures.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60-90 minutes

Session Objectives

During this session, you will:

- Define harassment and sexual harassment.
- Review federal and state laws protecting employees against harassment and retaliation.
- Clarify the importance of "intent" versus "impact" in harassment cases.
- Define two main types of sexual harassment: Quid Pro Quo and Hostile Workplace Harassment.
- Specify what to do if you or your employee is harassed or accused of harassment (customized to each organization's harassment policy).

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III. Dealing with Bullying for Supervisors

Overview/Description

Maintaining a Respectful Workplace is essential for a positive, productive work atmosphere. Bullying can negatively impact employee morale, safety, productivity and engagement. In this session, we will look at the organization's policy regarding bullying and specifically how to deal with bullying. Special attention will be placed on individual company's policy and procedures. Finally, we will discuss ways to respond to or avoid bullying in the workplace.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Review your organization's policies and procedures related to bullying.
- Identify risks of not managing bullies.
- Develop skills for managing bullies in your workplace.
- Design a "bully free" workplace culture.

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IV. Workplace Violence Awareness

Overview/Description

Although the incidence of workplace violence is relatively rare, it is important to understand risks, reactions and preparedness for these types of situations. This webinar identifies what you should do to protect yourself against workplace violence and active shooters. Special attention will be placed on the individual company's policy and procedures.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Describe workplace violence.
- Review statistics related to workplace violence.
- Identify workplaces most at risk for violence.
- Articulate strategies for preventing workplace violence.
- Describe company protocol for handling workplace violence.
- Identify safety behaviors for protecting self and others in the workplace.

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Manager Skill Builders
Performance Management Series

About

Every supervisor, manager and leader will benefit from the learning resources in this series. Performance excellence is a goal for all organizations, teams and individuals. These resources can help achieve those goals.

Coaching for Success

Overview/Description

Coaching addresses the most important role and opportunity for managers – bringing out the best in their employees. Supervisors and managers who coach their employees go beyond the everyday performance of "duties as assigned" to highlight potential and bring out the best in the individuals they coach. Developing employees through coaching (and mentoring) is a proven method for engaging employees in their work and the organization.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Define coaching.
• Describe the skills required to be a successful coach.
• Differentiate between coaching and mentoring.
• Discuss the G.R.O.W. model of coaching.

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Documenting Discipline

Overview/Description

Documenting is part of "paying attention" to what your employees are doing on the job, including opportunities for both praise and correction. This session addresses what should be documented and illustrates examples of useful documentation.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60 minutes

Session Objectives

During this session, you will:

•   Describe common forms of documentation used in organizations.
•   Examine different forms of documentation.
•   Practice improving documentation.
•   Discuss templates and (organization-specific) policies related to effective documentation.

Effective Feedback

Overview/Description

Good feedback comes in different forms, and supervisors need to recognize when and how to deliver those messages. We will learn how to use the 3 main forms of feedback in a way that leads to better understanding for managers.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60 minutes

Session Objectives

During this session, you will:

• Describe effective feedback.
• Identify goals of providing feedback.
• Discuss the value of providing effective feedback.
• Practice providing feedback in different employee scenarios.

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Improving Workplace Productivity

Overview/Description

Managers have a unique responsibility for both productivity and people. Learn how to get the most from your direct reports, reduce turnover and build the workforce at the same time.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define productivity for each participant's workplace.
- Discuss ways to measure productivity.
- Identify methods for improving employee productivity and a manger's role in ensuring employee productivity.

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Performance Evaluations and Discussions

Overview/Description

Holding effective performance reviews and conversations is a skill that many managers need to develop. This course explores new ways to discuss performance that keep employees engaged and helps reduce defensiveness.

Format

In-Person/Virtual

Target Audience

All levels of management

Expected Duration

60 minutes

Session Objectives

During this session, you will:

• Discuss the purpose and value of performance evaluations.
• Identify ways to improve performance evaluation discussions.
• Examine scenarios of performance evaluations and identify key strategies used.
• Define S.M.A.R.T. performance goals.
• Practice writing S.M.A.R.T. performance goals.

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Leadership Development

About

Leadership is an advanced role in any organization and the skills needed to thrive in this role grow more and more sophisticated over time and as a person advances up the leadership ladder. This section provides skills that leaders typically rely upon to excel in their ever-advancing roles.

The Art of Possibility

Overview/Description

Based on the bestselling book by Rosamund and Benjamin Zander, this class looks at the 12 key lessons in "The Art of Possibility" including 1) Everything in life is based on your reference frame. Look at things in a new way and suddenly your problems fade away; 2) It's all invented. Everything in life is an invention. The way we see things. The way we measure things. The way we compete. The way we judge ourselves; and 3) If it's all invented, then you might as well invent a way of viewing life that benefits you. You might as well invent a frame of possibility.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60-90 minutes

Session Objectives

During this session, you will:

- Describe the "art of possibility."
- Explore the 12 key ways to create a culture of possibility.
- Discuss ways to apply the key lessons of the "art of possibility" to current workplace.

Being an Effective Mentor

Overview/Description

What does it take to be an effective mentor? Take this class to learn the 6 dimensions of mentoring and how to apply them for success with those employees you are guiding as their mentor.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "mentor."
- Differentiate "coaching," "counseling" and "mentoring."
- Identify opportunities for mentoring in the workplace
- Discuss the value of mentoring as a means for engaging employees

Collaboration

Overview/Description

One of the most important competencies of a successful employee and the ultimate quality of teamwork, the power of collaboration, has been studied by several key researchers. Find out what we have learned and how you and your team can excel at collaborating and make a difference in your work and your organization.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Define "collaboration."
- Describe the benefits of good collaboration.
- Discuss ways to use collaboration in your specific workplace.

Compassionate Leadership

Overview/Description

"Leadership" and "compassion" are not words we are accustomed to seeing linked together. We often think of leaders as being tough, strong, decisive, results-driven and ultra-rational. However, research confirms that powerful leaders, among other traits, have the conviction, confidence and courage to cultivate connectivity and compassion. Find out how to be a more powerful leader in this seminar that looks at compassion.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Define "compassionate leadership".
• Examine research on "compassionate leadership".
• Discuss characteristics of "compassionate leadership".
• Describe ways to cultivate "compassionate leadership" skills in yourself and others.

Dare to Lead

Overview/Description

Based on the book by Brene Brown, this session looks at Brown's key discoveries from interviewing and observing leaders in numerous organizations for over 20 years. What she discovered has meaning for leaders in every present moment and for the future. Why is being a daring leader important? What gets in our way? What will it cost for me to dare to lead? Find out in this enlightening seminar.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Discuss ten behaviors and cultural issues that leaders identified as getting in the way in organizations around the world.
- Review examples of daring leadership and the vulnerability required to lead effectively.
- Differentiate between "armored" and "daring" leadership.
- Clarify your values.
- Identify opportunities in your career and organization for daring leadership.

Diversity, Equity, Inclusion & Bias in the Workplace

Overview/Description

Many differences exist among coworkers and clients. These dynamics range from race and gender to class, sexual orientation, generational differences, physical ability and age differences. This workshop will address how diversity plays a significant role in our workday as well as our own understandings of bias and how it can be acted out even in the most innocent circumstances. We will also describe the real work of being inclusive and why our workplaces need to embrace DEI principles to build employee engagement.

