



EAP+Work/Life Program

2021 Resource Catalog

**Workshops for
Employees and Managers**



2021 EAP+Work/Life Program

Resource Catalog Overview

Health Advocate's EAP+Work/Life Program

gives you and your employees access to a wide variety of resources including workshops, free monthly webinars and online training courses.

Monthly Webinars. One-hour webinars are available 24/7 at no additional cost on the website. New topics are covered each month and are archived. Many webinars offer the option of a completion certificate. Please see the following Activity Guide for more information about webinar topics and other planned EAP outreach.

Online Training. Online Trainings/Courses. With over 80 self-directed online training courses, personal growth and professional development is only a click away. Courses are available 24/7 on the website and cover a wide range of topics such as Time Management, Balancing Work and Family, and Dealing with Difficult Customers. Each course is self-paced, taking approximately 45 to 60 minutes to complete. Many also include additional tips, tools, and module summaries. All conclude with a custom completion certificate.

Workshops. Typically offered for an additional cost, the workshops for employees and managers address many aspects of work/life balance, allowing participants to learn new skills, modify behaviors, improve communication techniques and utilize resources that enhance personal and professional effectiveness.

Disruptive Event Management (DEM). Our Disruptive Event Management services (DEM) deliver a customized response to worksites impacted by any event that disrupts an employees' ability to work. DEM's include: site management consultations, educationally-focused resiliency group briefings, crisis leadership consultations, and individual employee support.

Go to www.unum.com/lifebalance
(click on "Access Your EAP Benefits")

Table of Contents

Resource Catalog Overview.....	2
Online Resources.....	3
2021 Employee Workshops.....	6
2021 Manager Workshops.....	14
Disruptive Event Management (DEM)....	18

Additional Resources

Managers and employees also have access to the following resources:

- EAP+Work/Life website
(www.unum.com/lifebalance click on "Access Your EAP Benefits")
- Short-term Assistance
- Management Assistance Program
- Tip Sheets and Newsletters
- Turnkey Communications



For more information contact your training coordinator
at **800.854.1446** or **Workshops@HealthAdvocate.com**.



Access Online Resources

Log On and Learn! Check out our online offerings such as trainings, articles, webinars, courses and more to help make your job and life easier and less stressful.

Log onto your member website at www.unum.com/lifebalance (click on “Access Your EAP Benefits”) to access these EAP+Work/Life resources.

- **Access to locators** for Childcare, Eldercare, Pets, Adoption, Education and Volunteer Services in your area.
- **90+ webinars from leading experts** on topics such as “Conflict Resolution in the Workplace”; “Embracing Life’s Challenges”; and “Maintain a Healthy Work/Life Balance”. A new webinar is added each month! They are approximately 45-60 minutes in length and many conclude with a custom completion certificate. A list of the most recent webinars can be found on the following pages.
- **Information and resources** on Budgeting, Debt, Bankruptcy, Estate & Retirement, Investing, Taxes, and more. Interactive calculators available.
- **Topics covering** Contracts, Bankruptcy, Divorce, Custody, Real Estate, Wills & Estates, and more. Access to the most commonly used forms.
- **80+ training courses!** Self-paced courses take approximately 45 to 60 minutes and conclude with a custom completion certificate. Please see the following pages for a list of current courses.

A banner image at the top of the page shows a man on the left and a woman on the right, both using laptops. A small white dog is sitting between them. A large blue circle with the text 'Online Webinars' is centered over the image.

Online Webinars

New webinars are added at the beginning of each month. Members can also access over 90 archived webinars. Webinars cover a wide range of topics and are approximately 45-60 minutes in length. Many conclude with a custom completion certificate (as noted next to title on the site). A list of the most recent webinars is below. To see the full list, please go to the Archived Webinars section on the Webinars page on your EAP+Work/Life site at www.unum.com/lifebalance (click on “Access Your EAP Benefits”).

