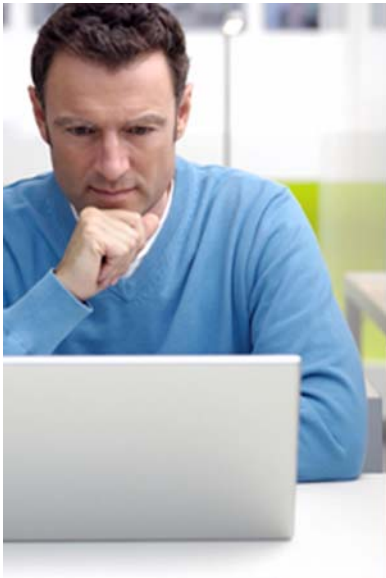


Options in Learning Guide



For
Work and Home



TABLE OF CONTENTS

NOTE: Click on the topic headings to go to that section of the guide

Orientation Programs

Employee Orientation – People...the Human Element	1
Supervisor Orientation – Managing...the Human Element	1

Change Management

Change Management Workshop for Employees	2
Change Management Workshop for Supervisors	2
Coping with Downsizing and Job Loss (S)	3
Resilience	4
Resilience in the Workplace	4

Chemical Dependency/Substance Abuse

D.O.T. Alcohol and Drug Awareness for Employees	5
D.O.T. Alcohol and Drug Awareness for Supervisors	5
Everything You Wanted to Know about Drugs and Alcohol	6
Keeping it Clean: Talking to Family and Friends about Drugs/Alcohol	6
Reasonable Suspicion Training for Employees	7
Reasonable Suspicion Training for Supervisors	7

Communication

Active Listening: Essential Tools for Effective Communication	8
Assertive Communication	8
Communicating and Resolving Conflict with Teens	9
Communicating with Children after Traumatic Events	9
Communicating with Difficult Behaviors	10
Conflicts in a Relationship	10
Person-to-Person Feedback	10
Strategies for Communicating with Older Adults	11

Dependent Care

Back to Work after Having a Baby.....	12
From Step-Families to Blended-Families	12
Identifying and Selecting Quality Child Care.....	13
Identifying and Determining the Need for Elder Care.....	13
Parenting: Making Your Family Your Priority.....	14
Parenting: Participating in School and Studies.....	14
Parenting: Raising Our Teens.....	15
Sandwich Generation: Caregivers in the Middle.....	15
Surviving Your Child’s Adolescence	16

Development

Bring Out the Best in Others (S).....	17
Congratulations! You’re in Charge Now: Go Forth and Supervise.....	17
Developing Emotional Intelligence for Success	17
Foundations of Team Building (3-4 Hours)	18
Foundations of Team Building (1.5 hours)	18
Mapping Personal Goals	19
Planning for Professional Growth	19
The Virtual Office: The Employee Guide to Telecommuting	20
The Virtual Office: The Manager’s Guide to Supervising Remote Employees.....	20

Health and Wellness

Aging Parents: Tools for Caregivers	21
An Ounce of Prevention – The Importance of Health Screenings	21
Balancing Daily Demands with Health & Wellness for Women	21
The Best Ways to Stick with Your Nutrition Plan.....	22
Opting for Happiness: A Lifestyle Change.....	22
Smoking Cessation – Setting the Stage to Quit (1.5 hours version)	23
Smoking Cessation – Kicking the Habit (6 week version)	23

Legal & Financial Issues

Estate Planning/Wills/Trusts	24
Identity Theft: Prevention and Resolution	24
Legal Issues for Older Relatives	24
Making Your Money Work for You	25
Roadmap to Retirement	25

Retirement

Beyond Finances: Preparing Emotionally for Retirement	26
Retirement Housing and Nursing Homes	26

Stress Management

Balancing Work and Personal Life: Living in Harmony with Stress.....	27
Coping with the Winter Blues	27
Creating Happier Holidays	28
Flying Anxiety	28
Living with Guilt	29
Managing Job Stress: A Guide for Leaders	29
Managing Stress in the Workplace for Employees	29
The Mind-Body Connection	30
More than the Blues: Talking to Family and Friends about Depression	30
Procrastination	31
Purposeful Productivity	31
Understanding Grief and Loss: Responding to Grief in the Workplace	32
Anger Awareness	32

Trauma

After a Critical Incident: A Manager’s Guide (2 Hours).....	33
After a Critical Incident: A Manager’s Guide (1.5 hours)	33
Dealing with the Aftermath of a Tragedy	34
Managing Work Production after Traumatic Events (S)	34
Prepared - Not Scared (S)	35

Workplace Risk Management

Bullying and Harassment: The Workplace Responds)	36
Enter at Your Own Risk: The Lure of the Internet and Implications for the Workplace.....	36
Helping the Stressed or Depressed Employee (Supervisors Only)	36
Intimate Partner Violence – The Workplace Responds	37
Sexual Harassment -- What Leaders Need to Do (Supervisors Only)	37
The Trouble with Sexual Harassment (Employees)	38
Valuing Diversity in the Workplace	38
Workplace Violence: Assessing & Preventing (Supervisors Only)	39
Workplace Violence: Intolerable at Every Level.....	39

Other Training Options

On-Line Training Descriptions.....	41
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Orientation

People...The Human Element (Also available in Spanish)

Audience:	<i>Employees</i>	Time: 30 minutes - 1 hour	Order Code: OREE
Benefit Statement:	This training offers your employees valuable information about your company's assistance program, encouraging utilization of services.		
Description:	<p>The pace of our work and personal lives sometimes creates stress and a variety of associated problems. In this orientation to your company's assistance program, participants learn that their assistance program can help them find solutions to life's daily challenges, and that resolving small problems may prevent larger ones later.</p> <p>The presentation includes company-specific information such as the number of sessions available, the toll free access number (and access website if applicable), and other plan options such as legal, dependent care and financial services (as applicable to your assistance program).</p>		
Objectives:	<ul style="list-style-type: none">• Familiarize employees with your company's assistance program features and services• Emphasize the confidential nature of the assistance program• Describe the variety of problems addressed by the assistance program• Describe standard and company-specific services, e.g., legal, dependent care, financial or convenience services• Remind employees that they have easy access to all program services through their toll free access number and/or the website		

Managing...The Human Element (Also available in Spanish)

Audience:	<i>Supervisors/Managers, HR/Benefits Managers</i>		
Time:	45 minutes - 1 hour	Order Code: ORSU	
Benefit Statement:	Research shows a correlation between employees' trust in their manager and their trust in the confidentiality of their assistance program. Managers are in a pivotal position to create a work climate where employees feel safe enough to access their program for personal help. Because employees are often the first to know when a fellow employee is experiencing a personal problem, establishing a climate of trust and value for the "work family" achieves the added benefit of encouraging employees to recommend the assistance program to a co-worker.		
Description:	Supervisors learn that their assistance program is a resource for their own personal and family concerns. They also learn how to access Workplace Support Services—Magellan's consulting and coaching resource for managers who suspect that an employee's personal problems may be one reason for an observed decline in work performance. Participants practice a process of "constructive confrontation" to help encourage a safe and productive work environment.		
Objectives:	<ul style="list-style-type: none">• Familiarize managers/supervisors with the assistance program as a resource for their own work, family or personal concerns• Increase knowledge of Workplace Support Services• Encourage supervisors to use their assistance program as an effective management tool		

[Return to Table of Contents](#)

Change Management

Change Management Workshop for Employees

Audience:	<i>Employees</i>	Time: 2 - 2.5 hours	Order Code: CMWE
Consulting Notes:	For maximum learning, please allow the recommended 2 – 2.5 hours minimum for participants to complete the activities and practice exercises on managing change and stress. This training is appropriate for delivery at any stage in the change process. It is helpful for the site contact to brief the trainer in advance about company changes or site specific changes that participants are facing.		
Description:	This awareness-building training introduces the nature of change in today’s personal, organizational, and societal environment. It describes change as both a challenge and an opportunity for growth. Phases of change are described and participants are introduced to self care strategies to assist them at each phase.		
Objectives:	<ul style="list-style-type: none">• Identify current changes at your company• Describe reactions to change• List the phases of change• Identify strategies to help you adjust to change• Explain how the EAP can help		

Change Management Workshop for Supervisors

Audience:	<i>Supervisors</i>	Time: 2.5 - 3 hours	Order Code: CMWS
Consulting Notes:	For optimal learning and skill building, we recommend 2.5 - 3 hours so participants may interact, complete activities and/or practice important exercises on helping employees deal with their change and stress issues. It is helpful for the site contact to brief the trainer in advance about company changes or site specific changes that participants are facing.		
Description:	This training is similar to the workshop for employees described on the previous page. There is an additional component in this training is for managers: they will learn what to observe and hear from their employees during the four phases and what to do when an employee is in a specific change stage.		
Objectives:	<ul style="list-style-type: none">• Identify current changes in your company• Describe reactions to change• List the phases of change• Characterize effective leadership skills for guiding change and coaching employees• Identify strategies to enhance employee resiliency• Explain how the EAP can help		

[Return to Table of Contents](#)

Coping with Downsizing and Job Loss

Audience:	There are two versions of this training: <i>Employee</i> version for those <i>who have <u>already been notified</u> of downsizing or job loss</i> <i>Supervisor</i> version for those who are <i>working with employees under conditions of downsizing or job loss</i>	
Time:	2 - 2.5 hours (Employee version) 2.5 - 3 hours (Supervisor version)	Order Code: CMDJ
Consulting Notes:	It is helpful for the site contact to share non-confidential information with the trainer. Advance knowledge of company changes or site-specific changes helps the trainer address participants' coping issues with maximum effectiveness. Customers might also consider adding 30 minutes for on-site HR representatives to answer participants' questions about severance, benefits, outplacement support, etc. as this 'Q and A' is frequently requested by participants.	
Description:	This training has 2 main purposes. The first purpose is to help participants understand the normal phases and feelings they may experience with the knowledge that downsizing and job loss are on the horizon. The second is to help participants –even in the midst of these feelings– prepare to move forward.	
Objectives:	<ul style="list-style-type: none">• Recognize that you are not alone in dealing with downsizing or job loss• Identify: employee losses; new opportunities; 4 phases of job loss; common stress reactions to downsizing/job loss• Describe coping strategies and techniques• Review tips for dealing with downsizing/job loss stress• Identify support systems• Learn techniques to maintain a positive attitude• Describe what to avoid during a downsizing/job loss/merger situation• Manage others during a downsizing (For supervisors)	