Format

In-Person

Target Audience

Team Leaders and Members

Expected Duration

1 to 2 hours

Session Objectives

During this session, you will:

- Define diversity, equity, inclusion, bias and microaggressions.
- Discuss conscious and unconscious bias.
- Create our own personal diversity charts.
- Explore the reasons for supporting DEI in the workplace.

Emotional Social Intelligence (ESCI) Advanced

Overview/Description

EI/ESC, also known as Emotional Intelligence or Emotional Social Competence, is a key capability for success in all of life but especially at work. Understanding and clarifying behavioral competencies tied to each of the elements of EI/ESC will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions.

Format

In-Person/Virtual

Target Audience

All Managers & Leaders

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review the five categories of skills needed to develop emotional intelligence
- Describe the twelve key behavioral competencies required for all the five skill categories.
- Take an ESCI assessment.
- Reflect on scores from emotional intelligence assessment.
- Identify specific competencies to pursue (after the training) for increased personal & professional growth.
- Clarify tools for improving competencies and EI/ESC.

Employee Engagement: Improving the Employee Work Experience

Overview/Description

Employee engagement is more than just a "hot topic" in management; it affects productivity, retention, innovation, and employee satisfaction among other measures. Participants in this workshop will identify practical ways to engage their employees and walk away with a plan to implement in their workplace.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Define engagement.
- Review research and meta data on the power of engagement.
- Examine ways to engage employees.
- Practice engaging employees through a talent grid tool.

Fostering Trust in the Workplace

Overview/Description

Trust in the workplace means employees experience a culture of honesty, psychological safety, and mutual respect. Employees are more engaged, believe in their organization's mission and have confidence in the integrity of their leadership. Even more "Compared with people at low-trust companies, people at high-trust companies report: 74% less stress, 106% more energy at work, 50% higher productivity, 13% fewer sick days, 76% more engagement, 29% more satisfaction with their lives, 40% less burnout. So, come learn ways that you can co-create more trust in your workplace.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Differentiate scenarios as illustrating trust or distrust.
- Identify specific ways to build trust in your workplace.
- Clarify why and how employees lose trust in their leaders.
- Describe the consequences of a distrustful workplace.

Generations in the Workplace

Overview/Description

The dynamics of today's work force are changing rapidly. The old rules and structures are disappearing or being redefined. It's possible for workplaces to have five different generations on the same work team sharing the same space. Each generation brings its own values, rules and styles, which sometimes can leave conflict and unproductive competition in its wake. This highly interactive seminar will help participants understand generational differences and offer tips for creating a harmonious workplace.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

90-120 minutes

Session Objectives

During this session, you will:

- Describe the five generations in the workplace.
- Reflect on your own generation and what makes your generation unique.
- Research another generation in the workplace.
- Present your findings to other participants about the generation that you research.
- Discuss the implications of generalizing and making bad assumptions about other generation.

Leading in a V.U.C.A. World – Volatile, Uncertain, Complex, Ambiguous

Overview/Description

That's the world we live in. Changes occur faster than we can adapt to them, technologies are creating jobs that didn't exist two years ago, existing work requires continuous upskilling and leaders are expected to provide guidance on a roadmap that hasn't yet been created! How can leaders be successful in our VUCA world? This course explores those possibilities and helps leaders find peace amidst the challenges.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Define V.U.C.A.
- Describe "volatile", "uncertainty" "complexity" and "ambiguity".
- Discuss observations of VUCA at work in our organizations and world.
- Explore "VUCA Prime".
- Discuss how VUCA Prime can help leaders be more successful.

Motivation in the Workplace

Overview/Description

Motives are the "whys" of behavior - the needs or wants that drive behavior and explain what we do. Motivation is essential in order for you to meet and exceed standards and expectations at work and to achieve your personal goals. This class will help you to understand your own motivation and that of others. You will also learn ways to increase and leverage self-motivation and to assist the employees you supervise to make the best use of motivation for their work.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Differentiate between skill and will.
- Discuss the things that motivate you in the workplace.
- Identify strategies for discussing motivations with direct reports.

Organizational Change – Ways to Prepare Your Team

Overview/Description

Change is fundamental to all workplaces. Being able to adapt enables employees to survive in an environment where change is inevitable. As managers we have the responsibility to support these transitions while also recognizing staff and department needs during change processes. Attend this class to learn how to communicate change while also moving ahead to implement change.

Format

In-Person/Virtual

Target Audience

Leaders

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• • Discuss change as a constant in life
• • Review change models
• • Apply change models to organizational changes in your workplace

Spiritual Leadership

Overview/Description

The purpose of spiritual leadership is to tap into the fundamental needs of both leaders and followers for spiritual well-being through calling (life has meaning and makes a difference) and membership (belonging); to create vision and value congruence across the individual, empowered team, and organization levels; and, ultimately, to foster higher levels of employee well-being, organizational commitment, financial performance, and social responsibility – the "Triple Bottom Line".

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

1 to 4 hours

Session Objectives

During this session, you will:

- Define a "learning organization."
- Discuss how a spiritual leadership model works.
- Describe the "triple bottom line" and how it is changing our workplace's priorities.

Strategic Planning

Overview/Description

This workshop is designed to help leaders/managers better understand the strategic planning process and the tools that are typically used to achieve business results. A review of mission, vision, and goals precedes working in groups on SWOT analysis and action planning. This is a hands-on workshop where the goal is for participants to clarify their strategic plan for their department or team.

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

1 to 4 hours

Session Objectives

During this session, you will:

• Clarify your team's or organizations strategic plan.
• Review and differentiate among your mission, vision, values and strategic plan.
• Practice using SWOT analysis and other planning tools.
• Communicate your strategic plan to other participants.

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Team Selection – What Every Leader Should Know

Overview/Description

We often form teams of convenience to ensure speed in our projects and work efforts, but these teams will oftentimes be homogenous and ill equipped for the complexity of the work. Creating teams is more than grabbing people who have some extra bandwidth. Productive teams include diversity of roles, ideas, skill sets and perspectives. They also include key stakeholders in the results or decisions expected from the team. Leaders who want the best results from their teams, need to invest time and careful consideration of team membership..

Format

In-Person/Virtual

Target Audience

All levels of management and leaders

Expected Duration

60 minutes

Session Objectives

During this session, you will:

- Define different types of teams and when to use them.
- Describe team selection as a skill and an art.
- Practice creating teams for different workplace scenarios.
- Provide a rationale for the teams you are creating in your workplace.

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For additional information on scheduling seminars or looking into having us create a custom training seminar for your employees, managers, or leaders, please contact your EAP Learning and Organizational Effectiveness Manager directly at (505) 923-7216) or call our office at

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Leadership Development:
Leader Academy Series

This series offers several different curricula to choose from in order to collectively raise organization leaders' level of skill in recommended core competencies. Customization for each organization is encouraged based on values, mission and vision.

Management Academy I: For New Supervisors

Seminar Topic	Hours	# of participants
Being a Good Manager	1	6-40
Communication Basics	1	6-40
Communication Technologies	1	6-40
Difficult Conversations	2	6-40
Performance Management	2	6-40
Effective feedback	1	6-40
Coaching & Mentoring Skills	1	6-40
Generations in the Workplace	2	6-40
Respectful Workplace II: Harassment Free Workplace	2	6-40
Recommended Assessment: MBTI 1 or DiSC	N/A	As needed

Our Academy Seminars are custom designed for each clients' unique set of needs, performance gaps and specifications. Other seminars can be substituted or added as needed. These academies are recommended based on current workplace research and best practice.