- Achieving a Respectful Workplace
- Clear Your Clutter: A Comprehensive Guide
- Conflict Resolution in the Workplace
- Digital Distraction
- Diversity in the Workplace
- Do Your Bucket List: 7 Ways to Up Your Focus on Things that Matter
- Drugs and Addictions
- Embracing Life's Challenges
- Fixing Our Broken Sleep
- Funding College: 5 Steps Every Family can use to Build a Successful Plan
- Identity Theft
- Maintain a Healthy Work/Life Balance
- Master Your Mind: Emotional and Physical Health Connections
- Mastering Workplace Etiquette
- Money is Emotional: Prevent Your Heart from Hijacking Your Wallet
- Multi-generational Caregiving
- Putting Out the Fire: Preventing and Managing Burnout
- Resilience in Times of Change
- Saving for the Future
- Staying Motivated
- Tax Savings Strategies
- Uncovering Unconscious Beliefs

Online Trainings/Courses

Members can access over 80 online training courses 24/7 on the website! Courses cover a wide range of topics (list below) and conclude with a custom completion certificate. Each course is self-paced, taking approximately 45 to 60 minutes to complete. Many also include additional tips, tools, and module summaries. Log onto your member website at www.unum.com/lifebalance (click on “Access Your EAP Benefits”) and go to the Resources page to access these trainings/courses.

- Achieving Personal Goals
- Anger Management
- Applying Emotional Intelligence in the Workplace
- Applying Leadership Basics
- Appreciating Personal Differences
- Attention Management
- Balancing Work and Family
- Basics of Effective Communication
- Basics of Effective Selling
- Becoming an Effective Team Member
- Building a Successful Team
- Building Strong Customer Relationships
- Business Ethics
- Business Writing
- Business Writing Basics
- Change Management
- Choosing a Childcare Provider
- Civility In The Workplace
- Closing the Sale
- Communication Strategies
- Coaching and Counseling
- Conducting a Performance Review
- Conflict Intervention
- Conflict Resolution
- Creating a Strong Leadership Team
- Creating an Effective Sales Team
- Creative Problem Solving
- Dealing with Difficult Customers
- Dealing with Violence in the Workplace
- Delegating
- Developing Critical Thinking Skills in Children
- Developing a Strategic Plan
- Discharging Employees
- Disciplining and Redirecting Employees
- Emotional Intelligence
- Executive-to-employee Communication Strategies
- Financial Basics for Non-financial Managers
- Goal Setting and Getting Things Done
- Guardianship Decisions for Elderly Loved Ones
- Health and Wellness
- Improving Mindfulness
- Increasing Self-Awareness
- Intercultural Business Etiquette
- Interpersonal Skills
- Interviewing Job Candidates
- Interview Skills for Job Candidates
- Leading Effective Meetings
- Leading Effective Teams
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Managing Stress
- Managing Your 401(k)
- Mastering Cold Calls
- Motivating Employees
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Office Politics for Managers
- Organizing Your Workspace
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Presentation Skills
- Preventing Sexual Harassment for Employees (Non-AB 1825 Compliant)
- Preventing Sexual Harassment for Leaders (Non-AB 1825 Compliant)
- Providing Effective Feedback
- Qualifying Sales Prospects
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Recognizing and Responding to Signals of Violence
- Recognizing Employee Performance
- Setting Performance Goals and Expectations
- Social Intelligence
- Social Media in the Workplace
- Solving Problems as a Team
- Stress Management
- Succeeding as a Supervisor
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Time Management
- Understanding and Using Contracts
- Valuing Diversity
- Workplace Diversity



2021 Employee Workshops

As part of your EAP+Work/Life Program, Health Advocate offers fully-customizable workshops for employees that provide practical knowledge and useful strategies to help with problem-solving and improving relationships. The workshops are typically available for an additional charge. To schedule a workshop, contact your training coordinator at 800.854.1446.

A Healthier You: How Mental Health Affects Physical Health (1 hour; NEW!)

There is more and more growing evidence of the connection between our mental health and our physical health. How can we be more focused on the areas that can impact across mind and body? Recent wellness studies show the interconnection between fitness, nutrition and mental health. Examples include emotional under or overeating, depression following a medical diagnosis, how exercise can improve mood, etc. Learn to be empowered to make better choices for a healthier you...even during times of stress! This workshop takes a look at your health— from the inside out, by exploring the connection between mental and physical health.

Anger Management (1 hour)

Anger is a completely normal, usually healthy, human emotion. When it gets out of control and turns destructive, however, it can lead to problems at work, in personal relationships, at home, and in the overall quality of a person's life. This workshop helps participants understand common styles of expressing anger such as passive, aggressive, and passive/aggressive. It also explores more effective means of expressing anger and how to respond effectively to other people's anger.

Assertiveness (1 hour)

Assertiveness is the ability to confidently express one's thoughts, feelings and actions without negatively impacting others. This workshop outlines strategies for becoming assertive without being aggressive. Participants will learn the difference between assertive and aggressive behavior, the rules for valuing yourself and others, new skills for being assertive, and how to say "no" without offending others.