[Return to Table of Contents](#)

Change Management

Resilience

Audience:	<i>General audience</i>	Time: 1-1.5 hours	Order Code: CMRS
Consulting Notes:	In order to allow enough time for group interaction related to the newly added “Resiliency Self-Assessment” tool, it is recommended that 1.5 hours is scheduled. The small group discussions are key to helping people understand that they are able to be resilient. A similar effect can be achieved with large group discussions facilitated by the trainer when only 1 hour is allowed. Please note that this topic is not appropriate for preparing people for possible job loss.		
Description:	Resilience is a key quality for dealing with the rapid pace of change in our lives and the never-ending stress that accompanies change. Resilience combines emotional strength with the skills of adapting in the face of trauma. The good news is that resilience is ordinary and can be developed, with practice, by anyone who desires it.		
Objectives:	<ul style="list-style-type: none">• Learn the definition of resilience• Identify actions that will enhance resilience• Learn how to be healthy and thrive during changing times		

Resilience in the Workplace

Audience:	<i>General audience</i>	Time: 2 hours	Order Code: CMRW
Consulting Notes:	In order to allow enough time for group interaction related to the “Resiliency Self-Assessment” tool, it is recommended that two hours is scheduled. The small group discussions are key to helping people understand that they are able to be resilient despite changes occurring in the workplace. A similar effect can be achieved with large group discussions facilitated by the trainer when only 1 hour is allowed. Please note that this topic is not appropriate for people facing possible job loss but is intended to help employees experiencing other types of change such as team restructuring, job description changes, process changes, etc.		
	This course is a spin-off of the Resilience course (CMRS) and uses examples relative to the workplace to teach specific resiliency skills. There is some duplication of information between this course and the original Resilience course (CMRS), which you may want to consider before choosing this course.		
Description:	If you are going to make it in today’s work world, you need to be resilient. Nowadays it isn’t uncommon for a person’s job description to change on a weekly basis in order to meet the demands of the workplace! Sometimes it is hard to know what is expected of us, but being personally resilient can help us navigate any change that comes our way. Knowing the traits of resilient individuals and how to increase your own resiliency level is the major focus of this training. This course applies the resiliency skills to the workplace using a five step process developed by renowned resiliency expert, Dr. Al Siebert, PhD. A common workplace scenario is also used as an example of how resiliency can benefit us.		
Objectives:	<ul style="list-style-type: none">• Define resiliency.• Explain why resiliency is important in the workplace.• Identify actions that enhance resiliency at work.• Learn how to be healthy and thrive during changing times.		

[Return to Table of Contents](#)

Chemical Dependency/Substance Abuse

D.O.T. Alcohol and Drug Awareness for Employees

Audience:	<i>General audience</i>	Time: 2 - 2.5 hours	Order Code: CHED
Consulting Notes:	This training integrates information from the Department of Transportation (D.O.T.) with general alcohol and drug awareness information. Plan on at least 2 hours of training time, plus an additional 15-30 minutes for a company representative to cover company-specific policy and internal procedures. Company representation is an integral part of this program.		
Description:	Our work and/or personal lives may be affected greatly by drug and alcohol abuse. This training helps participants become more aware of that impact, first on a personal level, then from the perspective of workplace issues, including company policies and D.O.T. regulations regarding alcohol and drugs. D.O.T. Handbook (<i>optional for Employee and Supervisor versions</i>) To view a copy of this optional resource, visit the following website: http://www.dot.gov/ost/dapc/testingpubs/Employee_handbook_200801.pdf		
Objectives:	<ul style="list-style-type: none">• Increase awareness of alcohol and drug related problems• Provide information about chemical dependency as a disease• Understand testing procedures and the drugs tested for in your company• Learn to recognize signs and symptoms of the most commonly used and abused drugs• Learn how to get help for chemical dependency• Fulfill DOT training requirements		

D.O.T. Alcohol and Drug Awareness for Supervisors

Audience:	<i>Supervisors</i>	Time: 2.5 - 3 hours	Order Code: CHSD
Consulting Notes:	Plan on a minimum of the recommended 2.5 – 3 hours to comply with DOT regulations for one hour of training on drugs and one hour on alcohol. Add an additional 15-30 minutes for a company representative to cover company-specific policy and internal procedures. As an additional benefit to supervisors, customers might consider inviting local law enforcement or FBI officials who specialize in informing the public about recent developments regarding drug abuse. These officials can provide the latest terminology ('street names') for drugs as well as the appearance of new drugs, a.k.a. 'designer drugs,' because both develop and change very quickly. Alternately, customers might print such information off of the FBI website to distribute to interested participants, and ask the trainer, <i>in advance</i> , to review that information during the training. Plan on 3 hours if such information is to be reviewed.		
Description:	In this training, supervisors learn how to recognize the impact, signs, and symptoms of drug abuse, how to provide help, get help, or constructively confront an employee, and understand the D.O.T. procedures when reasonable suspicion of drug abuse may be present in an employee.		
Objectives:	<ul style="list-style-type: none">• Increase awareness of alcohol- and drug-related problems• Provide information about chemical dependency as a disease• Learn to recognize signs and symptoms of the most commonly used and abused drugs• Learn how to get help for chemical dependency• Review the "constructive confrontation" process• Fulfill DOT training requirements regarding reasonable suspicion procedures		

[Return to Table of Contents](#)

Chemical Dependency/Substance Abuse

Everything You Want to Know About Drugs and Alcohol That Your Kids Already Know

Audience:	<i>Any adult concerned about the children in their lives.</i> This training can help participants whose children are already experiencing issues with substance abuse, or can help participants become aware of prevention strategies to use with their children.	
Time:	1.5 - 2 hours	Order Code: G2KK
Consulting Notes:	Customers are urged to consider inviting local law enforcement or FBI officials who specialize in informing the public about recent developments regarding drug abuse. These officials can provide the latest terminology ('street names') for drugs as well as information on the appearance of new drugs, a.k.a. 'designer drugs,' because both develop and change very quickly. Alternately, customers might print such information off of the FBI website to distribute to interested participants, and ask the trainer, <i>in advance</i> , to review that information during the training. Plan on 2 hours if such information is to be reviewed.	
Description:	Because alcohol and drug abuse is a frequent occurrence in this country, it is helpful for all parents to better understand the influences and behaviors associated with their children's possible use. If recognized early, it is much easier to employ some of the needed methods of prevention before the problem increases. Educating parents is one important way to minimize that risk.	
Objectives:	<ul style="list-style-type: none">• Become aware of our children's environment and possible influences• Learn effective ways to prevent chemical substance exploration and abuse• Recognize behaviors that may indicate substance involvement• Identify resources and strategies to prevent kids' use of alcohol and drugs	

Keeping It Clean: Talking to Family and Friends about Alcohol and Drugs

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: CHKC
Consulting Notes:	As an additional benefit to participants, especially parents, customers might consider inviting local law enforcement or FBI officials who specialize in informing the public about recent developments regarding drug abuse. These officials can provide the latest terminology ('street names') for drugs as well as the appearance of new drugs, a.k.a. 'designer drugs,' because both develop and change very quickly. Alternately, customers might print such information off of the FBI website to distribute to interested participants, and ask the trainer, <i>in advance</i> , to review that information during the training. Plan on 2 hours if such information is to be reviewed.		
Description:	When it comes to drugs and alcohol, most of us have more questions than answers. If people are concerned, they will want answers to these questions: What are the warning signs of a problem? What are the dangers if I do nothing? Am I helping or harming if I talk to my family member, friend, or co-worker about my concerns? What if it is a teenager? Are there preventive steps a parent can take? How can I get help?		
Objectives:	<ul style="list-style-type: none">• Increase understanding of alcohol and drugs and their impact• Learn to recognize signs and symptoms of drug abuse• Acquire tools to communicate with family, friends, and co-workers• Gain useful information about the your assistance program• Learn about additional local and national resources for help with alcohol and drug abuse		

[Return to Table of Contents](#)

Chemical Dependency/Substance Abuse

Reasonable Suspicion Training for Employees

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Codes: CHEE
Consulting Notes:	Plan on the recommended 1.5 – 2 hours of training time and add an additional 15-30 minutes for a company representative to cover company-specific policy and internal procedures (an integral part of this program).		
Description:	Our work and/or personal lives may be affected greatly by drug and alcohol abuse. Understanding what and how drugs are tested for in your workplace, learning how to recognize signs and symptoms, knowing how to get help for ourselves or others, and realizing the complexity of the issue are all part of this important workshop.		
Objectives:	<ul style="list-style-type: none">• Increase awareness of alcohol and drug related problems• Provide information about chemical dependency as a disease• Understand testing procedures and the drugs tested for in your company• Learn to recognize signs and symptoms of the most commonly used and abused drugs• Learn how to get help for chemical dependency		

Reasonable Suspicion Training for Supervisors

Audience:	<i>Supervisors</i>	Time: 2-2.5 hours	Order Code: CHSS
Consulting Notes:	Please have a company representative attend in order to cover company-specific policy and internal procedures. As an additional benefit to supervisors, customers might consider inviting local law enforcement or FBI officials who specialize in informing the public about recent developments regarding drug abuse. These officials can provide the latest terminology ('street names') for drugs as well as the appearance of new drugs, a.k.a. 'designer drugs,' because both develop and change very quickly. Alternately, customers might print such information off of the FBI website to distribute to interested participants, and ask the trainer, <i>in advance</i> , to review that information during the training. Plan on 2.5 hours if such information is to be reviewed.		
Description:	Our work and/or personal lives may be affected greatly by drug and alcohol abuse. Learning how to recognize signs and symptoms, knowing how to get help for others, or ourselves and realizing the complexity of the issue are all part of this important training.		
Objectives:	<ul style="list-style-type: none">• Increase awareness of alcohol- and drug-related problems• Provide information about chemical dependency as a disease• Learn to recognize signs and symptoms of the most commonly used and abused drugs• Learn how to get help for chemical dependency• Learn how to use the reasonable suspicion process• Understand the connection between your assistance program and chemical dependency• Understand company policies and procedures when drug abuse is suspected in an employee		

[Return to Table of Contents](#)

Communication

Active Listening: Essential Tools for Effective Communication

Audience:	<i>General audience</i> , especially those who have never studied or practiced good listening in a formal way.	
Time:	1 hour	Order Code: COAL
Consulting Notes:	This training is not designed to provide mediation, resolve conflict, or address specific issues currently affecting the intended audience. If the customer's intended audience is adverse to, or not ready for, interactive and proactive listening exercises (role plays for example), this training may not be the best fit. Other trainings in our Communication Series which are more introductory and less activity-heavy may be more appropriate. Also, please tell your account representative about any current issues or conflicts, if any, within the intended audience. With longstanding issues or conflict, deeper interventions such as consulting, coaching, or mediation may be more appropriate.	
Description:	This training is designed to be very practical and applicable, especially for participants who may not yet understand good listening but who are eager to try new skills, end bad listening habits, and make changes right away. Specific skills to improve listening ability are discussed and emphasis is placed on activities that allow participants to practice the new skills.	
Objectives:	<ul style="list-style-type: none">• Define active listening.• Explain the difference between hearing and listening.• Identify barriers to active listening.• Demonstrate active listening skills.	