Seminar Topic	Hours	# of participants
Understanding Your Leadership Style	2	8-30
Engaging Employees	1	8-30
Emotional Intelligence Fundamentals	1	8-30
Emotional Intelligence Advanced Concepts	1	8-30
Building Effective Teams	1	8-30
Situational Leadership	1	8-30
Critical Thinking Skills	1	8-30
Leading and Managing Change	1	8-30
Culture, Inclusion and Bias	1	8-30
Recommended Assessment: Emotional Competence Inventory (ECI) 360	N/A	As needed

Our Academy Seminars are custom designed for each clients' unique set of needs, performance gaps and specifications. Other seminars can be substituted or added as needed. These academies are recommended based on current workplace research and best practice.

Executive & Senior Leader Academy

Seminar Topic	Hours	# of participants
Leading in a Complex and Global Environment VUCA	2	4-20
Leading Leaders	2	4-20
Leading the Organization	2-8	4-20
Strategic Mindset and Planning	2-8	4-20
Crossing the "T": Networking Within the Organization	2-8	4-20
Networking Across Organizations	2-8	4-20
Recommended Assessment: Center for Creative Leadership Benchmarks for Executives 360	N/A	As needed

Our Academy Seminars are custom designed for each clients' unique set of needs, performance gaps and specifications. Other seminars can be substituted or added as needed. These academies are recommended based on current workplace research and best practice.

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Org. Effectiveness: Organizational & Team Facilitation Series

About

Today's teams are far more diverse, dispersed, digital, and dynamic (with frequent changes in membership). Working well together takes effort, practice and self-awareness. This series provides resources for building organizational effectiveness by building team effectiveness.

Problem Solving Tools for Teams

Overview/Description

This workshop covers basic problem-solving tools including brainstorming, process maps, fishbone diagrams, scatter plots, histograms, Pareto charts and a seven-step method for problem solving.

Format

In-Person

Target Audience

Team Leaders and Members

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Describe problem solving tools including basic flow-charting, histograms, scatter plots, sampling summary and cause and effect (Ishikawa) diagram tools.
- Identify when it is best to use each tool for solving problems.
- Practice using basic flow-charting, histograms, scatter plots, sampling summary and cause and effect (Ishikawa) diagram tools to solve problems.

Teambuilding for Intact Teams

Overview/Description

Teams often struggle to bond in time to effectively complete a project. This workshop helps expedite the forming, storming, norming and performing process so that team members understand how to work with the strengths of others and avoid inadvertently setting each other up for failure. This workshop includes a preferences assessment (e.g., Strengths Finder, DiSC, Meyers Briggs Temperament Indicator/MBTI) as a platform for discussing/understanding differences and how to take advantage of each other's' strengths.

Format

In-Person

Target Audience

Team Leaders and Members

Expected Duration

1 to 4 hours

Session Objectives

During this session, you will:

• Review assessment results.
• Discuss ways to leverage your strengths and the strengths of others in the workplace.
• Discuss strengths and weaknesses of each preference.

Customized Teambuilding

Overview/Description

Working with our organizational effectiveness consultants, design the teambuilding session that best fits your group. Choose from among several possibilities that can be customized to meet the specific needs of your team and customized for your location. Choose from among several options (e.g., scavenger hunt, survival scenarios, personality shapes, colors, thumb ball activities, 5-dysfunctions of a team, etc.) or co-design your own.

Format

In-Person

Target Audience

Team Leaders and Members

Expected Duration

1 to 8 hours

Session Objectives

During this session, you will:

- Play and have fun.
- Gain insight into yourself and other team members.

Teamwork: How to Together to Achieve a Common Goal

Overview/Description

This hands-on workshop teaches the value of individual perspectives and teams by demonstrating that "more minds are better than one." Participants are assigned teams and asked to come to consensus on a list of items needed for survival scenarios in various environments. Team communications and dynamics are discussed along with "the whole being greater than the sum of the parts" and team synergy.

Format

In-Person

Target Audience

Team Leaders and Members

Expected Duration

1 to 8 hours

Session Objectives

During this session, you will:

- Problem solve for a scenario on your own
- Problem solve for a scenario as part of a team
- Negotiate solutions with other team members
- Practice making consensus decisions
- Observe the power of synergy in teams.

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Org. Effectiveness:
Facilitated Assessment Series

About

Assessments promote the skills of reflective practice and self-monitoring. They help identify strengths and opportunities for growth and development. This series offers several options for individual or team assessment.

DiSC Assessment & Teambuilding

Overview/Description

The DiSC assessment is used to identify and describe our natural behavioral strengths and our communication preferences. This workshop involves a discussion of each of the four behavioral styles – Decisive, Interactive, Stabilizing and Cautious – and how these styles serve us in teams and in organizations. Optional: A certified DiSC coach can assign the assessment and then work with each participant to help her/him understand the results prior to the workshop.

Format

In-Person/Virtual

Target Audience

All Employees

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Define different types of teams and when to use them.
- Describe team selection as a skill and an art.
- Practice creating teams for different workplace scenarios.
- Provide a rationale for the teams you are creating in your workplace.

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Myers Briggs Type Indicator (MBTI) I

Overview/Description

MBTI I is a widely acclaimed and used personality assessment used to increase self-awareness and build teams. The workshop generates a report for each person based on assessment responses. The resulting preferences are labeled a person's "type" and are comprised of 4 letters one from each pair I-E, S-N, T-F, J-P which result in one of 16 unique types (e.g., ESTJ, INFP, ENTP or ENTJ). The workshop includes a discussion of each preference pair and 16 types and includes materials, assessment by a certified MBTI coach, and a presentation explaining the many ways that understanding "Type" can help us better understand ourselves and each other.

Format

In Person/Virtual

Target Audience

All Employees

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Define Meyers Briggs type.
- Describe each of the dichotomy pairs.
- Select one in each dichotomy that you believe is your preference.
- Compare type hypotheses with MBTI assessment results.
- Discuss the implications of type for the workplace.

Myers Briggs Type Indicator (MBTI) II

Overview/Description

MBTI II breaks each of the 4 MBTI type letters into eight unique behaviors which provides an even deeper dive into self-awareness and understanding of others. Teams benefit even more when they can finely tune their work together.

Format

In Person/Virtual

Target Audience

Organizational or Team Leaders

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

• Examine the five facets associated with each MBTI preference.
• Identify facet preferences.
• Review MBTI II assessment results.
• Discuss implications for the workplace.

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Gallup Clifton Strengths Finder

Overview/Description

Need content. This assessment invented by Don Clifton is used by organizations, managers and millions of people to fuel better performance in workplaces around the world.. Organizations can use the CliftonStrengths assessment to discover what you do best, you'll have stronger team dynamics, better conversations and increased collaboration.

Format

In Person/Virtual

Target Audience

All Employees

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Identify individual strengths
- Clarify ways to better leverage strengths in the workplace
- Practice using strengths in the workplace

Center for Creative Leadership (CCL)
Benchmarks for Executives – 360 Assessment

Overview/Description

A 360-degree assessment designed to address the specific leadership issues of top-level executives. Individuals see their feedback data compared to an exclusive normative base of other top executives. Includes **CCL Compass™** — a cutting-edge digital tool that gathers all assessment data, interprets it, and recommends what to do next — which allows leaders to transition immediately from reviewing insights to making positive changes in the areas most relevant.