Avoiding Burnout (1 hour)

Burnout happens when an individual tries to work too hard or do too much. It can lead to cognitive distortion of the importance of an issue. The final stage of the stress response is burnout, which is a concern for employers who want to maintain employees' productivity at work. This workshop is designed to teach employees about the physiological and emotional dangers of stress and burnout, as well as help them develop effective coping techniques.

Balancing Work/Family/Life (1 hour)

Balancing your work and home life can seem impossible in our busy world. Feelings of guilt and turmoil are stirred by the demands of work and home, and the lack of personal time and time for family and friends. Through open discussion, this workshop outlines how to work toward attainable personal and professional goals, while reducing stress levels. It also offers effective workday tips for reducing discomfort and guilt, and successfully “keeping it all together.”

Being an Effective Team Member (1 hour)

Team building has been recognized by many organizations as a key factor in providing quality service and remaining competitive in today's market. The strongest team members can contribute in significant ways to their employer's profitability. By improving their own productivity while contributing creative ideas, team members play a key role in helping to retain customers as well as talented team members. This interactive seminar focuses on the individual responsibility of each team member and their effectiveness. The facilitator will define the purpose and characteristics of teams, discuss individual behaviors that contribute or detract from team success, and discuss specific tips and techniques to be a more effective team member.

Bullying in the Workplace (1 hour)

Unfortunately, for some people, bullying does not stop on the playground. This workshop defines bullying, provides startling statistics of its impact, and helps identify the different signs and types of bullying in the workplace. Strategies are presented to help employers and employees effectively combat this dangerous and child-like behavior in the workplace.

Business Etiquette (1 hour)

What is business etiquette, and what are the potential problems for workplaces that ignore this expectation? This workshop reviews skills that staff in all work settings must learn to adopt. Topics covered include best practices for telephone, cell phone and email communication, dressing for success, and avoiding cross-cultural pitfalls. It also stresses the importance of professionalism in the workplace.

Caring for the Caregiver (1 hour)

Few people are prepared for the responsibilities and tasks involved in caring for the elderly, and many do not have a choice. The primary necessity of being a good caregiver is learning to take care of yourself. This workshop outlines strategies for caring for the caregiver. It will help participants understand the types of caregiver stress, review and prepare a checklist for the care-receiver and caregiver, and learn tips and coping strategies for the caregiver. The workshop reviews the grieving process, as well as the Caregiver's Bill of Rights.

Civility: Professionalism in the Workplace (1.5 hours)

This workshop defines what civil behavior is and is not, and clarifies why it is important in the workplace. Participants test themselves to determine if they contribute to a disrespectful culture, understand how to identify what makes a behavior perceived as civil or uncivil, and learn practical ways to create an environment of mutual respect in the workplace.

Communication Improved; Conflict Reduced (1.5 hour)

Effective communication is essential not only for our professional life, but for our personal life as well. This interactive workshop focuses on non-verbal communication, active listening and barriers to effective communication. It explores how we can learn to effectively resolve conflicts more productively and prevent conflict from occurring, with a greater understanding of our conflict styles and methods of communication.

Compassion Fatigue: Helping Those Who Help Others (1 hour)

When caregivers focus on others without practicing self-care, destructive behaviors can surface. According to the latest research, Compassion Fatigue is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a secondary traumatic stress for the helper. This workshop will help those who help others learn how to avoid burnout, how to recharge and re-energize and how to practice self-help. This is appropriate for general caregivers, healthcare workers, as well as first responders. Participants will leave this session with concrete strategies designed to promote optimal well-being while engaged in the service occupations or in caregiving with a loved one.

Conflict Resolution (1 hour)

When people come together they bring their differences with them, and it is inevitable that conflicts will occasionally occur. Dealing with interpersonal conflict is an essential job skill. This workshop encourages employees to identify their individual conflict management styles, as well as the characteristics of different styles that are present in coworkers. Employing active listening and speaking with intent can increase open and effective conflict resolution, as well as lead to a more productive work environment.

Coping With Change (1 hour)

Change in the workplace is inevitable. However, a changing environment can often produce stress or anxiety. Change and the resulting stress derive from both positive and negative events. This workshop explores the various stages of change, and steps employees can take to achieve acceptance. Through awareness, participants can increase their ability to cope with change in both their professional and personal lives.

Coping With the Effects of Shift Work (1 hour)

Shift work can cause employees to have physical problems and mental fatigue. Statistics reveal that ineffective coping with the effects of shift work can lead to higher rates of substance abuse and divorce, and the potential for mental and emotional problems. This workshop offers tips on effectively dealing with the physiological and psychological aspects of shift work, so employees can improve their quality of life at work and at home.