Assertive Communication

Audience:	<i>General audience</i>	Time: 1- 1.5 hours	Order Code: COAC
Consulting Notes:	Note that this training cannot by itself resolve serious departmental, team, or interpersonal conflict situations.		
Description:	This training offers suggestions on how to develop an open, interpersonal style that can improve personal and professional relationships. Participants learn: what assertiveness is and isn't, when assertiveness should be used, the three components of communicating assertively, and several assertiveness techniques including ones useful in difficult situations. Given 1.5 hours, there is an opportunity to interact and practice these skills.		
Objectives:	<ul style="list-style-type: none">•Explain what assertive communication means.•Understand why being assertive is important personally and professionally.•Utilize assertiveness techniques when interacting with others.		

[Return to Table of Contents](#)

Communication

Communicating and Resolving Conflict with Teens

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: COCT
Consulting Notes:	This training integrates your assistance program with “work/life” terminology and examples. The focus is on communication issues and conflict resolution. For a more general parenting training, see “Raising Our Teens” which focuses on the pressures teenagers face and their need for acceptance and structure.		
Description:	This training helps parents understand the normal developmental tasks and struggles of teenagers so they can communicate and resolve conflict effectively during the teenage years. Despite the challenges of communicating with teenagers, this can be a very satisfying time in your relationship with your child.		
Objectives:	<ul style="list-style-type: none">• Enhance mutual trust and respect• Communicate effectively with your teenage children• Enjoy your teenager and increase the number of positive moments you share• Build your teen’s self-esteem• Locate resources when you perceive that your teen needs help• Provide support and a sanity check		

Communicating with Children after Traumatic Events

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: COCT
Consulting Notes:	This training focuses more on younger children than teens. Please select “Communicating and Resolving Conflict with Teens” or “Parenting: Raising Our Teens” for content more specific to the teen years.		
Description:	Children can feel quite fearful when they hear about or experience traumatic events, whether they are natural disasters, violence in the schools or in their communities, or other tragedies. During this training, participants learn to identify their children’s fears and how to respond to them in order to increase their sense of safety. Participants are also encouraged to develop a plan and find resources in order to be prepared for such conversations in the event of a tragedy.		
Objectives:	<ul style="list-style-type: none">• Recognize when your children have specific fears or simply do not feel safe• Take age-appropriate steps to alleviate your fears and theirs• Improve communication with your children after traumatic events• Make a plan for them and you• Identify resources to support your plan• Gain useful information about your company’s assistance program		

[Return to Table of Contents](#)

Communication

Communicating with Difficult Behaviors

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: CODP
Description:	Difficult behavior does not equate to a “bad person.” Participants learn there are ways to respond that stop feeding and reinforcing common difficult behaviors.		
Objectives:	<ul style="list-style-type: none">• Summarize behaviors and/or situations that you personally find “difficult”• Identify actions you can take with difficult behaviors• Identify resources		

Conflicts in a Relationship

Audience:	<i>General Audience</i>	Time: 1-1.5 hours	Order Code: COCR
Consulting Notes:	This training <u>cannot</u> by itself resolve serious departmental, team, or interpersonal conflict situations.		
Description:	This training helps participants understand how conflict develops and what communication styles work and don’t work with other people. A mutual conflict resolution process will be discussed and participants will have a chance to practice what they learn through different scenarios.		
Objectives:	<ul style="list-style-type: none">• Examine personal conflict styles• Demonstrate skills to decrease conflict• List resources		

Person-to-Person Feedback

Audience:	<i>General audience</i>	Time: 1 – 1.5 hours	Order Code: COFB
Consulting Notes	Note that this training cannot by itself resolve serious departmental, team, or interpersonal conflict situations.		
Description:	Workplace feedback is a powerful tool. It has the potential to help or hurt the person and the organization. Without it, we have no way to know what needs to be changed and improved but it can also be stressful for both the giver and the receiver. Learn how to give and receive feedback in a way strengthens relationships, decreases conflicts, and improves performance.		
Objectives:	<ul style="list-style-type: none">• Practice the essentials skills involved in giving feedback.• Demonstrate the essential skills involved in receiving feedback.• Identify resources for more information		

[Return to Table of Contents](#)

Communication

Strategies for Communicating with Older Adults

Audience:	<i>General audience</i>	Time: 1.5 – 2 hours	Order Code: G30A
Consulting Notes:	For optimal learning and skill building, we recommend 2 hours so participants may interact, complete activities and/or practice important exercises. Training objectives may be compromised with less than 1.5 hours to support learning and skill building objectives.		
Description:	The aging process impacts the lives of everyone in the individual's circle of family and friends. The emotional, physical and mental changes that go along with the aging process often impact our communication skills.		
Objectives:	<ul style="list-style-type: none">• Identify the factors of aging that impacts communication• Examine how family communication patterns, history and life stages can affect communication• Recognize how physical, emotional and mental changes impact communication• Identify effective strategies to facilitate face-to-face and long distance communication		

[Return to Table of Contents](#)

Dependent Care

Back to Work after Having a Baby

Audience:	Appropriate not only for <i>parents</i> returning to work after having a baby, but also for expectant parents in the process of planning for their baby's arrival.	
Time:	2 hours	Order Code: DCWB
Consulting Notes:	<p>Please allow the recommended 2 hours for this training so participants have time for discussion and sharing ideas with one another on the topic. This training can also be delivered in two consecutive 1 hour sessions.</p> <p>We recommend that customers have a benefits specialist or HR representative attend this training to help answer company-specific questions related to pregnancy leave and maternity benefits. Alternately, the customer can provide their trainer with these policies <i>in advance</i> of the training and allow time for trainer to answer benefits' questions.</p>	
Description:	<p>This training deals with the transition that mothers go through when they go back to work after having a baby. It shows participants ways to cope successfully with the changes that this event brings to the family, i.e. new activities, new responsibilities, changes in schedules. The training is designed to promote discussion and sharing of information among participants, providing up-to-date information that will help working mothers to continue being successful at work and at home.</p> <p>For expectant parents: also included are practical recommendations on how to approach managers before maternity leave in preparation for a smooth transition after the birth of the child.</p>	
Objectives:	<ul style="list-style-type: none">• Identify ways in which to cope successfully with the challenges of going back to work while raising children	

From Step-Families to Blended Families

Audience:	<i>General audience</i> , both before and after blending two families together	
Time:	1.5 hours	Order Code: GDBF
Description:	<p>This training introduces the concept of “blended family” to substitute that of step-family. The new concept implies the intentional development of healthy relationships among new family members instead of inactive or unintentional development –perhaps non-development- of relationships in the new family. The training will help participants better understand the complexity of the process and provide specific strategies to make this transition less stressful for everyone involved.</p>	
Objectives:	<ul style="list-style-type: none">• Understand how past experiences of family life influence the new family unit• Recognize the needs of children and the needs of adults• Learn strategies that will help create new family bonds• Learn techniques to help create bonding experiences for the blended family members	

[Return to Table of Contents](#)

Dependent Care

Identifying and Selecting Quality Child Care

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: DCCC
Consulting Notes:	It is beneficial to allow the recommended 1.5 hours for this training so participants have time for questions, discussion, and sharing ideas with one another on the topic.		
Description:	Choosing appropriate child care can be a difficult and emotional process that often produces anxiety. With the right information and guidance, the process of locating quality child care and making a decision can be managed effectively. In this training participants are assisted in preparing to interview child care providers, sort out options that are available, and recognize the factors that result in good decisions.		
Objectives:	<ul style="list-style-type: none">• Explore child care options• Know what to look for• Recognize quality in caregivers and child care facilities• Gain confidence in the decisions made about child care		

Identifying and Determining the Need for Elder Care

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: DCEC
Consulting Notes:	It is beneficial to allow a minimum of 1.5 hours for this training so participants have time for questions, discussion, and sharing ideas with one another on the topic.		
Description:	<p>Given the rapid growth of the elderly population, we are all likely at some point in time to find ourselves the caregiver to an elderly parent or relative. In fact, we may be more likely to spend more years caring for an aging relative than we did caring for a child. Concerns about caring for aging parents/relatives can affect both work and family life.</p> <p>In this training, participants acquire the kind of information they need to make informed decisions about elder care. The topic of growing old in America is examined: what it means, what it costs, and what options are available. A comprehensive set of handouts can help them speak knowledgeably to elder care professionals and make good decisions.</p>		
Objectives:	<ul style="list-style-type: none">• Assess the situation• Know when to intervene• Explore elder care options• Plan and coordinate care• Learn to “care for the caregiver”		

[Return to Table of Contents](#)

Dependent Care

Parenting: Making Your Family Your Priority

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: DMFP
Consulting Notes:	It is beneficial to allow the recommended 1.5 hours for this training so participants have time for discussion and, especially, sharing ideas with one another on the topic.		
Description:	<p>From the moment you learn you are going to be a parent; your mind begins to imagine your future. Typical questions prospective parents have: How will my life change? Will I be a good parent? How will my career be affected? Can I really have it all?</p> <p>Whether we are traditional families, adoptive families, single parents, stepfamilies, or same-sex partners, the moment we take on the role of parent, we take on the responsibility of shaping a human life. Prepare as we may, we rarely feel ready! For many families, making it work means spending a lot of time away from home to work, and we ask ourselves if we are doing the right thing. In most cases, it comes down to educating ourselves and making some good choices.</p>		
Objectives:	<ul style="list-style-type: none">• Learn to think of your child’s care environment as an extension of your home and family, and your home as an extension of your child’s learning environment• Discuss ways of connecting with your child• Discover the importance of making time for yourself and how to go about making it happen		