Format

In Person/Virtual

Target Audience

Directors/Executives

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Examine feedback from peers, direct reports, clients/customers, and leaders to identify growth and development opportunities
- Consult with a professional 360 coach
- Identify performance strengths and gaps
- Clarify development opportunities

Center for Creative Leadership (CCL)
Benchmarks for Managers – 360 Assessment

Overview/Description

A comprehensive 360-degree assessment for middle-to upper-level managers that measures 16 competencies critical for success, as well as 5 possible career derailers. Paired with **CCL Compass™** — a cutting-edge online tool that brings data to life — managers can identify personal areas that need strengthening and then instantly pursue effective strategies based on work experiences as well as confront possible career-stalling problems.

Format

In Person/Virtual

Target Audience

Managers/Directors

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Examine feedback from peers, direct reports, clients/customers, and leaders to identify growth and development opportunities
- Consult with a professional 360 coach
- Identify performance strengths and gaps
- Clarify development opportunities

Emotional Intelligence (ECI) 360

Overview/Description

ECI also known as Emotional Competence Inventory, is a key capability for success in all of life but especially at work. Understanding and clarifying behavioral competencies tied to each of the elements of EI/ESC will be the primary focus of this workshop while participants will also build skills to enhance social/workplace interactions.

Format

In person/virtual

Target Audience

All Employees

Expected Duration

2 to 4 hours

Session Objectives

During this session, you will:

- Review the five categories of skills needed to develop emotional intelligence.
- Describe the twelve key behavioral competencies required for all five skill categories.
- Take an ESCI assessment.
- Reflect on scores from emotional intelligence assessment.
- Identify specific competencies to pursue (after the training) for increased personal & professional growth.
- Clarify tools for improving competencies and EI/ESC.

Personal Skills

About

These learning resources offer support for personal life and livelihood. These practical skills can help anyone and are intended for all employees and their families.

Budgeting 101

Overview/Description

Budgeting is a financial tool that everyone can use whether we are budgeting money, time or other resources. This seminar focuses on budgeting principles and budgeting our personal/household income and expenses. This is an interactive session and participants will create an actual budget during the course of the seminar.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review reasons for using a budget.
- Using a provided template, create a personal budget.
- Discuss items not often accounted for in budgeting.

Clearing the Clutter: Rightsizing to Thrive

Overview/Description

Getting organized can sometimes seem like an insurmountable task. Turn messy areas into tidy, organized spaces with tips that are guaranteed to help clear clutter and keep it away. In this workshop, participants will identify what to keep, donate, toss or organize to help clear the clutter at work and at home.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "clutter".
- Review reasons for the accumulation of clutter.
- Identify multiple strategies for managing clutter.
- Practice decluttering through simulation.

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Finding Our Way Through the Grieving Process

Overview/Description

In this webinar we explore different types of grief and how grieving is a journey. We look at the most well-known model from Elizabeth Kubler Ross and discuss different ways people find to cope with their grief. Finally, we share best practices for each of us to consider as we journey through the grieving process.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Explain types of grief.
- Define models and phases of the grieving process.
- Examine how the grief journey is intrusive on daily life.
- Apply strategies on how to cope with psychological, mental, and behavioral components of grief.
- Use a list of strategies and 12 ways to begin work on a grief journey.

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Laughter is Medicine

Overview/Description

This session explores the healing power of laughter, the psychology of humor and physiology of laughter. Plan to giggle, chortle, chuckle, laugh and walk away feeling better as you will gain a first-hand understanding of the value of laughter as good medicine.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe the physiology and evolutionary purpose of laughter.
- Review current research on the power of laughter in terms of well-being.
- Identify things that make you laugh and help you maintain a "sense of humor".
- Participate in laughter yoga exercises.

Money Matters

Overview/Description

Money does matter. In this class participants will identify money management goals, set up a budget to continue using, and learn what to do if your money situation is out of control. Credit, credit cards, credit scores and credit reports will also be discussed.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Examine different aspects of money management.
- Identify personal money management goals.
- Identify personal credit score.
- Download a credit report from one of three sources.
- Review best practices for credit card use.

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Self-Care for Caregivers

Overview/Description

One serious form of burnout is depleting the resources of healthcare providers. Exposure to trauma, chronic stress and increasingly demanding schedules are increasing a prevalent form of burnout called "compassion fatigue." This course looks at the ways providers are particularly susceptible to compassion fatigue and ways to avoid it. Special emphasis will be placed on identifying self-care strategies.

Format

In person/virtual

Target Audience

Employees

Expected Duration

1.5 to 3 hours

Session Objectives

During this session, you will:

- Discuss the golden rule and why self-compassion is not selfish.
- Assess compassion fatigue and burnout using the PROQUAL scale.
- Identify restorative self-care practices.
- Commit to participating in restorative self-care practices going forward.

Sleep Hygiene: Your Way to Wellness

Overview/Description

Recent research in neuroscience on sleep hygiene and on the value of sleep is explored in this class. Participants will complete an assessment of their sleep behaviors, learn about optimal sleep durations and learn 12 ways to improve their sleep. Participants will also be provided with information for keeping a sleep journal.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Identify personal sleep habits.
• Describe the importance of sleep.
• Explore current research on the effects of sleeplessness or poor sleep habits.
• Identify elements of good sleep hygiene.
• Identify ways to improve sleep hygiene.

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Stress Management and the Holiday Season

Overview/Description

This session will discuss the difference between beneficial and challenging stressors. We will discuss the common stress related themes that occur during the high intensity time of the holidays, including family dynamics, financial concerns, and travel. This session will include coping methods and stress reduction techniques.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Identify stressors that are commonly experienced during the holidays.
• Discuss realistic and unrealistic expectations and their effects on stress.
• Identify strategies for reducing holiday stress.

Transitioning into Retirement

Overview/Description

Financial planning is only one piece of the retirement picture. Participants will discuss additional considerations often left to chance or the last minute like where to live, how to live, volunteer work, etc. Without a plan, anything can happen.

Format

In person/virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe the many considerations to review before and during retirement.
- Discuss the emotional, social and financial implications of retirement.
- Identify the five stages of retirement: Imagination, Anticipation, Liberation, Reorientation and Reconciliation.

Employee Skill Builders

About

Employees need development opportunities that help them build capability and remain engaged in their work and careers. This section provides skill building for the hard "soft skills."

Accountability and Self-Awareness

Overview/Description

In this session we explore two interrelated qualities that are considered "success factors" in the workplace: accountability and self- awareness. These concepts are defined and discussed. Participants identify their current work accountabilities and how self-awareness enhances their success with achieving their accountabilities.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "accountability".
- Review the accountability ladder.
- Identify and describe your accountabilities.

Assertiveness

Overview/Description

What's the difference between assertive and aggressive? How do I express myself in a way that is positive and not perceived as negative? We all need to understand how to take a stand for ourselves in a way that is respectful and honoring of ourselves and others. Learn how to do just that in this workshop.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Define assertiveness.
• Differentiate between assertive and aggressive behaviors.
• Practice assertiveness skills.

Professional Boundaries: Setting and Observing Them

Overview/Description

Many employees have challenges with boundaries. Oftentimes, boundary expectations are "unspoken" or assumed to be understood. Rather than clearly communicate, employees react to others rather than act to take care of themselves and help others understand their boundary needs. Participants will learn about setting, reading and communicating boundaries.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define boundaries.
- Describe personal and professional boundaries.
- Explain why boundaries are important in the workplace.
- Analyze examples of good and bad boundaries.