Creating a Positive Outlook (1 hour)

If positive energy is so important, and we all agree that the research demonstrates that it works, then why aren't people more positive? Why aren't people skipping through the halls, smiling at their coworkers and loving their jobs? This workshop provides tools to help participants live life in a more positive way, even when faced with negative people and experiences. They will better understand the causes of negativity, learn how self-talk affects attitudes, and gain tips to be their best selves possible!

Customer Service in the Schools (1 or 1.5 hours)

School personnel are often required to solve problems and handle multiple challenges, while remaining calm and professional. Whether dealing with parents, teachers, administrators, or representatives from other schools, participants will address barriers to communication, and identify ways to become an active listener and project a polished phone voice. They will also gain tools to help them present a confident, credible, and capable image.

Dealing With Difficult People (1.5 hours)

We all work with a variety of personalities in the workplace. Coworkers or clients who are difficult or impossible to work with can affect your job and productivity. Effectively coping with difficult people is an invaluable skill. This workshop addresses how focusing on the issue, not on the anger or strong emotions conveyed by others, can lead to a more productive work environment. Clear and open communication, as well as customer satisfaction, can be increased through active listening and being more assertive in difficult situations.

Dealing With Emotional Callers (1 hour)

Customers are people with a multitude of personality traits. They have expectations as consumers that range from the easily satisfied to the almost impossible to satisfy. When a customer is going through a particularly difficult or emotional time, these behaviors can be compounded and may have an emotional impact on the employee receiving the call. The expectation that we can be immersed in suffering and loss or highly emotional calls and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet! This training helps those in call center roles particularly understand customer expectations during difficult times, explains the stages of grief and loss, suggests ways for supporting customers who are emotional, how to use de-escalation techniques using head and heart and finally provides resources for critical self-care for the employee to be able to cope and avoid unhelpful reactions.

Developing a Customer-Focused Attitude (1 hour)

It is critical to evaluate the effectiveness of our customer service skills. Not only do we deal with the external customer, but we also spend time interacting with internal customers, our coworkers. This workshop includes a self-test, which helps participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing a difficult situation and “five foundations for a successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

Digital Distraction: When Technology Takes Over! (1 hour)

Digital distraction or “information addiction” is a timely topic that can help employees increase their awareness of their time spent online whether engaging in social media, surfing the internet, gaming, checking messages compulsively, spending time on dating sites, etc. When does technology move from being a tool to taking over a person’s life? This seminar increases awareness of this modern dilemma while sharing specific strategies for employees to consider in order to experience a more balanced life where technology enhances versus detracts from being their best on the job, spending quality time with family and friends, and/or enjoying hobbies and other interests outside of the virtual world.

Domestic Violence Awareness (1 hour)

This workshop is designed to raise awareness regarding this serious societal problem. Startling statistics demonstrate the impact of domestic violence not only on the victims, but also the ramifications for everyone in their lives, including coworkers. Participants are educated about steps they can take to prevent or curtail instances of domestic violence.

Drug- and Alcohol-Free Workplace Training for Employees (1 hour)

Absenteeism, low productivity and on-the-job accidents that result from substance abuse in the workplace can threaten an organization's bottom line, as well as the emotional and financial stability of everyone involved. Almost three out of four substance abusers hold jobs. They are five times more likely than other workers to injure themselves or their coworkers. This workshop provides important information on substance abuse and its impact on the workplace, families, and society. Participants will also learn the latest information on the newest devastating epidemic of opioid addiction. **Additional rate may apply.**

Emotional Well-Being For Employees (1 hour)

This presentation is designed to build awareness of overall emotional well-being and the impact in the workplace and provide tools to identify stressors and signs. It is not intended to diagnose or treat a mental health issue. We will discuss the stigma surrounding mental illness, what emotional health is, review signs, symptoms, and behavior changes, and share resources for those seeking help. We will also debunk myths of depression and suicide and discuss ways to help someone you may be concerned about by referring to EAP and professional resources.

Employee Orientation to EAP and Work/Life Website Services (.5 hour)

Occasionally, all of us are troubled by personal, family or work problems. These concerns may be minor. However, if they weigh on your mind, they can affect your relationships and daily work performance. Before that happens, it's wise to seek help. This workshop provides an overview of the Employee Assistance Program (EAP) benefit, and the numerous ways that the EAP can help. We also review the Work/Life website, highlighting the many tools and resources available 24/7. Confidentiality of the program is stressed.