Parenting: Participating in School and Studies

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: DPSS
Consulting Notes:	For maximum learning and skill building, please allow the recommended 1.5 hours for participants to complete the learning activities.		
Description:	<p>According to William Bennett, co-author of “The Educated Child” and former Secretary of Education, being involved in your child’s school and academics will greatly increase his/her chances of being a healthy and productive teen. Bennett’s research found that even in small amounts, parental involvement makes a big difference, especially through eighth grade. Yet many parents place fewer demands on their children and are less in touch with their lives at school than in previous years.</p> <p>Opening the lines of communication to their child’s school is a major parental responsibility. Children whose parents are involved receive higher grades, enjoy better relationships with their parents, better understand the value of education, like school more, and are more likely to go on to college.</p>		
Objectives:	<ul style="list-style-type: none">• Learn how active involvement in school and studies can benefit your child• Find ways of connecting with your child’s teachers, including preparing for parent-teacher conferences• Gain tips on helping your child develop good study habits		

[Return to Table of Contents](#)

Dependent Care

Parenting: Raising Our Teens

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: DROT
Consulting Notes:	For maximum learning and skill building, please allow the recommended 1.5 hours for participants to complete the learning activities, and share best practices with one another.		
Description:	<p>They are our “babies”—the subject of countless home videos and photos, the kids we treated with Band-Aids, hugs and kisses. We want to protect, encourage, and guide them through life and help them avoid the temptations we know they will encounter. But how?</p> <p>Children face the same pressures we did, but these days the pressures are more intense and begin at an earlier age. This training looks at the influences in our teenagers’ lives that contribute to the pressures. Participants talk about practical things they can do to strengthen the bond with their teens and give them the best chance to grow up safe, healthy and fulfilled.</p>		
Objectives:	<ul style="list-style-type: none">• Gain an understanding of the true nature of the pressures teenagers face• Learn some ways to connect with your teenager• Review 5 principles to create a healthier balance in the household and in your relationship with your teenager• Learn a problem solving method called SODAS (situation, options, disadvantages/advantages, solution) that your teenager may be able to use to make good decisions		

Sandwich Generation: Caregivers in the Middle

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: DCSG
Description:	Forty-four percent of Americans between the ages of 45 and 55 have aging parents or in-laws as well as children under 21 that they care for. This course addresses the challenges faced by these individuals in what has been termed the “sandwich generation”. It reviews the current definition and statistics related to this growing concern and offers practical solutions for addressing the top issues of sandwich generation caregivers. Additional references that can be shared with the rest of the family are also provided. Knowing what help is available in the community and how to locate it, talking with our elders about our concerns, initiating family meetings, communicating with our employer, considering long-term financial plans, practicing self-care, and maintaining important relationships with family and friends are among the top issues addressed in this training.		
Objectives:	<ul style="list-style-type: none">• Describe the impact being a caregiver has on the individual, his/her family, and his/her job.• Utilize specific strategies for addressing the top concerns of sandwich generation caregivers.• Describe what resources are available for caregivers via local/state/national organizations, the Internet, and the Assistance Program.• Develop a care plan for their elder that involves multiple resources (family, friends, community, etc.).		

[Return to Table of Contents](#)

Dependent Care

Surviving Your Child's Adolescence

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: GDCA
Consulting Notes:	2 hours is recommended so that participants can share experiences, concerns, and solutions as regards their adolescent children. Although this training deals specifically with parenting strategies during their children's adolescent years, it provides any parent with useful insights about raising their children all throughout their development.		
Description:	This training describes some common adolescent behaviors which, to parents, can seem bizarre and unacceptable, and also points out some red flag behaviors which might indicate to parents more serious problems. As a guideline for a less stressful coexistence, the training offers parents 'ten rights' for teenagers and a description of three general parenting styles. Along with these descriptions, participants will learn about the impact of each style on their child's development. As a consequence, parents can adopt behaviors which are healthier in the short run and more beneficial in the long term.		
Objectives:	<ul style="list-style-type: none">• Identify adolescent behaviors• Describe common parenting styles and how they affect relationships with teens• Identify your parenting style – strengths and weaknesses• Learn strategies for developing an effective parenting style		

[Return to Table of Contents](#)

Development

Bring Out the Best in Others

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: BBBO
Consulting Notes:	This training will help employees working on a team, task force or with newly hired co-workers.		
Description:	Bringing out the best in other people is good for an organization because people at their best are productive, meet their objectives, and please customers. It is also good for employees because when they feel good about their work, it rubs off on others. This training allows people to discuss other successful groups and their traits, the importance of relationships and how to build them, people's needs at work beyond pay and benefits; and facilitating the work of others.		
Objectives:	<ul style="list-style-type: none">• Describe why bringing out the best in others is an important skill.• Learn to identify emotional needs that often spur behavior.• Respond strategically to bring out the best in others.• Identify resources to learn more about the topic.		

Congratulations, You're in Charge Now! Go Forth and Supervise

Audience:	<i>New supervisors and managers</i>	Time: 1 hour	Order Code: BNSM
Description:	Supervising employees can be rewarding and fulfilling. It can also be very challenging, especially for a new supervisor. In this training, participants will discuss strategies that will assist them to learn and grow in their new supervisory role.		
Objectives:	<ul style="list-style-type: none">• Describe characteristics of "good" supervisors.• Identify your personal strengths and areas for growth as a new supervisor.• Define resources.		

Developing Emotional Intelligence for Success

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: GBEI
Description:	This training starts with the definition of Emotional Intelligence and compares it to the traditional Intelligence Quotient (I.Q.) definition. The relationship between both these definitions and processes is examined in order to understand how both need to work together so that our emotional reactions (amygdale attacks) do not lead to volatile, unproductive situations. After presenting the theory, the training then demonstrates practical ways to prevent our emotions from getting the best of us. These include deep breathing exercises and what is called emotionally intelligent listening.		
Objectives:	<ul style="list-style-type: none">• Understand the importance of Emotional Intelligence in the workplace• Learn how the brain can hijack our emotions• Experience tools to manage emotions• Use effective strategies to respond to emotional behavior of co-workers• Become more competent in handling "emotionally charged" situations		

[Return to Table of Contents](#)

Development

Foundations of Team Building (3 - 4 hours)

Audience:	<i>Especially existing teams</i>	Time: 3 - 4 hours	Order Code: BTBL
Consulting Notes:	The training is intended to help team members gain a basic understanding of the foundations of team building. While it takes time (usually several months) to create a team, this training can provide an orientation to the process required to begin building a team. We encourage customers to share relevant team information with the trainer and account representative before scheduling this training. This training is <u>not</u> a solution for serious team conflict, including team to team leader conflict, or interpersonal conflict situations on teams. If you are experiencing conflict within an existing team, please consult with your account representative about our Team Effectiveness consulting services. This training can be given in less than 4 hours, but the trainer will have to eliminate certain activities and/or substitute large group discussion for small group activities.		
Description:	A team is more than just a group of people in the same area of an organization. Qualities like common purpose, complimentary skills, trust and commitment are essential to a team. This training contrasts positive team qualities with those that crush teams. Then information is provided on communication skills, involvement and commitment, clear goals, trust, team success, and key questions for a team to answer.		
Objectives:	<ul style="list-style-type: none">• Help a working team identify qualities necessary for a healthy, productive team• Give team members an opportunity to learn more about each other• Identify important values, skills, and team guidelines• Practice the team skills of communication, respect, and building trust		

Foundations of Team Building (1.5 hours)

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: BTBS
Consulting Notes:	The training is intended to help people gain a very basic understanding of the foundations of team building. While it takes time (usually several months) to create a team, this training can provide a basic orientation to the process required to begin building a team. This training is <u>not</u> a solution for serious team conflict, including team- to team leader conflict, or interpersonal conflict situations on teams. If you are experiencing conflict within an existing team, please consult with your account representative about our Team Effectiveness consulting services. Of necessity, this training is composed primarily of lectures about teams as opposed to activities for participants. Therefore, it is effective also as a telephonic or web-based training. 1.5 hours is recommended for this training.		
Description:	Teams are built on a foundation of common purpose, complimentary skills, trust and commitment. This training presents ideas on team components, team success, and key questions that a group can ask themselves once the training is completed. These ideas can form the basis for ongoing discussions by a team.		
Objectives:	<ul style="list-style-type: none">• Discuss the difference between a group and a team• Identify team qualities and values• Present ideas about team components like communication and clear goals• Use “The Crane Scale” to highlight what’s required for team success• Share information about team guidelines as a basis for further discussion		

[Return to Table of Contents](#)

Development

Mapping Personal Goals

Audience:	<i>General audience</i>	Time: 1 – 1.5 hours	Order Code: BMPG
Consulting Notes:	For maximum effectiveness, please allow a minimum of 2 hours for participants to review the goal-mapping process and begin mapping their chosen goal. With a good head start, participants are motivated to continue the process on their own.		
Description:	<p>For many of us, life is already so busy that we do not stop to look beyond our day-to-day needs. Finding time to work on long-term goals may seem impossible. However, the process of setting goals allows us to choose where we want to go in life. Unless we plan our own destination and map out a route to get there, chance and circumstance will do it for us.</p> <p>With facilitator guidance, participants work through the goal mapping process. They identify and prioritize a key goal, visualize how it will look and feel when accomplished, write intermediate goal steps with a timetable for completion, identify obstacles and develop a plan to overcome them.</p>		
Objectives:	Create a goal map in which you begin to: <ul style="list-style-type: none">• Define and prioritize life goals• Establish intermediate goals and action steps• Determine skills, habits, information, help, and resources for achieving your top priority goal• Anticipate obstacles• Track progress and make needed adjustments• Gain an understanding of what it takes to “stay the course”		

Planning for Professional Growth

Audience:	<i>General audience</i>	Time: 1.5 – 2 hours	Order Code: GBPG
Consulting Notes:	It is advisable for the trainer to be familiar with the type of benefits customers offer their employees in regards to training and educational opportunities well in advance of the training.		
Description:	<p>This training presents a practical step-by-step approach to planning professional growth. It provides many examples and templates to work from at the different stages of the process. At the same time, the training promotes self-analysis that carries on to other aspects of participants’ lives by asking them to clarify their values, work on a mission statement, goals, and an action plan. While the approach may seem simple, it can be difficult, but is very powerful due to the impact it can have on any individual’s future.</p>		
Objectives:	<ul style="list-style-type: none">• Define a personal meaning of success and identify values• Develop a personal mission statement and a short- term or long-term work goal• Create goals and an action plan• Learn strategies for staying committed to goals and overcoming setbacks• Apply these techniques to non-work-related aspects of life		