Career Planning

Overview/Description

Taking charge of your career is empowering and rejuvenating. Take time to clarify what's most important and focus on Steven Covey's second habit: "begin with the end in mind." Participants will walk away from this workshop with an action plan for their careers and greater clarity about their individual and business priorities..

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Discuss career planning as an opportunity to set and achieve important goals for your future.
- Identify personal and professional priorities.
- Create an action plan for achieving goals.

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Creative Thinking

Overview/Description

What is creative thinking and why is it important for the workplace? In this class participants practice thinking more creatively using lateral and divergent thinking practices to discover creative solutions to problem solving puzzles, word problems and mathematical problems. Participants will also discuss similarities and differences between creativity and innovation in the workplace.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define creative thinking.
- Discuss creativity research.
- Practice creative thinking skills of fluency, flexibility and originality.

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Critical Thinking

Overview/Description

How do you choose between viable options? How do we get trapped in fallacies of logic? Does it matter? These and other questions will be addressed in this session that will teach you how to examine information from an objective, critical vantage point. Together we will define critical thinking and why it matters, develop a process for critical thinking, identify tips and techniques for making better decisions and identify decision-making traps and fallacies of reasoning and how to recognize and avoid them.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define critical thinking.
- Identify examples of fallacies in reasoning.
- Describe the reasons that critical thinking skills are needed in the workplace.
- Practice using critical thinking skills to problem-solve.

Customer Service – It's Everybody's Business

Overview/Description

In this workshop we will focus on the service of "customer service" by looking at who our customers are and how we can meet their needs. Attendees will learn specific techniques to handle emotional aspects of customer service and to focus on value added for each customer interaction in person, by phone, or email.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe "good" customer service.
- Review the skills needed for "good" customer service.
- Practice customer service skills.
- Identify some best practices for working with customers in-person, on the phone and through e-mail.

Dealing with Difficult Customers

Overview/Description

Difficult customers hurt your company's image, disrupt your workday, and cost your company business. Learn simple communication techniques that will help resolve disputes and calm difficult customers quickly and professionally.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review basic customer service skills.
- Examine de-escalation techniques for dealing with difficult customers.
- Discuss specific situations that participants have encountered in the workplace.

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Facing a Possible Layoff or Reduction in Force

Overview/Description

Preparing for the worst and hoping for the best helps us cope with potential changes in employment. In this workshop, we cover what to do before and after a layoff; writing your resume, cover letter and thank you letters and; using some of the tools available online to help you successfully weather a change in employment.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

60-90 minutes

Session Objectives

During this session, you will:

- Discuss resources available to help transition from one job to another.
- Write a cover letter.
- Update a resume.
- Identify job boards and online resources for job searching.

Improving Listening Skills

Overview/Description

Listening is an often-overlooked communication skill and one that is essential for healthy relationships – personal and professional. In this seminar, participants will practice their listening skills and learn how to actively listen to others.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe key components of active listening.
- Practice actively listening to others.
- Complete a listening assessment.
- Identify opportunities for improving listening skills.

Improving Productivity

Overview/Description

This workshop provides participants an opportunity to examine their own work and life habits as tools for improving personal productivity. Woven into this thought-provoking session is information on self-care, time management, stress management, and good communication.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define productivity for the workplace.
- Clarify what is considered productivity for your line of work.
- Identify enhancers and detractors of productivity in the workplace.
- Commit to making one change in the workplace that will help you be more productive.

Managing Up – What's the Point?

Overview/Description

Most often, employees expect to take direction from their managers but sometimes the boss gets disorganized, disengaged or simply overworked. During those times, it can be difficult to figure out exactly what's expected. Should you just coast along? Managing up refers to doing whatever you can to make your boss's job easier and your own job clearer. Learn how to manage your manager respectfully and professionally in order to do your job more effectively.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe "managing-up."
- Reflect on examples of "managing up" behaviors that you have witnessed or experienced in your career.
- Identify benefits of "managing up."
- Observe examples of effective "managing up" behaviors and practices.

Personal Safety

Overview/Description

This course focuses on maintaining a safe workplace by increasing employees' awareness of the potential dangers and appropriate strategies to use in different work environments. A look at current OSHA statistics and best practices will be included. Participants will create their own "safety plan."

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review some current safety statistics from OSHA.
- Identify basic safety practices for the workplace.
- Create a personal safety plan for your work location using "what if" scenarios.

Social Media Etiquette for the Workplace

Overview/Description

We all use some form of "social media" at work. Whether it's e-mailing, texting, snapchatting, tweeting, Facebook or whatever medium we choose to communicate through, our workplace communications should be professional and thoughtful. This class discusses professional standards for communications in the workplace and looks at the consequences of misused social media and how to avoid them.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Identify social media apps and tools
- Describe how some of the popular tools work and how they are used in the workplace.
- Clarify professional standards for using social media as communication tools in the workplace.
- Given examples of social media use, discern which are and are not appropriate in the workplace.

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Sphere of Influence/Control

Overview/Description

This course helps employees differentiate between things they can influence and control. Using a simple Steven Covey model, the three distinct aspects of what a person can control or have power over are explored and clarified. The result is that less time and energy are spent on things that are outside of a person's control and more energy is available to be spent on the things that can be influenced or controlled.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe the Sphere of Control.
- Identify the three circles of control: No control, Influence and control.
- Identify the things we can control, influence and cannot control in our work and world.
- Explain why understanding what we can/can't control frees us to be less stressed and more productive.

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Time Management/Managing Your Workday

Overview/Description

In this class we will look at how you are actually spending your time, setting priorities, using reminder structures such as all types of calendars and task lists, handling time wasters, and conquering procrastination.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Write a description of daily tasks for an upcoming workweek.
- Identify tools currently being used to help manage time & workload.
- Discuss how using calendars, spreadsheets, phone apps, etc. can improve time management.
- Discuss the role of setting boundaries and limits as a time management practice.

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Employee Skill Builders: Communication

About

If something isn't working on a team or with an employee, the most frequently sighted reason is "communication skills or practices." This series provides resources for developing better communication skills and difficult conversation skills for customer facing employees.

Communication in the Workplace: Challenges of Technology

Overview/Description

This workshop focuses on the essentials of communication and when to employ different technologies/channels and media for different types of messages. E-mail, text, snap chat, instant messaging, and other channels for communicating will be examined for appropriateness, effectiveness and efficiency. If your organization has a communication policy, it will be reviewed as part of this working session.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review a basic communication model.
- Explore verbal, non-verbal (body language, facial expression and para-language) communications.
- Discuss different message mediums and the different levels of communication "richness".
- Identify which mediums to use for communications with different messages, time-bound requirements and work requirements.

Communicating with Your Boss

Overview/Description

Communicating with authority figures can be challenging. However, in order to be a productive and satisfied team member, you must communicate effectively with your coworkers and your managers. Join us to learn about different manager styles and characteristics and the strategies to communicate effectively with them.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review examples of typical employee/supervisor conversations.
- Discuss barriers to effective communication with a boss/supervisor
- Identify strategies for being more successful in communicating with a bos

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Conflict Management

Overview/Description

For many supervisors and directors, disciplinary action and conflict resolution are among the most challenging tasks and obligations. Becoming more familiar with the "how to" of conflict resolution will improve department productivity and morale. Confrontation styles will be explored using the Thomas Kilmann inventory.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Identify typical situations where conflict arises in the workplace.
• Define "conflict".
• Assess personal conflict style using Thomas/Kilmann Inventory.
• Discuss different conflict styles.
• Discuss ways to manage conflict.