Grow Where You Are Planted: Making the Best of Situations (1 hour)

There may be times when we wish things were different at work and/or in our home life. Sometimes it's time for a change, and other times it isn't. How do we know when to accept things as they are, or when a change in perspective is needed? Do your employees want to be promoted faster, or are they restless? This seminar explores the typical flow of human reactions and responses, and suggests practical tips for enjoying whatever stage participants are experiencing. Proven strategies such as gaining clarity, brainstorming creatively, re-framing and parallel paths are some of the useful tools participants will learn about.

Managing Holiday Stress (1 hour)

Stress is stress, but it seems to quadruple around the holidays! This workshop addresses the multiple causes of holiday stress, and provides tips on how to reduce these stressors, so participants can maintain their productivity, achieve a better balance and enjoy the holidays.

Managing Time and Setting Boundaries (1 hour; NEW!)

Whether working from home, traveling to the office, or a combination of both; the managing of time, setting boundaries, and having structure in place is beneficial to maintain consistency and reduce anxiety. Additionally, stress can be a result of not being able to manage time and/or set boundaries and is a common struggle. This session will focus on how to effectively manage time and set boundaries, by considering these basic, yet key objectives: Starting your day off on the right foot, creating a schedule, understanding when you're most productive, and the importance of setting boundaries. By having a plan in each of these areas, you will be more likely to stay healthy, happy and ready to manage these ever changing times.

Mind Your Own Business: Confidentiality, Rumors and Gossip (1 hour)

Rumors are flying. People are talking about each other, and sharing confidential issues related to other employees. Gossip can spring up in organizations for a variety of reasons. Gossip decreases productivity, distracts people from their work, creates dividers between those who work together, compromises customer service, and can cause pain and resentment for people who are the targets. This workshop presents strategies for dealing with rumors, gossip, and confidential information in the workplace.

Mindfulness (1 hour)

This workshop reviews the principles and benefits of mindfulness. What is it? How is it different from other things we have heard about how to help manage stress? Mindfulness is a practice being utilized by athletes, students, soccer moms, employees in all kinds of settings and is starting to gain traction as a very practical tool that can yield important outcomes. Why are so many finding it helpful improving their happiness, health, and productivity? This seminar includes general information about mindfulness and an introduction to activities that help participants learn how to apply helpful, stress-reducing practices in their daily lives.

Mindfulness: An Experiential Workshop (1 hour)

Mindfulness can improve concentration, focus, health, efficiency, accuracy and reduce stress. Participants will receive an overview of Mindfulness and why it is a popular topic as our society grapples with the exhaustion of multi-tasking. The facilitator will guide participants through several experiential exercises.

Power of The Positive: Cultivating Optimism (1 hour)

This session explores ways to cultivate an authentic optimism that enhances resiliency and helps individuals and groups navigate change. Participants will gain a better understanding of what optimism is and is not and, ultimately, how to put it to work in their life to influence co-workers and others to become more optimistic. The overall goal is to enhance self-assurance through the power of optimism and learn specific techniques for maintaining the awareness of the power of a positive approach to work and life.

Resiliency: Secrets of Successful Employees (1 hour)

Studies have found that when the same events happen to different people, it's the individual's response that makes a difference in terms of staying healthy, and using the experience in a positive way in order to grow and thrive—also known as resiliency. What's the secret? This seminar explores this dynamic and what we can learn from those who are successful at surviving whatever life throws their way and developing their resiliency. The good news is, resiliency can be learned, and many examples exist where it has made all the difference. Participants will leave with tips and techniques for maximizing their own resiliency and positively influencing those around them.

Respect and Harassment Awareness for Employees (1 hour)

Harassment and disrespect can have a detrimental effect on the workplace. This workshop reviews the legal definition of sexual harassment and the Title VII law. It also addresses how behaviors, attitudes or actions can escalate into potential workplace violence. Consequences of violating a company's harassment policy and the impact on both employees and the organization are reviewed. Participants will learn what constitutes harassment, why it is so hard to report it, and how it can be reported with assurance of non-retaliation, resulting in a less stressful and more productive workplace. **Additional rate may apply.**

Respect in the Workplace (1 hour)

Most employees agree that they are responsible for creating and maintaining a respectful work environment. However, do they know what that is? Do they understand the benefits that a respectful workplace provides? All employees have a right to work in a respectful work environment. This workshop addresses all of these important topics, including how environments that are more respectful, less stressful and more fun can result in improved performance and productivity.