[Return to Table of Contents](#)

Development

The Virtual Office: The Employee Guide to Telecommuting

Audience:	<i>Employees who are either currently telecommuting or considering telecommuting.</i>	
Time:	1 hour	Order Code: BBTE
Consulting Notes:	This training is a basic introduction to challenges and benefits of telecommuting.	
Description:	This training encourages participants to explore the benefits and challenges that they may face when telecommuting. Participants will learn strategies to overcome challenges and will complete a self assessment to determine if they possess the skills needed to successfully telecommute.	
Objectives:	<ul style="list-style-type: none">• Define the benefits and challenges of telecommuting• Identify strategies to overcome potential challenges• Complete a self assessment regarding telecommuting	

The Virtual Office: The Manager's Guide to Supervising Remote Employees

Audience:	<i>Supervisors/managers who either currently supervise remote employees or who are considering supervising remote employees.</i>	
Time:	1.5 hours	Order Code: BBTS
Consulting Notes:	This training is a basic introduction to challenges and benefits of telecommuting.	
Description:	This training addresses the benefits and challenges that supervisors and companies face when their employees telecommute. Leaders will be given effective strategies to assist them in overcoming challenges and to effectively supervisor telecommuters. Participants will be provided with an assessment tool that can be used to identify employees who would make successful telecommuters. Information about creating a company telecommuting policy will also be provided.	
Objectives:	<ul style="list-style-type: none">• Define the benefits and challenges of telecommuting• Characterize the “ideal” telecommuting candidate• Describe strategies to overcome challenges• Identify methods to effectively manage the telecommuter• Create a company telecommuting policy	

[Return to Table of Contents](#)

Health and Wellness

Aging Parents: Tools for Caregivers

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: GHAP
Description:	Each one of us brings our own experiences and wisdom to the aging process. Today, we can pool our knowledge, recognize the similarities and differences in our experiences and share strategies that can be useful in coping with the aging process of our older adults.		
Objectives:	<ul style="list-style-type: none">• Recognize physical, behavioral and emotional changes that are natural as we grow older• Distinguish the differences between age-related changes and disease-related changes• Become aware of the stressors of the aging process and identify strategies for managing them• Identify the physical and emotional adjustments that happen as we age		

An Ounce of Prevention - The Importance of Health Screenings

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: HIHS
Consulting Notes:	The purpose of this program is to raise awareness on the importance of periodic health screenings. They are described as preventive tools and an integral part of a personal effort to improve physical wellness. The program is not designed to explain each test or elaborate on medical information.		
Description:	The course provides participants with food for thought about the importance of taking preventive measures to improve their wellness levels. It includes enough detail about several health screenings for participants to determine if they require them or not. It also puts into perspective the value of these procedures by providing up to date information on the deadliest sicknesses in the U. S.		
Objectives:	<ul style="list-style-type: none">• Explain the importance of preventive health screenings• Identify at least one test they should schedule for themselves.		

Balancing Daily Demands with Health & Wellness for Women

Audience:	<i>Female audiences</i>	Time: 1-1.5 hours	Order Code: HDDW
Description:	Working women often find that there are just not enough hours in the day to meet all the demands placed on them. Tasks at work are followed by tasks at home, leaving little time for meeting their own needs. While women tend to miss few work days because of their own illnesses, this failure to take care of themselves contributes to the development of chronic health problems. This training is designed to provide women with the knowledge and tools necessary to maintain a healthy lifestyle despite their daily demands at home and work.		
Objectives:	<ul style="list-style-type: none">• Understand the latest health risks affecting women.• Identify ways that busy women can counteract those risks.• Maintain a healthy routine while on the go.• Develop a personal wellness plan.		

[Return to Table of Contents](#)

Health and Wellness

The Best Ways to Stick with Your Nutrition Plan

Audience:	<i>Any participant that already has a nutrition plan and nutrition goals to follow.</i> The training is best suited to audience members looking to find the tools that will keep their motivation levels consistently high over the long term as regards sticking to any nutrition plan.	
Time:	1.5 hours	Order Code: HWNP
Consulting Notes:	This training does not cover food choices or offer advice on setting goals with participants. Those 2 tasks, hopefully under the supervision of the participant's health care professional, should already be completed before coming to the training.	
Description:	Changing nutrition habits on a long term basis can very difficult for many of us. Even after we have chosen a plan, it can still be difficult to "stick with it" or even begin following it. Fortunately, there are proven "best practice" ways to greatly increase your chances of starting and sticking with your nutrition plan. This course is based on research showing that people who use these proven methods are more likely to make permanent changes in their life with regard to their eating choices.	
Objectives:	<ul style="list-style-type: none">• List the three steps that will help you stick with your nutrition plan no matter what• State what is involved with each step• Develop a plan for dealing with "relapse"• Commit to using the plan	

Opting for Happiness: A Lifestyle Choice

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: HAPP
Description:	Our culture often focuses on things that can make us happy; a big house, money, medication, etc. Yet people often find that they continue to be unhappy even after acquiring such possessions. This training emphasizes that happiness is not something that happens "to" you rather it's something that you "choose". Abraham Lincoln once said, "Most people are about as happy as they make up their minds to be". Participants will develop their own definition of happiness and will learn about five keys to happiness that is within the reach of everyone.		
Objectives:	<ul style="list-style-type: none">• Define what happiness means to you.• Identify characteristics of happy people.• Create an action plan to opt for happiness.		

[Return to Table of Contents](#)

Health and Wellness

Smoking Cessation – Setting the Stage to Quit (1.5 hours version)

- Audience: *General audience* who want a very basic overview of the process and tools required for quitting smoking, whether or not they are ready to quit at this time.
- Time: 1-1.5 hours Order Code: **HKTH**
- Consulting Notes: This training is not a substitute for a full-length program (such as our 6 week training program on the next page of this guide) for smokers who are ready to quit right away.
- Description: This training offers an overview of the process, resources, and tools so that smokers can become familiar with all that quitting smoking requires. Participants will learn about the many proven, effective ways to kick the habit of smoking, so they can live a healthier and more productive life at work and at home.
- Objectives:
- Learn how your assistance program can help with personal plans to quit smoking
 - Explore the question: Why quit smoking?
 - Discover assumptions about Nicotine
 - Learn about methods for how to quit smoking
 - Become aware of community resources

Smoking Cessation – Kicking the Habit (Six Week Version)

- Audience: *General audience who want to quit using tobacco relatively soon*, although people who are considering quitting smoking can also benefit from the training as well.
- Time: **2 hours each week for six weeks.** Order Code: **HSMC**
- Consulting Notes: Sessions shorter than 2 hours prevent people from discussing their experiences and learning from each other. That group interaction requires patience and time and is a critical part of developing an effective buddy system. The six sessions are integrated, each one building on the previous session. In each session the facilitator presents fewer mini-lectures and encourages more discussion among the people who attend. They share ideas and develop personal skills to support each other throughout the process of quitting and staying free of tobacco. Because of this focus, slides are not helpful. When information needs to be shared, the facilitator can write on newsprint or on a dry erase board in the room. **NOTE:** Due to the special trainer qualifications required for this program and the serial nature of the delivery of this program, Customer Training may require additional time to make arrangements with a trainer.
- Description: This is a six-week program designed to help tobacco users quit. It is based on a particular behavior modification method and is offered through your assistance program. Any tobacco user who wants to quit will benefit from the sessions. Each session is a minimum of 2 hours long and incorporates mini-lectures, group discussion, experiential learning, and homework. A follow-up survey is available to determine if participants have been able to stay tobacco free for up to one year following completion of the six week program.
- Objectives:
- Examine personal motives for using tobacco; complete an individual profile about tobacco use; Explore psychological, emotional, and physiological aspects of tobacco use
 - Establish a buddy system as a key technique for getting and staying tobacco free
 - Identify healthy alternatives to tobacco use; Develop strategies for breaking the tobacco habit and set a quit date
 - Identify resources for ongoing recovery, including relapse management

[Return to Table of Contents](#)

Legal & Financial

Estate Planning/Wills/Trusts**

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: GLEP
Consulting Notes:	This training is facilitated by a legal professional in partnership with CLC, Inc. and provides an overview of all aspects of estate training.		
Description:	Planning for the future, whether for ourselves or helping a family member can provide us with a sense of security as we transition through life's changes. This workshop provides participants with the skills and tools to protect valuable assets through estate planning with wills and trusts.		
Objectives:	<ul style="list-style-type: none">• Identify the need for estate planning• Define key tools involved in estate planning• Develop an estate plan• Learn strategies to communicate with family members about your estate		

Identity Theft: Prevention and Resolution**

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: GLIT
Consulting Notes:	This training is facilitated by a professional financial advisor in partnership with CLC, Inc.		
Description:	Protecting valuable personal information has become an increasing concern as the number of victims of identity theft has risen. This training highlights strategies to prevent identity theft and practical resolutions for victims.		
Objectives:	<ul style="list-style-type: none">• Explain identity theft• Describe strategies to avoid identity theft• Identify possible resolutions for victims		

Legal Issues for Older Relatives**

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: GLOR
Consulting Notes:	This training is facilitated by a legal professional in partnership with CLC, Inc.		
Description:	Aging family members may need our assistance and guidance in planning for their future care. In this training, participants with skills to assist an elderly relative with estate planning and legal issues related to decision making. Participants will also receive strategies to help them communicate with an elderly family member about this sensitive issue.		
Objectives:	<ul style="list-style-type: none">• Identify the need talk to elderly family members about legal concerns• Define skills necessary to assist an elderly relative with legal issues• Learn strategies to communicate with family members about legal issues		

[Return to Table of Contents](#)

****Disclaimer: These training are conducted by a legal/financial professional through Magellan's vendor, CLC, Inc. To ensure the availability of an appropriate trainer, please request legal/financial trainings at least 5-7 weeks in advance, especially if customization is requested. Please consult with your Account Executive as additional fees may apply to this training.**

Legal & Financial

Making Your Money Work for You**

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: GLMW
Consulting Notes:	This training is facilitated by a professional financial advisor in partnership with CLC, Inc.		
Description:	Put your money to work for you. In this training participants learn tools and resources to assist them in developing and adhering to a budget; building a saving account; and managing debt.		
Objectives:	<ul style="list-style-type: none">• Develop a working budget• Establish financial goals• Identify strategies for managing debt		

Roadmap to Retirement**

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: GLRR
Consulting Notes:	This training is facilitated by a professional financial advisor in partnership with CLC, Inc.		
Description:	Planning for a comfortable living during retirement has never been more important. As the lifespan of Americans has steadily increased over the years, so has the number of years that we can expect to live in retirement. This workshop provides participants at any age with a road map for savings and investing for retirement.		
Objectives:	<ul style="list-style-type: none">• Identify the need retirement planning• Define the types of retirement planning• Estimate living expenses for retirement• Locate money to save and invest• Identify risk involved at different ages		

[Return to Table of Contents](#)

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Retirement

Beyond Finances: Preparing Emotionally for Retirement

Audience: *Employees preparing for retirement*

Time: 1 hour

Order Code: **RRET**

Description: While most retirement planning information deals with financial matters, this training raises questions and offers suggestions for the personal and emotional areas of retirement. People have the chance to discuss the intangible benefits of work, the importance of friendship networks, and to plan for the personal adjustments that occur upon retirement.