Difficult and Crucial Conversations

Overview/Description

This course combines strategies from two classic publications: "Crucial Conversations" and "Difficult Conversations." Both offer key strategies for helping employees hold conversations that they would rather avoid. Starting with an exploration of personal styles under stress, participants will learn by example and experience how to hold difficult/crucial conversations.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "crucial conversations/ difficult conversations".
- Describe three main components of difficult/crucial conversations.
- Clarify personal style under stress.
- Identify strategies for holding difficult conversations.

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Improving Communication & Collaboration

Overview/Description

Being able to interact well with coworkers is a skill that all employees need to perfect in the workplace. However, everyone has his or her own preferred communication style. This interactive workshop will focus on communication styles and provide tools for successful communication and collaboration.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define effective communication and collaboration
- Assess personal communication style
- Review other communication styles (different from one's own)
- Describe key components of collaboration

L.E.A.D. De-Escalations

Overview/Description

The desire for de-escalation is opposite to our survival goals that drive us to fight, flight or freeze when confronted by an angry person. De-escalation techniques do not come naturally to us. They require skill, effort, practice and patience. Conflict or anger are natural to human dynamics and in themselves not the problem. How conflict and anger are expressed and handled will define if they are a problem or not. Recognize that you are going to have a reaction - manage yourself first- know your hot buttons. We discuss all of this and more in this hands-on seminar.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define each component of the L.E.A.D. acronym – (Listen, Empathize, Apologize, Do something.)
- Practice applying LEAD in conflict scenarios.
- Identify strategies for de-escalating self before trying to de-escalate another person.

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Employee Skill Builders:
Emotional Health & Well-being

About

Well-being is a critical component of employee performance and engagement. This series offers tools and practices for thriving in the workplace and in life.

Addiction

Overview/Description

This course addresses tools and resources for help with maintaining sobriety. This class includes safety and personal recovery planning tools. Attendees will also increase their knowledge of tools and strategies to assist with increasing likelihood of maintaining sobriety.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Become familiar with tools and resources for help with maintaining sobriety.
- Learn how to anticipate and to develop a plan to address situations that may be on the horizon that could interfere with your sobriety.
- Learn about strategies that can help manage stress.

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Anger Management

Overview/Description

We begin by looking at some anger warning signs and quickly move to the specific skills for managing anger in the workplace. We also introduce the concept of "emotional intelligence" and discuss the importance of being aware of emotions and healthy positive and intentional in expressing those emotions. Participants will practice personal de-escalating skills to help them manage their anger more effectively.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Identify personal triggers and warning signs of anger.
- Discuss emotional intelligence.
- Practice de-escalating anger.

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Authentic and Sustainable Self-Care

Overview/Description

While self-care might seem like a "one more thing on my to-do list" endeavor, it is necessary for replenishing our minds, bodies, spirits, and psyches after some form of exertion like COVID 19, increased stress, caring for others, increased workloads, and a myriad of other resource-depleting activities that we participate in through our lives. This webinar focuses on you finding you and what works best for you for preparing and revitalizing your energy stores in a way that is meaningful and sustainable for you.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Identify sustainable self-care strategies.
- Discuss brain/neuroscience related to novelty.
- Describe a new self-care plan.

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Avoiding and Understanding Burnout

Overview/Description

Unfortunately, many employees experience the adverse effects of burnout. Whether working in a corporate or community setting it is crucial to address "burned out" employees and provide support. This workshop focuses on identifying burnout in yourself and others. It also presents intervention ideas for prevention of future burnout.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Differentiate burnout from stress and compassion fatigue.
- Assess your burnout level.
- Identify practices for preventing burnout.
- Identify strategies for returning from a place of burnout.

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Breathe, Breathe, Breathe – Your Superpower

Overview/Description

Discuss research on breathing and breath work including MBSR that describes the power and effect of breath work and breathing exercises. Review three breathing practices that can be used throughout the workday to help de-stress and remain centered.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review research on breath work.
- Identify three breathing practices to use throughout the workday.
- Engage in each of the three breathing practices.

Bringing Out Your Best and the Best in Others

Overview/Description

What encourages you to bring out or give your best? How have you brought out the best in others in the past? According to Aubrey Daniels and others there are specific practices that encourage other people to give more to their peers, bosses and workplace. These practices will be reviewed and discussed in this interactive session.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Identify personal motivators for binging out your best.
- Discuss 10 best practices for encouraging others to give their best.
- Clarify how you will apply best practices in your workplace.

Building Resiliency

Overview/Description

Resilience is the ability to recover quickly from difficulties, become more adept at managing change, and come out stronger than ever, rather than becoming overwhelmed and drained. In this workshop we will explore the personal characteristics associated with being able to positively cope with unexpected challenges. The concept of stress hardiness is defined and discussed. We will define resiliency, explore the relationships among resiliency, stress and overall health, and discover how we can become more resilient.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define resilience.
- Describe research on resilience.
- Identify ways to build personal/professional resilience.

Building Self-Esteem

Overview/Description

In this workshop, we will define and explore ways to strengthen our self-esteem. We will look at the importance of self-esteem in our lives and careers and discuss eight steps you can take to increase your feelings of self-worth.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define self-esteem.
- Differentiate self-esteem from self-concept.
- Clarify the reasons for developing self-esteem.
- Assess your self-esteem.

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Change Your Thinking, Change Your Life

Overview/Description

You have heard that sometimes we are our own worst enemy. This can be especially true when it comes to our thinking. Our thoughts can hold us down, limit our joy, immobilize us, keep us in a place of inaction and effect our wellbeing. Starting with becoming aware of our self-talk, we will explore various healthy and unhealthy ways of thinking to help manage stress and create greater wellbeing in our lives.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe negative thinking styles that create stress, anxiety and depression.
- Practice a simple formula for changing the way you think.
- Practice noticing your internal thoughts and beliefs.
- Practice controlling your thoughts.

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Choosing to be Happier

Overview/Description

Based on the research of Rick Foster, Greg Hicks, Martin Seligman, and others, participants will learn specific traits that people we see as "happy" tend to demonstrate throughout their lives. Participants will assess their own "happiness," and explore how we actually choose to be happy – or not.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe the nine traits that "happy" people share.
- Assess your happiness.
- Describe ways to improve your happiness.

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Compassion Fatigue for Healthcare Providers
Oxygen for Caregivers

Overview/Description

One serious form of burnout is depleting the resources of healthcare providers. Exposure to trauma, chronic stress and increasingly demanding schedules are increasing a prevalent form of burnout called "compassion fatigue." This course includes the video "Oxygen for Caregivers" and looks at the ways providers are particularly susceptible to compassion fatigue and ways to avoid it.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

1.5 to 3 hours

Session Objectives

During this session, you will:

• Discuss the golden rule and why self-compassion is not selfish.
• Assess compassion fatigue and burnout using the PROQUAL scale.
• Identify restorative self-care practices.
• Commit to participating in restorative self-care practices going forward.