Retirement Planning: An Emotional Perspective (1 hour)

This workshop reviews the six phases of retirement from a social perspective: everything from pre-retirement planning, to the honeymoon phase, and ultimately to reorientation and development of a new lifestyle. For many people, a major concern is how they will handle the emotional stages of retirement. How will they create a new identity? This workshop reviews all of these stages, from the imagination stage (which can begin 5-15 years prior to retirement) to the reconciliation stage (which can last up to 15 years or more after retirement).

Strengthening Your Relationship (1 hour)

We all want a strong, loving relationship, but why can it be so difficult to keep it that way? This workshop reviews what goes wrong in relationships, and explores the destructive patterns that can interfere. Participants will gain a greater understanding of how to sustain a loving, healthy, and long-lasting relationship.

Stress Management (1 hour)

It is natural to become stressed when the demands on time and energy have become too great. This can happen both at home and at work, and can severely limit productivity and effectiveness. This workshop shows the physiological stages of stress development, and its harmful effects on the body. It also addresses the defining symptoms and different sources of stress. This useful information is incorporated with helpful stress relievers and imagery techniques.

Unconscious Bias for Employees (1 hour; NEW!)

Unconscious bias is an innate part of human nature. However, when we bring these biases into the workplace, they can cause us to unintentionally make decisions that are not objective, which can impact the diversity, culture, and ultimately the success of an organization. By becoming more aware of bias in the workplace, employees learn how to “tip” the unconscious into the conscious, leading them to the first step toward reducing the negative effects in the workplace. This session will review the potential consequences unconscious bias can have on businesses and discuss strategies for reducing bias in the workplace. By exploring the different types of biases and related behaviors, employees will gain a better understanding for how to address biases in the workplace, leading to a more inclusive work environment.

Understanding Emotional Intelligence (1 hour)

Studies show that success in the workforce does not necessarily depend on an individual's IQ, but more often on their EQ—or Emotional Quotient. This workshop reviews the importance of understanding your emotional intelligence, and the differences between your EQ and IQ. It also reviews the five basic emotional competencies: self-awareness, handling emotions, motivation, empathy and social skills, as well as strategies for enhancing these competencies.

Valuing Different Generations (1.5 hour)

For the first time in American history we have four different generations working together, each bringing value in helping us to understand where we have been and where we are headed. When dealing with people, we are often dealing with different generations of people. This seminar includes a discussion of the characteristics commonly associated with each of the generations as participants learn how making the most of generational resources greatly improves teamwork.

Working through Stressful and Changing Times (1 hour)

Change is all around us, and without it we would be stagnant as individuals and organizations. We all respond differently to what we call “change,” so how can we make it work for us? This workshop examines what change means for employees and organizations, and how can they can get on the same page when discussing and understanding its attributes, benefits and pitfalls. For most people, adjusting their perception and viewpoint can help them adapt more successfully to changing roles and environments.



24/7
support

For more information about the resources available through the Health Advocate EAP+Work/Life Program, contact your training coordinator at **800.854.1446** or **Workshops@HealthAdvocate.com**.



Your EAP+Work/Life Program offers fully customizable workshops that address the special needs of managers and supervisors. These workshops are typically available for an additional charge. To schedule a workshop, contact your training coordinator at 800.854.1446.

Applying Leadership Basics (1 hour)

Applying leadership skills in the workplace, and in life, will set you apart from others as someone who is in charge, capable and driven. Being in a position of leadership puts you in a place where others watch what you do, look to you for direction and notice if your actions are in line with your beliefs. Making your intentions known will clarify the group's goals and inspire those you are directing to tune into your vision. This workshop defines what sound leadership is, discusses characteristics of effective leaders and explains what effective leaders do well. The workshop also identifies potential leadership pitfalls.

Battling Bullying in the Workplace for Managers (1 hour)

Workplace bullying is complex, because the victim does not always fall into a protected class or category, and the bully can display a wide range of behaviors, from subtle to physical. This workshop helps participants understand bullying and how it differs from harassment, and reviews the risks and cost to organizations that ignore it. It also presents a multifaceted approach to eliminating bullying from the workplace, including incorporating an anti-bullying message into the workplace culture through written policies and training, and teaching managers and supervisors how to prevent bullying and properly address it when it occurs.

Building a Successful Team (1 hour)

What is it about some teams that make them successful, while other teams are not? This session will drill down on the stages and dynamics of Team Building. The focus will be on how to get your team to FORM, STORM, NORM and PERFORM, resulting in more motivated and encouraged team members. Managers will learn the importance of respecting different opinions, approaches, styles and how to manage conflict effectively.