Objectives:

- Examine your possible reactions to retirement.
- Create your own definition and vision for your retirement.
- Identify resources.

Retirement Housing and Nursing Homes

Audience: *General audience*

Time: 1.5 - 2 hours

Order Code: **GRNH**

Description: As we live longer, there are more people in “the over 85 years of age” category. This ever growing population is most likely to exhibit one or more chronic illnesses that will require some sort of professional assistance. These individuals are also more likely to experience a major illness that can impact not only the individual but the family as well.

Objectives:

- Become familiar with various housing options available
- Gain awareness of how housing choices can impact the individual and their loved ones
- Identify key factors that require consideration when making housing decisions
- Learn how to evaluate services, amenities and quality of care

[Return to Table of Contents](#)

Stress Management

Balancing Work and Personal Life: Living in Harmony with Stress

Audience:	<i>General audience</i>	Time: 1 – 1.5 hours	Order Code: SWPL
Description:	This training provides a thorough and diverse set of tools for balancing the demands of work and personal life. Emphasis is placed on types of stress, identifying sources of stress and specific strategies to maintain a work/life balance.		
Objectives:	<ul style="list-style-type: none">• Identify sources of stress.• Explore your values and goals.• Define role conflict and its link to stress.• Describe strategies to neutralize stress.		

Coping with the Winter Blues

Audience:	<i>General audience</i>	Time: 1 to 1.5 hours	Order Code: SCWB
Consulting Notes:	This training addresses the topic of Sub-syndrome Seasonal Affective Disorder which is commonly known as the “winter blues.” This disorder is a mild, seasonal, mood-affecting condition. While there is one slide that gives a general overview of the more serious disorder called Seasonal Affective Disorder, or SAD, <u>this training is not about Seasonal Affective Disorder, or SAD.</u> SAD can be a fairly serious form of medical depression which often requires medical and/or therapeutic interventions. If you think there are personnel at your organization with SAD, have them contact your assistance program as soon as possible and please consult with your account executive for more information.		
Description:	Many of us in the northern hemisphere do not look forward to the winter: it’s cold, gray, has longer days in darkness, and forces us indoors. However, many of us are not only annoyed by winter, but downright ‘blue’ for several months. If you get the winter blues, there are ways to lift your spirits and make the best of this unpleasant season. This training encourages participants to share experiences, understand their symptoms, discover the causes of their blues, and get started on ways to beat the winter blues now and over the coming months.		
Objectives:	<ul style="list-style-type: none">• Describe the symptoms of the winter blues• List possible causes• Provide possible solutions and resources		

[Return to Table of Contents](#)

Stress Management

Creating Happier Holidays

Audience: *General audience* Time: 1.5 hours Order Code: **SCHH**

Consulting Notes: Important note: this training does not focus on any particular religious or cultural holiday. While it was designed in response to the many U.S. holidays occurring over the winter months in particular, it can also be applied to any number of holiday celebrations occurring across many cultures, faiths, and times of the year. We recommend 1.5 hours so participants can interact, and learn and practice all 8 steps toward creating a happier holiday season. However, for customers who do not have this much time available for the training, some of the steps are designed to be studied individually and more in depth, so as not to require as much time. In those instances, either customers or participants and their trainer can decide which steps would be best to focus on in the time allotted.

Description: This comprehensive training provides participants with an in-depth 8 step model to help them create a happier and less stress-filled holiday season. The steps are: assess holidays past; create *your* ideal holiday; create your ideal yet *real* holiday; make happier choices; remove obstacles – internal; remove obstacles – external; decide to go for it!; and celebrate varieties of happiness. Through out the training, participants are encouraged to practice the steps by applying them directly to whatever stressors are personally difficult for them during their holidays. These might be anything from family events and time and money pressures, to extra traffic, travel, crowds, or shopping, etc. As the title suggests, the goal isn't to create the "perfect" or unobtainable holiday, but a happier, less stressful holiday in as many ways and areas of life as possible.

Objectives:

- Review the 8 steps to a happier holiday
- Practice the 8 steps to a happier holiday

Flying Anxiety

Audience: *General audience* Time: 1.5 hours Order Code: **STFA**

Description: Sweaty palms, panic or anxiety attacks, or feeling out of control are all emotions that are sometimes associated with a fear of flying.

This training examines the stages of flight preparation that may trigger an anxiety response, and helps participants better understand how a cognitive approach can help manage their fear. Additionally, participants learn strategies such as relaxation and visualization techniques that help reduce or eliminate anxiety associated with flying.

Objectives:

- Gain a better understanding of the anxiety response
- Understand the stages of flight preparation
- Review strategies for coping with anxiety
- Learn a cognitive approach for managing fear
- Complete a skill practice in managing anxiety

[Return to Table of Contents](#)

Stress Management

Living with Guilt

Audience: *General audience* Time: 1.5 - 2 hours Order Code: **GSLG**

Description: This training help people better understand how guilt affects their own lives and shows how they can reduce its negative impact. Guilt is a powerful emotion that not everyone is comfortable talking about.

Objectives:

- Identify typical sources of guilt for working adults
- Describe how guilt can impact your life
- Become familiar with strategies for handling work and home commitments to reduce guilt
- Practice a few useful techniques for coping with guilt
- List the benefits of learning about living with guilt

Managing Job Stress: A Guide for Leaders

Audience: *Supervisors or managers* Time: 1-1.5 hours Order Code: **SMJS**

Description: Evidence suggests that stress is “bad for business” and this training will help those who have to manage others during stressful times. This course is intended to help leaders recognize the causes and symptoms of job stress as well as provide them with a thorough and diverse set of tools for managing stress in the workplace. The EAP is highlighted as an effective partner when it comes to dealing with job stress and its impact.

Objectives:

- Define job stress
- Recognize warning signs of job stress
- Utilize practical suggestions to reduce employee’s stress levels at work
- Partner with the Workplace Support Team and the Assistance Program when dealing with employee stress

Managing Stress in the Workplace for Employees

Audience: *Employees* Time: 1 - 1.5 hours Order Code: **SMWE**

Description: This training provides a thorough and diverse set of tools for managing stress in the workplace and avoiding work-related exhaustion. In this training, work stress is discussed in terms of the tension that results when a person feels they do not have enough time to accomplish what needs to be done. Work-related exhaustion is a specific term used for any situation in which work stress exceeds the capacity of an individual over time. The less time there is in relationship to the demands, the greater the stress and the more likely one is to experience exhaustion.

Objectives:

- Identify personal stressors and how to positively respond to each stressor.
- Explain 4 choices for handling stress – Accept, Avoid, Alter, Adapt – and when to use each.
- Describe the concept of detached concern.
- Develop a S.M.A.R.T. action plan.

[Return to Table of Contents](#)

Stress Management

The Mind-Body Connection

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: GSMB
Description:	Stress can be a tremendous detriment to our physical and mental health. Understanding the mind-body connection as well as the importance of keeping ourselves in a relatively calm state in order to lower our stress level are all part of this very relaxing training. Stress management techniques including relaxation exercises will be demonstrated and practiced throughout the training.		
Objectives:	<ul style="list-style-type: none">• Experience connections between mind and body• Practice breathing as a stress reduction technique• Learn how to recognize and manage stressful work situations• Recognize the benefits of relaxing your mind and body at work		

More than the Blues: Talking to Family and Friends about Depression

Audience:	<i>General audience</i>	Time: 1.5 - 2 hours	Order Code: SMTB
Consulting Notes:	This program can not by itself resolve issues for a clinically depressed person or after serious post-traumatic events, especially immediately after such events. It cannot take the place of a Critical Incident Stress Debriefing (CISD). It does not provide diagnosis. Due to the nature of this topic, concerned participants should consult with their health care providers for more information.		
Description:	The U. S. Surgeon General’s office reports that at least one in every twenty of us— some 19 million Americans—suffer from clinical depression each year. Depression is more than just ‘feeling blue,’ which all of us may experience at times. Depression can interfere with our ability to enjoy work and family life, and without treatment, symptoms can last for weeks, months, or years. Far too many people fail to get treatment, in some cases because of the social stigma or a lack of understanding about the nature of depression. Depression is also a major public health issue, costing \$60 billion a year worldwide in measurable costs such as medication and therapy. Because depression is treatable, often with full recovery in a large majority of cases, the goal of this training is to raise awareness and give people a sense of how to approach loved ones about their situation. Participants do not have to be experiencing depression themselves to benefit from the workshop. Also, participants will learn what depression is, how it is treated, and what resources are available for help.		
Objectives:	<ul style="list-style-type: none">• Understand the nature and types of depression, its causes, risk factors and types of treatments• Recognize when help is needed• Identify helpful resources• Learn to approach family and friends in a caring, effective way		

[Return to Table of Contents](#)

Stress Management

Procrastination

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: SPRO
Description:	Procrastination is a habit, not a fatal flaw. It takes persistence to change, but it can be done. In this training, participants begin to understand how they get into the procrastination trap, and what they can do to help themselves out. Even a small step toward a decision or goal—typically what procrastinators have a hard time accomplishing—is important because that one step may start the individual on a new journey and inspire other steps.		
Objectives:	<ul style="list-style-type: none">• Identify the reasons behind procrastination.• List the ways you procrastinate.• Describe and utilize strategies to avoid procrastination.		