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Dealing with Rejection

Overview/Description

Rejection hurts.   Whether it happens in a relationship, a job opportunity or because of discrimination, rejection makes us feel unwanted, discarded, valueless or abandoned. Our feelings are not our truth – they are important feelings - and we can help ourselves cope with rejection if we practice some straight-forward strategies in working through our feelings, managing our self-talk and taking action to take care of ourselves. Find out how in this seminar.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define rejection.
- Identify personal and professional rejections.
- Analyze rejection situations and apply appropriate strategies for working through rejection.

Depression and Anxiety: Help is Available

Overview/Description

In this webinar we review research on depression and anxiety, describe different types of anxiety and depression, clarify the symptoms of anxiety and depression, identify ways to help alleviate anxiety and depression and discuss resources for support with anxiety and depression.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review research on depression and anxiety.
- Describe different types of anxiety and depression.
- Clarify the symptoms of anxiety and depression.
- Identify ways to help alleviate anxiety and depression.
- Discuss resources for support with anxiety and depression.

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Ecopsychology: How Nature Heals

Overview/Description

A growing body of research illustrates the beneficial effects that exposure to the natural world has on human health, stress reduction, and healing from injury. Even policymakers, employers, and healthcare providers are increasingly considering the human need for nature in how they plan and operate. Find out more about this emerging field of study and what we have learned about the healing and restorative power of nature.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define ecopsychology.
- Review research on the healing power of nature.
- Identify ways to rejuvenate and improve wellbeing by engaging with nature.

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Finding Forgiveness for Ourselves and Others

Overview/Description

Relationships with family and friends are complex and can become strained when our expectations are not met or when we are hurt. Some marriages end in divorce, some of our relationships hang by a thread and we struggle with guilt over things we have said, or done, when in moments of frustration/despair, we have lashed out at others. How do we forgive ourselves? How can we forgive others?

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Discuss what forgiveness is and is not.
• Clarify benefits of forgiveness.
• Review common steps in which we engage during the forgiveness process.
• Explore ways to forgive self and others.

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Gelotology: The Science of Laughter

Overview/Description

This seminar explores the science of laughter including healing power of laughter, the psychology of humor and physiology of laughter. Plan to giggle, chortle, chuckle, laugh and walk away feeling better as you will gain a first-hand understanding of the value of laughter as good medicine.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Laugh out loud.
- Discuss research on the purpose of laughter for human beings.
- Explore the many reasons for laughter.
- Identify the healing qualities of laughter.
- Participate in a laughter yoga activity.

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Gratitude

Overview/Description

It's not just a platitude to practice a life of gratitude. Research repeatedly demonstrates that being grateful is good for our physical, emotional, and psychological health. Learn new ways to practice gratitude and find out what the research is telling us about being thankful.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe the benefits of gratitude and a gratitude practice.
- Identify different ways of expressing gratitude.
- Write and share a list of things that you are grateful for today.
- Review gratitude research.

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Habits: "Breaking Bad" (Building Good)

Overview/Description

Why is it so hard to change when we know that something is bad for us? Scientists have been looking for answers by studying our brains as habits form. Join us for a look at the research and some ideas for breaking bad and building better habits. It's not "one size fits all" so discover what approach will work best for you?

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Identify good and bad habits.
- Discuss different methods for changing habits.
- Review neuroscience of habits and habit formation.
- Identify cues, routines and rewards that keep a bad habit in place.
- Identify new cues, routines and rewards to change or replace a bad habit with a good habit.

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Healthy Relationships

Overview/Description

Communication takes place in business, family, romance, parent/child, education, friendship and in everyday encounters at the grocery, coffee shop, mechanic, call center, etc. This session will be an opportunity to consider your own approach, attitude, and practice of communication. We can't change how others communicate, but we can become more self-aware of how we communicate.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Identify communication myths.
• Describe key components of effective communication in relationships.
• Discuss the four "love languages" and their importance in partner relationships.

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Hope: What is hope?

Overview/Description

To "expect with confidence" or "a desire accompanied by an expectation of or belief in fulfillment." What do we really know about "hope"? And what are your hopes? What does it mean to "hope against hope"? Why is hope so important – particularly now? This seminar provides answers and asks you to dig deep into your own hope and share what you discover with other attendees in a safe and supportive environment.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Describe "hope".
• Discover different beliefs about "hope".
• Discuss research on the power of hope.
• Practice "hope".

Imposter Syndrome, Positive Intelligence & Mental Fitness (Mari)

Overview/Description

Imposter syndrome has been defined as doubting your abilities and feeling like a fraud. It disproportionately affects high-achieving people, who find it difficult to accept their accomplishments. But we are all susceptible to self-doubt and criticism. What are the risks associated? What can we do to change inaccurate perceptions of ourselves? And what does positive intelligence have to do with it? After this session it will all make sense.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define Imposter Syndrome and explore the sign and symptoms.
- Differentiate between the 5 types of imposter syndrome.
- Learn tools for addressing and overcoming imposter syndrome.
- Define and distinguish positive intelligence and mental fitness.

Languishing, Flourishing and Mental Health

Overview/Description

Mental health is not stagnant or fixed. Our mental health at any given moment, just like our physical health, can be better or worse. Sometimes we are languishing and sometimes we are flourishing and sometimes we are in crisis while at other times we are in the "zone." We don't often recognize the signs that our mental health is not what we want it to be. In this webinar we will each look at our mental health journey and current state of mind. We will discuss ways to improve our mental heath/wellbeing and how to recognize when we are not feeling mentally well.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe mental health or mental wellbeing.
- Document your mental health journey.
- Identify warning indicators that your mental health might be suffering.
- Identify best practices for restoring mental wellbeing.

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Laughter as Medicine

Overview/Description

This session explores the healing power of laughter, the psychology of humor and physiology of laughter. Plan to giggle, chortle, chuckle, laugh and walk away feeling better as you will gain a first-hand understanding of the value of laughter as good medicine.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Discover why we laugh.
- Identify what makes you laugh.
- Review the healing power of laughter.
- Participate in laughing Yoga.
- Laugh.

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Learned Optimism

Overview/Description

Based on the works of Dr. Martin Seligman this course looks at how to break an "I—give-up" habit, develop a more constructive explanatory style for interpreting your behavior, and experience the benefits of a more positive interior dialogue. These skills can help with depression, boost your immune system, better develop your potential and make you a happier human being.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "learned helplessness" and "learned optimism".
- Review research on the effects of "optimism".
- Practice converting negative thinking into more positive thinking.

Loneliness in a World of People

Overview/Description

It's hard to imagine how we can experience a sense of loneliness in a world filled with other human beings, but it is happening every day. Some researchers say that it is getting worse and will continue to get worse. Why are they saying that? What are they seeing? How can we deal with loneliness today and in our future? Can we re-discover connection with others? Where do we start? This interactive webinar is a place to start having the discussion about the behaviors and circumstances surrounding us that are contributing to our sense of loneliness in this world.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Discuss current research on loneliness.
- Identify personal reasons for loneliness.
- Identify connections that you are interested in pursuing.
- Identify strategies for restoring lost connections.

Mind Your Brain: Mental Fitness & Positive Intelligence

Overview/Description

Neuroscience has illuminated many insights information on the workings of our brains. We now have Positive Intelligence which is the science and practice of developing mastery over your own mind so you can reach your full potential for both happiness and success. But in order to achieve positive intelligence we need to exercise our minds and be mentally fit. We need to strengthen some core brain "muscles." Discover how to mind your brain and live more productive and less stress-filled lives in this session.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe the importance of mastering your mind.
- Define "positive intelligence."
- Practice strengthening brain muscles to better deal with life stressors.