Coaching and Counseling (1 hour)

This workshop reviews the differences and benefits of coaching and counseling. Participants will explore case situations and determine which approach is most appropriate, as well as common early warning signs that indicate a need for intervention. The workshop also outlines tips for dealing with angry or difficult employees, as well as the necessary steps to take, including proper documentation and feedback.

Courageously Authentic Leadership (1 hour)

Authentic leadership is a leadership style that is consistent with a leaders' personality and core values. A style that is honest, ethical, and practical. At the heart of authentic leadership is the courage to be fully human, to take risks, to care deeply, and to take action even in the midst of change and uncertainty. Leadership doesn't happen without courage. In fact, leadership might be defined as courage in action. The principle of leadership is this: Before you decide to lead others, learn to lead yourself well. In this workshop, we will begin by defining authenticity, discuss the qualities one should have, and outline how to become a more courageously authentic leader.

Drugs and Alcohol—Reasonable Suspicion Training for Supervisors (1.5 - 2 hours)

Drug and alcohol abuse has a severely degenerative effect on family and social relationships. It can also have a devastating effect on finances and productivity. This workshop provides legal and policy actions that can be exercised by supervisors. General information on drug and alcohol abuse is reviewed, as well as the signs and symptoms of that abuse. Case studies are used to illustrate steps, and do's and don'ts managers can use to confront employees who they suspect of being under the influence. Barriers to confrontation and enabling behaviors are also addressed. Participants will also learn the latest information on the newest devastating epidemic of opioid addiction. **Additional rate may apply.**

Drugs and Alcohol—Training for Supervisors of DOT Regulated Employees (2 hours)

The Department of Transportation (DOT) Regulation 382.603 requires that employers ensure that any person designated to supervise an employee falling under DOT guidelines receive at least 60 minutes of training on alcohol abuse, and an additional 60 minutes of training on controlled substance use. This training is designed for supervisors and managers, to help them determine whether reasonable suspicion exists to require an employee to undergo testing. Certificates of completion are provided for each participant. Participants will also learn the latest information on the newest devastating epidemic of opioid addiction. **Additional rate may apply.**

Leadership Awareness Training (1.5 - 2 hours)

This training focuses on the role of the supervisor in the EAP referral process. The goal is to present the EAP as an effective, preventive resource for employees whose work performance is being impacted by personal problems. The training reviews the basics of the EAP, including making referrals, techniques for reaching out to employees with support, and dealing with the different reactions employees may exhibit when they are approached. It also covers obstacles to a successful confrontation and the dangers of enabling. **Additional rate may apply.**

Management and Leadership Skills (1 hour)

This workshop reviews fundamental management and leadership skills. Included are key factors in relationship building, essential communication and listening skills, as well as performance reviews and conducting performance advisory meetings. It benefits employees who have recently been promoted to a management position, as well as those with little or no formal management training.

Managing a Multi-Generational Workforce (1 hour)

Supervisors and managers are managing a more diverse generational workforce than ever before. Workers are living longer and are healthier, and some have financial considerations that are keeping them in the workforce longer. On the other end of the spectrum, millennials are also entering the workforce. This workshop reviews the values and work-related preferences of different generations, and identifies similar values and generational differences that can cause conflict in the workplace.

Managing and Motivating for a Successful Workplace (1 hour)

This workshop is designed for anyone in a position of leadership. It reviews the challenges of leading people, and identifies the characteristics of a successful supervisor. Through various role-playing scenarios, it illustrates how effective leaders approach performance issues, develop relationships and show respect during confrontations.

Managing Mental Health & Employee Well-Being (1 hour)

Mental health may be one of the last remaining taboos in the workplace. Yet many workers experience depression, anxiety or stress on the job. This shows up in absenteeism, medical claims, safety, and lower productivity. The purpose of this workshop is to increase confidence of managers when supporting an employee who may be experiencing an emotional health issue or other disruptive event. Participants will learn objective warning signs of deteriorating behavior, understand what emotional (mental) health is and is not, and how to partner with resources, including EAP, to effectively assess and address employer and employee concerns. **Additional rate may apply.**

Respect and Harassment Awareness for Managers (1.5 hours)

Harassment and disrespect can have a detrimental effect on the workplace. This workshop reviews the legal definition of sexual harassment and the Title VII law. It also reviews how unaddressed behaviors, attitudes or actions can escalate into potential workplace violence. Managers will learn what constitutes harassment, why employees have a difficult time reporting it, and mistakes managers frequently make when addressing issues of harassment and discrimination. **Additional rate may apply.**

Settling Employees in Unsettled Times (1 hour)

In today's world, we are bombarded with social media and news updates about horrific and terrifying events. As managers, we need to learn how to support employees in finding meaning in their personal and professional lives, so they can place these events in their proper perspective. Topics include how to talk to children about these events, how to stay engaged at work, how to respond to co-worker comments and coping strategies. Note: this is not an appropriate intervention for a current crisis such as an employee death, robbery, or recent traumatic event in the workplace. Rather, it is a global presentation to help employees living in uncertain times.