Purposeful Productivity

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: SMPP
Description:	Are you as productive as you'd like to be? If not, this training is meant for you. In addition to dispelling the myths of multi-tasking and why it isn't as productive as we've been led to believe, this training will address specific techniques for managing our time at work more purposefully (and our time at home as well). Additional resources will be provided at the end for those who want to continue learning about time management techniques beyond the classroom.		
Objectives:	<ul style="list-style-type: none">• Explain the myths of multi-tasking.• Understand what our "work" consists of in order to manage it better.• Demonstrate specific techniques for purposeful productivity.• Refer to other resources to help us manager ourselves with respect to time.		

[Return to Table of Contents](#)

Stress Management

Understanding Grief and Loss: Responding to Grief in the Workplace

Audience:	There are two versions of this training: <i>Employee version</i> <i>Supervisor version</i>	
Time:	1.5- 2 hours (Employee version) 2- 2.5 hours (Supervisor version)	Order Code: SGRF
Consulting Notes:	Important note: this program is not by itself a solution for serious post-traumatic events, especially immediately after such events, i.e., it cannot take the place of a Critical Incident Stress Debriefing (CISD). The objective of this seminar is to support employees who may be experiencing general difficulties with their own or a co-worker's loss.	
Description:	When loss and grief find their way into the workplace, it can be awkward and uncomfortable for employees. They want to do the right thing for themselves and their colleagues, but often do not know what that is, particularly when everyone is conscious today of boundaries in the workplace. Supervisors and managers also want to be supportive and sensitive to an employee who has experienced a significant loss but are also aware of a need to address performance and productivity issues. The supervisory segment of the training gives managers tools to balance productivity needs with appropriate support for the grieving employee and other staff. One of those tools is Workplace Support Services, with consultants who can advise and coach supervisors through a difficult workplace situation.	
Objectives:	<ul style="list-style-type: none">• Gain a better understanding of the impact of grief on the personal and professional lives of individuals and their coworkers• Learn new ways to support others, including coworkers, who have recently experienced loss• Get information about resources available through your assistance program to support company employees and dependents in a variety of personal and workplace issues, including grief• (Supervisor version only) Learn how to balance the need for productivity with the desire to be caring and supportive, both of the employee who is grieving and other staff who may also need support	

Anger Awareness

Audience:	<i>General audience</i>	Time: 1 hour	Order Code: SMAA
Consulting Notes:	This program can not by itself resolve serious departmental situations, e.g., if the level of anger has led to a threat of violence. Other interventions such as a Critical Incident Stress Debriefing (CISD) or consulting interventions may be more appropriate.		
Description:	Everyone gets angry sometimes. But if you have a hard time controlling your anger or easily “blow your top,” you may be placing yourself or someone else in danger. Anger is dimensional, or complex, and this workshop focuses on how to increase your awareness of your anger and use it in a positive way.		
Objectives:	<ul style="list-style-type: none">• State the five dimensions of anger.• Understand how the five dimensions can be used to control anger.• Apply anger management techniques in both personal and professional situations.		

[Return to Table of Contents](#)

Trauma

After A Critical Incident: A Manager's Guide (2 hours)

Audience: *Managers/Supervisors* Time: 2 hours Order Code: **TCIL**

Consulting Notes: **Important note:** We recommend that this 2 hour training be presented to managers even if a critical incident has not occurred in the workplace. This way the training can serve as an orientation to the Critical Incident Stress Management services (CISM) services available to managers rather than as a response to a critical incident after it has occurred.

The key difference between this training and the shorter version (described on the next page) is that this training includes separate slides and activities for each type of Critical Incident Stress Management (CISM) service we provide. This way, participants get to learn which type of CISM service is appropriate for each particular type of critical incident in the workplace.

Description: This training provides a detailed overview of the services available to managers in the event that a critical incident occurs in their workplace. It describes what a critical incident is, outlines reasons to intervene, and offers tips on how to manage effectively after a critical incident. The training concludes with information about initiating a call to CISM services as well as what to look for in the first 72 hours following a critical incident.

Objectives:

- Describe critical incidents and the reasons for intervening
- Provide information about the full range of CISM services available through your assistance program
- Offer managers tips on key supervisory issues and how to talk with employees
- Describe the steps in making the call to your assistance program

After a Critical Incident: A Manager's Guide (1.5 hours)

Audience: *Managers/Supervisors* Time: 1.5 hours Order Code: **TCIS**

Consulting Notes: **Important note:** We recommend that this training be presented to managers even if a critical incident has not occurred in the workplace. This way the training can serve as an orientation to the Critical Incident Stress Management services (CISM) services available to managers rather than as a response to a critical incident after it has occurred.

Description: This training is a general guide for managers about services available when a critical incident occurs in their workplace. It describes what a critical incident is and outlines reasons to intervene, how to prepare the workplace, and the range of services available to customers. Information is provided about initiating the call as well as what to look for the first 72 hours along with other supervisory issues.

Objectives:

- Describe a critical incident and the reasons for intervening
- Outline the range of CISM services available through your assistance program
- Offer tips for talking with employees and other key supervisory issues
- Describe the steps for making the call to your assistance program

[Return to Table of Contents](#)

Trauma

Dealing with the Aftermath of a Tragedy

Audience:	<i>General audience</i>	Time: 2 hours	Order Code: TDAT
Consulting Notes:	This training is appropriate in the weeks following a major tragic event, usually within four weeks . It will not work well out of the context of a traumatic event. Important Note: This program can not by itself resolve serious departmental situations, and cannot take the place of a Critical Incident Stress Debriefing (CISD). 2 hours are strongly recommended in order for participants to fully engage in this important topic.		
Description:	Although tragedies may appear to be different from one another differ in terms of the actual event (natural disasters, violence, terrorism, etc.), human reactions to the event are often very similar. Following a tragic event, many people experience a range of emotions that include shock, anger, uncertainty, anxiety, fear and hopelessness. This training provides a framework for participants to examine how a tragic event may be affecting their life and develop strategies to better cope with the emotional reactions they may be experiencing.		
Objectives:	<ul style="list-style-type: none">• Gain an understanding of the emotional impact of a tragic event• Normalize feelings• Learn strategies to cope with a range of human reactions to trauma		

Managing Work Performance after Traumatic Events

Audience:	<i>Supervisors/Managers</i>	Time: 2 hours	Order Code: TMWP
Consulting Notes:	This training is appropriate immediately following a major traumatic event (usually within 4 weeks), or as an advanced development/orientation training for leaders on this challenging topic. Important Note: This training can not by itself resolve serious departmental situations, i.e., it cannot take the place of a Critical Incident Stress Debriefing (CISD). 2 hours are strongly recommended in order for participants to fully engage in the training.		
Description:	Following a traumatic event, staff experience a variety of emotions and there are potentially certain work performance issues for managers to be concerned about , including low morale; increased absenteeism; anxiety; fear; anger; lack of concentration; and difficulty in creative problem solving. In this training, participants examine there own reactions to trauma, what reactions to expect from their staff, and learn effective strategies to cope with work performance issues.		
Objectives:	<ul style="list-style-type: none">• Understand the impact of a traumatic event on business• Prepare managers for certain reactions from employees• Provide management tools for the immediate aftermath• Provide management tools for the recovery phases		

[Return to Table of Contents](#)

Trauma

Prepared - Not Scared

Audience: *Managers/Supervisors and HR representatives*

Time: 1.5 - 2 hours

Order Code: **TPNS**

Consulting Notes: These materials were developed for the Department of Health and Human Services, Program Support Center, Federal Occupational Health Service, Contract Number 232-01-0021, and they have since been edited by Magellan Behavioral Health. This training is appropriate to help participants address their feelings to an abnormal event, and identifies practical skills to cope with the anxiety that accompanies a life-threatening event. This training stresses the importance of having a mindset of preparedness. This is not a training that has “all the answers”, but assists in identifying a plan of action for those who are in charge.

Description: As the nation continues to deal with violence, terrorism and war, work groups are facing an increasing possibility that they may experience particularly drastic situations, e.g., where they must remain in a state of quarantine, or shelter-in-place, for extended periods of time. Because of a range of possible terrorist scenarios, employees are likely to have heightened concerns for personal safety, they may have greater need to make contact with family, and the management of their emotional reactions may be a necessary part of their survival. People in some other nations have lived for years with the ongoing uncertainty of what a day might hold. Their experience and research after September 11 and other life altering occasions have given us some information that allows for useful planning. One observation suggests that the behaviors of leaders can make a significant difference in the work environment during and following a traumatic event. Visibility, communication, and formulating a plan are key components to effective leadership during times of crisis and trauma. This training will consist of three key interactive elements: (i) Discussion/Overhead Presentation, (ii) A Small Group Exercise, and (iii) A Full Group Discussion.