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Mindset: A Tool for Success

Overview/Description

Carol Dweck's research on mindsets has provided valuable insight into how beliefs about intelligence influence achievement and motivation. Mindsets can have a powerful influence on performance. Participants will learn how they can change their mindset for greater success in their work and careers and how companies can profit from a growth mindset.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "growth mindset" and "fixed mindset".
- Review research on mindset conducted by Carol Dweck and others.
- Identify specific behaviors that we can use to encourage a growth mindset in ourselves and in others (especially children and young adults).

Mindfulness

Overview/Description

What is mindfulness? What does it involve? Why is it important? Learn about the practice of Mindfulness including some simple mindfulness exercises to increase awareness, generate joy, and increase acceptance of what is. Learn tools to refocus, refresh, and reform our thoughts. Experience a clearer focus on job and life responsibilities. Participants will practice what they learn in a guided mindfulness activity as part of this workshop.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Define "mindfulness".
• Discuss key researchers' contributions to the study and practice of mindfulness.
• Participate in multiple mindfulness activities.

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Pain and the Brain

Overview/Description

The most obvious evolutionary reason for pain is to prevent or minimize damage to the body. Touch a hot stove and pain tells you to move your hand away. Fast. But evolution didn't stop there. "In some animals with more complex brains there's also an emotional or a suffering component to the experience." Why does the brain link pain with emotions? Find out the answers to this and other questions related to the connection between pain and our brains.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe "pain" and how it works in the human body.
- Differentiate among various types of pain – acute, chronic, psychological. etc.
- Discuss the power of the human brain to manage and regulate pain.

Play for a Day

Overview/Description

Why do children spend so much time playing? What is the purpose of play and why don't adults play more – or do they play but in a different way. You will never see playing the same way again after this webinar and you might walk away with a greater appreciation for this activity that has been called a "waste of time." You might even learn some new ways or games that you can play.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe "play."
- Discuss why play exists.
- Share ways that you play as an adult.
- Review research on "play".

Positive Psychology

Overview/Description

In this workshop, participants will learn, discuss and practice the five building blocks for happiness and wellbeing known as PERMA- positive emotion, engagement, relationships, meaning and accomplishment. The content is based on the work of Dr. Martin Seligman.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Review the work of positive psychologist, Martin Seligman.
- Discuss five building blocks for happiness.
- Explore ways to use PERMA to restore and maintain wellbeing.

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Preventing Burnout

Overview/Description

Unfortunately, many employees experience the adverse effects of burnout. Whether working in a corporate or community setting it is crucial to address "burned out" employees and provide support. This workshop focuses on identifying burnout in yourself and others. It also presents intervention ideas for prevention of future burnout.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define burnout.
- Assess your own level of burnout.
- Identify ways to prevent burnout.
- Clarify actions to take if you experience burnout.

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Reducing Workplace Negativity

Overview/Description

Every workplace seems to have personality conflicts, interpersonal friction, and the occasional bad attitude. A little bit is normal and to be expected. However, too much negativity can block productivity, ruin morale, and stifle positive change. Attend this class to learn strategies for preventing and dealing with negativity that you may encounter.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Discuss what "negativity in the workplace" looks like.
- Review current research on the human brain and negativity.
- Identify strategies for managing negativity in ourselves.
- Identify strategies for managing negativity in the workplace.

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Self-Care for Today's Workforce

Overview/Description

Often the last on the list, caring for ourselves through organizational change, personal crisis, increased stress, holidays, or whatever threatens to overwhelm us or bog us down has become a workplace necessity. Learn ways to help yourself to take better care of yourself and build your resilience to the turmoil of living in our VUCA world.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe V.U.C.A.
- Define self-care.
- Identify ways to practice self care at work.

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Setting Boundaries with Social Media

Overview/Description

Many of us have challenges with setting boundaries with others. What about setting boundaries with ourselves: Are we any better at that? In this webinar we will discuss different types of boundaries. We will review the addictive nature of social media and how it is impacting individuals. And, finally, we will discuss ways we might protect ourselves from being assaulted by, addicted to, or lost in our social media apps and tools. By taking action/setting boundaries now to take care of ourselves, we can develop healthier social media habits.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Define "boundaries".
• Define "social media".
• Review research on the impact of social media on mental health.
• Identify boundaries that can be set to ensure healthier habits around social media.

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Stresscalation

Overview/Description

Stress gets passed on. It has a domino effect. Your stress becomes someone else's stress, and this becomes someone else's stress. But what if we could stop the "stresscalation"? Find out how to recognize your signs of stress and how to minimize "stresscalation" at work and at home in this seminar.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define the idea of "stresscalation".
- Discuss the importance of managing stress in community.
- Identify personal signs of stress at work and at home.
- Discuss ways to manage stress and stresscalation.

Supporting Your Mental Health with Self-Care

Overview/Description

Mental health is an important part of our overall health and well-being. It affects how we think, feel, and act. It may also affect how we relate to others, make choices, and handle stressful situations (CDC). Many people experience increased stress during times of uncertainty, such as during an emergency like a natural disaster or war or an ongoing pandemic to name only a few. These are the times when self-care and having available resources to support your mental health needs are most important. Join us to learn about mental health self-care resources available to you.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

• Define "mental health", "mental illness" and "mental health conditions".
• Describe the impact of stress on mental health and wellbeing.
• Discuss available mental health resources.

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The Trauma Informed Organization

Overview/Description

Healthcare, social service, community service and other people-oriented organizations are changing their cultures to recognize the prevalence and impact of trauma on human beings. Trauma informed is the manner in which a program, agency, organization or community thinks about and responds to those who have experienced or may be at risk for experiencing trauma. This course looks at organizations and what it means to be trauma informed.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Describe "trauma -informed".
- Identify the risks for not being informed for individuals and organizations.
- Discuss practices that are aligned with a trauma informed approach.

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Trauma: What Happens & How to Recover

Overview/Description

Events that create physical, emotional, psychological distress or harm are considered traumatic or crisis events. These events can be experienced or perceived as a threat to a person's safety and stability. In the workforce and in our personal lives the consequences are often swift and severe. How can we deal with these kinds of events in healing and positive ways? This seminar explores those options.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Recognize common responses to trauma or crisis.
- Identify strategies for taking care of yourself after a crisis or traumatic event.
- Discuss strategies for dealing with a trauma or crisis in the workplace.

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Trauma: Claiming Our Joy in the Face of Collective Trauma

Overview/Description

The human race is experiencing and has been experiencing "collective trauma." There are always changes happening in the world, but some changes have greater impact on our individual and collective lives than others. COVID 19 is just one event that humanity has collectively shared. Find out what "collective trauma" means and how you can support your mental health and claim your joy every day.

Format

In-Person/Virtual

Target Audience

Employees

Expected Duration

45-60 minutes

Session Objectives

During this session, you will:

- Define "collective trauma."
- Discuss the implications of "collective trauma" on a community, country and world.
- Identify practices that bring joy into your life.
- Discuss ways to hold on to joy while processing and living through trauma.

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For additional information on scheduling seminars or looking into having us create a custom training seminar for your employees, managers, or leaders, please contact your EAP Learning and Organizational Effectiveness Manager directly at (505) 923-7216) or call our office at

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