Unconscious Bias for Managers (1 hour; NEW!)

Unconscious bias is an innate part of human nature. However, when we bring these biases into the workplace, they can cause us to unintentionally make decisions that are not objective, which can impact the diversity, culture, and ultimately the success of an organization. As Managers, understanding how to raise employee awareness of bias and “tip” our unconscious into the conscious is the first step toward reducing the negative effects in the workplace. This session will review the potential consequences unconscious bias can have on businesses and discuss strategies for reducing bias in the workplace. Managers will explore the different types of biases and related behaviors, learn how to recognize employee bias within their organization, and understand how to address biases among themselves and employees in order to create a more inclusive work environment.

Violence Prevention in the Workplace for Managers (1.5 hours)

Violence in the workplace has become a serious problem. One way to help prevent workplace violence is to train managers on how to deal with situations which, if left unaddressed, can potentially escalate. This workshop reviews what workplace violence is, the factors that contribute to it, how widespread it is, its devastating effects and what constitutes a threat of violence. It addresses a number of early warning signs (using case studies), and provides techniques to help defuse confrontations that may become violent. It also includes strategies to lower an organization’s vulnerability to workplace violence, and how to confront a potentially violent employee. **Additional rate may apply.**



Additional Financial and Legal Topics

At an additional cost, we also provide trainings available through our Financial and Legal partners who have Subject Matter Experts that can present on **topics such as:**

- Personal Finance Fundamentals
- Long-term planning
- Credit
- Work & Money



Disruptive Event Management (DEM)

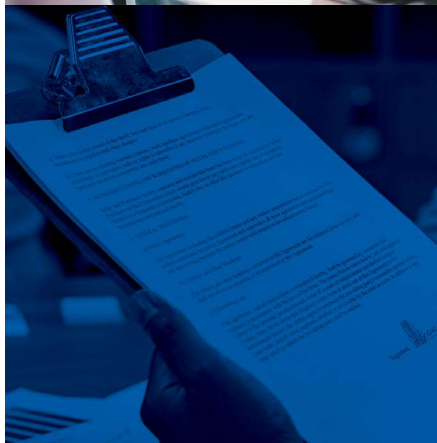
Helping with the human side of recovery



Health Advocate's disruptive event management services (DEM) deliver a customized response to worksites impacted by any event that disrupts employees' ability to work.

The central focus of DEM services is to provide support to leadership and employees, helping to create a culture of psychological safety with a concentration on maintaining productivity, returning to work and staying at work.

We conduct DEM services with the belief that people have a right to lead productive, meaningful lives. With that, we are committed to providing an objective, timely and thorough response that helps with the human side of recovery.



When Should I Request DEM Services?

- If you plan a large reduction in staff (i.e., mass layoffs, terminations)
- When an employee passes away unexpectedly (either on or off the job)
- If employees witness an on-the-job accident
- If a location is robbed, or if other violent incidents occur
- After a natural weather disaster (i.e., flood, earthquake, tornado, hurricane)

DEM Provides

- 24/7/365 support in the U.S. and Canada – same day or within 24 hours of request
- A partner for leadership to help develop an effective response plan for your company
- Help to employees with building on their natural resilience and recovery, as individuals and as teams
- Provides employees with information on self-care and coping
- Normalization of common behavioral and psychological reactions to the event
- Triage for those who might need more support for recovery

What We Do

- Site management consultation
- Educationally-focused resiliency group briefings
- Crisis leadership consultation
- Individual employee support

Better Clinicians, Better Results

Health Advocate's panel consists of over 63,000 providers covering the United States. Our rigorous credentialing process ensures that all clinicians practice in compliance with their respective state and board requirements, and must pass a criminal background check. Additionally, we invest heavily in training our clinicians, ensuring their reports and service delivery meet Health Advocate's quality standards.

Health Advocate is the nation's leading healthcare advocacy and assistance company, serving more than 12,500 clients, including many of the nation's largest companies. [HealthAdvocate.com](https://www.healthadvocate.com)

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