Objectives:

- Learn behaviors typically displayed when safety is threatened
- Review what was learned from previous terrorist events
- Identify skills to keep self and others functional
- Learn behavioral emergency preparedness tips

[Return to Table of Contents](#)

Workplace Risk Management

Bullying and Harassment: The Workplace Responds

Audience:	<i>Managers/Supervisors</i>	Time: 1 hour	Order Code: LDBH
Description:	The workplace can not tolerate employees who contribute to or create an abusive work environment through bullying and harassing colleagues. Leaders will learn about the impact that bullying and harassment can have on the workplace and will explore strategies to prevent or address bullying and harassing behaviors. It is recommended that a representative of the company's Human Resources Department be present during this training to discuss your company specific policy on harassment and abuse.		
Objectives:	<ul style="list-style-type: none">• Characterize bullying behaviors, harassment and abusive work environments• Support a bully-free, harassment-free workplace• Describe your employers' policy on workplace bullying and harassment		

Enter at Your Own Risk: The Lure of the Internet and Implications for the Workplace

Audience:	<i>Managers/Supervisors</i>	Time: 1 hour	Order Code: LDIA
Description:	Access to the internet has become a necessity for a majority of the workplace and provides employees with valuable access to timely information. However, it also provides an opportunity for abuse in the workplace. Employees now have at their fingertips, 24 hours a day/7 days a week, access to internet gambling, pornography, and/or inappropriate e-mail communication. Leader's will learn to recognize the signs of possible internet abuse in the workplace and will explore strategies to prevent and address possible internet abuse/misuse.		
Objectives:	<ul style="list-style-type: none">• Define addictions• Describe factors involved in internet abuse/addiction• List implications for the workplace• Identify resources		

Helping the Stressed or Depressed Employee

Audience:	<i>Managers/Supervisors</i>	Time: 2 hours	Order Code: WSDE
Description:	Stress is emerging as a leading health risk of the 21st century and as a serious hazard in the workplace. Disabling stress has doubled over the past six years in the United States, with one million people absent from work every day due to stress-related problems. As a supervisor, you may notice that some employees seem less productive and reliable than usual—they often call in sick or arrive late to work, have more accidents, or just seem less interested in work. These individuals may be suffering from stress or depression-related symptoms. While it is not your job to diagnosis an employee, this training will help you understand and identify these signs and symptoms as well as learn more about how the assistance program can be an important ally.		
Objectives:	<ul style="list-style-type: none">• Recognize warning signs of stress• List symptoms of depression• Understand the impact of stress/depression on the workplace• Utilize the EAP as needed to address performance issues		

[Return to Table of Contents](#)

Workplace Risk Management

Intimate Partner Violence – The Workplace Responds

Audience: *General audience* Time: 1.5 hours Order Code: **WIPV**

Description: According to the Centers for Disease Control (CDC), annually, approximately 1.5 million women and over 830,000 men are victims of intimate partner violence. Even though intimate partner violence has been found to have a far-reaching effect on American's working lives, not enough is being done in the workplace in response to this crisis. This training is a step towards empowering anyone directly or indirectly impacted by partner violence to be proactive and do something about it. This program is designed to train employees and supervisors how to recognize and respond to intimate partner violence in the workplace. It makes a case that educating all employees about partner violence is "good for business" and makes work safer for everyone. Participants will leave this training with a better understanding of this crisis as well as resources to share with anyone in their life who may be impacted by abuse.

Objectives:

- Define intimate partner violence
- Describe the prevalence and impact of intimate partner violence
- Name the types of intimate partner violence
- Recognize signs of intimate partner violence
- Understand the cycle of violence
- Identify resources

Sexual Harassment--What Leaders Need to Do (Supervisors)

Audience: *Supervisors/Managers* Time: 2 hours Order Code: **WHAL**

Consulting Notes: **This training is not intended as specific or legal advice on any situations in your workplace. Consult your legal department and your Human Resources representative for legal advice and policy guidelines. A company representative must be present at the training to answer policy-related and procedural questions.** Your company policies on sexual harassment may be stricter than the law and EEOC guidelines require. **Please provide a copy of your company policy with the initial training request.** 2 hours is recommended for this important topic. Additional consulting charges (fee-for-service or deducted training hours) will apply for more extensive customization or for more extensive trainer preparation and/or consultation with company personnel. Trainings presented in less than the recommended time may necessitate elimination of certain materials such as practical application exercises, participant discussion, or relevant conceptual content, or alternately, may require the trainer to accelerate delivery.

Description: Although sexual harassment has long been defined and declared illegal, problems concerning the prevention and handling of sexual harassment continue to plague managers, supervisors, employees, and businesses. All managers need to understand the specific actions they can take to reduce exposure to lawsuits and liability, and harm to persons. This training is designed to help them recognize and prevent sexual harassment in the workplace. It will give them valuable tools to help eliminate the emotional and economic problems associated with sexual harassment. *It is not intended as specific or legal advice on any situations in your workplace. Contact your legal department and your Human Resources representative for legal advice and policy guidelines.*

Objectives:

- Review the legal definition of sexual harassment
- Differentiate between situations that meet the legal definition of sexual harassment and those that do not.
- Specify preventive and corrective measures to protect you, your organization and your employees from sexual harassment claims

[Return to Table of Contents](#)

Workplace Risk Management

The Trouble with Sexual Harassment (Employees)

Audience:	<i>Employees</i>	Time: 1.5 - 2 hours	Order Code: WHAE
Consulting Notes:	This training is not intended as specific or legal advice on any situations in your workplace. Consult your legal department and your Human Resources representative for legal advice and policy guidelines. A company representative <u>must</u> be present at the training to answer policy-related and procedural questions. Your company policies on sexual harassment may be stricter than the law and EEOC guidelines require. Please provide a copy of your company policy with the initial training request. 2 hours is recommended for this important topic. Additional consulting charges (fee-for- service or deducted training hours) will apply for more extensive customization.		
Description:	Although sexual harassment has long been defined and declared illegal, problems concerning the prevention of sexual harassment in the workplace continue to plague employees and companies. All employees need to understand the nature of sexual harassment and specific actions they can take to reduce its incidence. This training provides a general overview of the topic and is designed to raise awareness and to help you recognize and prevent harassment. It provides tools to help eliminate the emotional and economic problems associated with harassment.		
Objectives:	<ul style="list-style-type: none">• Review the legal definition of sexual harassment• Differentiate between situations that satisfy the legal definition of sexual harassment and those that do not• Examine different attitudes in the workplace based on gender• Identify the participants' own reactions and those of others, to sexual harassment• Specify preventative measures to protect you and your organization		

Valuing Diversity in the Workplace

Audience:	<i>General audience</i>	Time: 1.5 hours	Order Code: WVDW
Consulting Notes:	This training is beneficial as part of a standard diversity initiative, not as a part of a response to an adverse incident at the jobsite. If there is reason to believe that this would be an even moderately emotional subject for the participants, customers should consult with their account representative about more appropriate options.		
Description:	This training is meant to reinforce a general organization-wide diversity initiative. The workforce is changing rapidly and it is advantageous to address the issue of diversity proactively. The course defines diversity and stereotyping, explains why it is beneficial for each of us to value diversity in the workplace and provides tools for becoming agents of change and developing effective working relationships with others.		
Objectives:	<ul style="list-style-type: none">• Define diversity.• Understand why it is important to value diversity.• Define stereotyping.• Describe how to become a change agent.• Acquire tools for developing effective working relationships with diverse people at work.		

[Return to Table of Contents](#)

Workplace Risk Management

Workplace Violence: Assessing and Preventing

Audience:	<i>Supervisors/Managers</i>	Time: 2.5 - 4 hours	Order Code: WAPR
Consulting Notes:	2.5 hours minimum is strongly recommended for this important topic. 15-30 additional minutes is required for a company representative to answer questions and review company policies and procedures with supervisors regarding potential or actual violence in your workplace. If given six to eight weeks lead-time, Customer Training can customize a written scenario and response based on company policy and a real incident or specific employee concerns. Additional training time is required for such scenarios. Consulting and development fees apply. Customers should notify their account representative if a customized scenario is desired.		
Description:	Workplace violence has become a source of uncertainty and an important topic for all companies. In this training, managers learn the warning signs of potential violence, and that documenting and reporting incidents of potentially violent behavior is critical to maintaining a safe workplace. Participants review procedures for reporting incidents to the organization and focus on appropriate ways to intervene with a potential troubled employee.		
Objectives:	<ul style="list-style-type: none">• Identify the full spectrum of violence that can occur in the workplace• Recognize potentially disruptive or violent behaviors• Help prevent workplace violence through cultural shaping and sound policy• Intervene successfully when threats or occurrences happen		

Workplace Violence: Intolerable at Every Level

Audience:	<i>Employees</i>	Time: 2.5 - 4 hours	Order Code: WIEL
Consulting Notes:	2.5 hours minimum is strongly recommended for this important topic. An additional 15-30 minutes is required for a company representative to answer questions and review company policies and procedures regarding potential or actual violence in your workplace. With six to eight weeks lead-time, will customize a written scenario and response based on company policy and a real incident or specific employee concerns. Consulting and development fees apply. Customers choosing this option should add 30 minutes to the training time.		
Description:	“Violence has become a reality for virtually any type of workplace and any type of employee—creating an increasingly pervasive sense of vulnerability among the American workforce. Workplace violence can have devastating effects on the productivity of organizations and on the quality of life of employees. The reality and risks of this growing category of violence must be examined with serious consideration given to what can be done by employers, supervisors, employees, and community resources.” Quote from U.S. Department of Justice, <i>1999 National Victim Assistance Academy handbook</i> , Chapter 21, Section 5. This training helps to increase employee awareness of this topic in order to support a safer work environment.		
Objectives:	<ul style="list-style-type: none">• Increase employee awareness of workplace violence as an issue• Recognize warning signs when co-workers pose risk to the safety of others• Explore ways to prevent volatile incidents from escalating• Support a safer, more secure workplace environment		

[Return to Table of Contents](#)

On-Line Training Program Descriptions

Alcohol & Drug Awareness	Designed to help participants identify the steps to take if they witness the symptoms of drug and alcohol abuse in the workplace.
Business Ethics	Explains how the values of an organization drive its policies and explains principles for resolving ethical dilemmas.
Diversity	Addresses workplace differences and emphasizes the need to value diversity, examine assumptions, and take personal responsibility.
Employee Orientation	This training helps you gain a better understanding of your Magellan program and how it can be used.
Privacy	This course discusses the rights and responsibilities of all parties in using and protecting the confidentiality of healthcare information.
Sexual Harassment	Designed to help participants recognize and prevent sexual harassment.
Supervisor Orientation	Gives a better understanding of your employee assistance program and how it can be used as a management tool.
Workplace Violence	Examines the spectrum of violence and offers managers and employees a framework to discuss and address workplace violence issues.
Are You Managing Time or is it Managing You?	Approaches time management from a limit-setting perspective that allows individuals to reduce their stress levels.
Back to Work After Having a Baby	Takes the reader through the necessary steps to accomplish a smooth reintegration into the workforce after having a baby.
Drug & Alcohol Prevention, Strategies for Parents	Gives parents tools to detect if their children are using alcohol and drugs and to prevent this from happening.
Emotional Intelligence	Defines Emotional Intelligence, demonstrates how important it is in every aspect of our life, and provides the reader with basic tools to manage it successfully.
How to Survive Your Child's Adolescence	Provides parents of teenagers practical guidelines to interact with their children, as well as developmental information that will help them cope with changes in both their lives.
Planning for Professional Growth	Presents professionals at any level with basic guidelines geared towards effective career management.
Stress Management	Participants will learn the definition of stress, the significance of the body's signs of stress, ways to manage stress to reasonable levels, and ways to lessen the effects of stress on the body.

