

2024/2025 EAP Workshop Catalogue



The BOCES EAP has developed numerous workshops which we offer to meet the emerging needs in the workplace and to assist employees with their personal and professional development. Our workshops are offered to all of our participating settings as a supplemental service at no additional cost.

Attendance at workshops is most beneficial to employees when their participation is voluntary. EAP workshops provide opportunities for staff development and support in the performance of workplace responsibilities. Depending upon the workshop selected, it may be advisable for the administrator or supervisor to refrain from attending along with their staff. EAP staff will gladly guide you in cases where this may be a consideration.

To allow all of our 90+ settings equal access to scheduling workshops, the program will limit availability (three per year) based upon the program's capacity to service our numerous sites. Subsequently, sites may be invited to attend workshops offered to blended subscriber groups i.e., two or three libraries, two different school districts, etc.

The length of most workshops can be determined by the needs of your setting, unless otherwise noted in the catalogue. Please contact our office at (631) 289-0480 if you have any additional questions or would like to schedule a workshop.

Improving Workplace Climate

- **CIVILITY IN THE WORKPLACE I**

This workshop provides a comprehensive approach on how to achieve a positive, safe and supportive working environment for all employees. Acknowledging that negativity can spread aimlessly in a work environment; we will work on a plan to help employees reduce their workplace stress and improve their relationships with coworkers.

- **CIVILITY IN THE WORKPLACE II**

Opposing workstyles, opinions and negativity can hinder a civil work environment creating stress for everyone. Conflict is created when individuals in the workplace participate in “uncivil behaviors.” Participants will learn solutions for dealing with specific discourteous behaviors ranging from gossip to passive aggressiveness. Group participation will allow attendees to practice responding appropriately to the uncivil actions of others. Find out how we can really all get along!

- **FOSTERING PROFESSIONALISM IN THE WORKPLACE**

Learning how to set clear and consistent boundaries in the workplace is essential in achieving a happy and productive work life. Your success at work is dependent upon the establishment of boundaries that promote mutual respect and a healthy balancing of interpersonal and professional behaviors. Managing workplace relationships appropriately makes the difference between a positive workplace or one filled with frustration and conflict.

- **THE POWER OF TEAMWORK**

This workshop is a fun, interactive and challenging hands-on activity. It explores cooperation, collaboration and problem-solving. Participants experience what it means to be a part of a team and how important it is to work together.

- Maximum number of participants is 30.

Workplace Challenges

- **COMMUNICATION 101: IMPACTING WORK AND RELATIONAL EFFECTIVENESS**

Listening empowers us to develop clarity in our daily communications with others. Communication can be improved significantly when we learn to convey respect and understanding by developing the skills of active listening.

- **CONFLICT MANAGEMENT**

Effectively navigating and resolving conflicts in the workplace is crucial for a collaborative work environment. Participants will learn about conflict, sources of conflict and resolution techniques to enhance employees’ interpersonal skills and improve communication.

- **DEALING WITH DIFFICULT PEOPLE: DEVELOPING STRATEGIC TOOLS**

Almost everyone can relate to the problem of having at least one difficult person in their life. Conflict with others is an unpleasant fact. Do you struggle with negative and uncooperative

people? This workshop will empower you with tips that will help you to begin to respond rather than react and/or avoid difficult personality types.

- **MENTAL HEALTH 101:
RECOGNIZING AND
UNDERSTANDING DEPRESSION,
ANXIETY AND STRESS IN THE
WORKPLACE**

The area of mental health can be a confusing and scary topic to approach. This workshop helps participants understand the difference between depression, anxiety and stress and how to help themselves and loved ones. Participants will also learn how to recognize signs and symptoms of stress and different techniques to manage these conditions.

- **EAP SUPERVISORY/UNION
REPRESENTATIVE TRAINING
ESSENTIALS**

Supervisors and union representatives play a critical role in the EAP process. They are ideally positioned to quickly identify and intervene with the employee when employees' personal difficulties interfere with the performance of their work. These issues can be managed by knowing in advance what EAP procedures can be used to meet the immediate needs of the supervisor, union representative and employee in addressing workplace issues. This training will provide the necessary skills for recognizing, approaching and referring the employee. The value of acquiring these skills eliminates resistance, confusion and ambiguity often associated with approaching the employee.

- **EFFECTIVE CUSTOMER SERVICE
FOR CLERICAL STAFF**

Listening, understanding your customer's needs, thanking customers, and promoting a positive, helpful, and friendly environment will ensure they leave with a great impression. In this workshop, we will discuss what we need to take into consideration when we are engaging and interacting with people from different backgrounds and personalities and how to deal with challenges.

- **EMPATHY: THE NECESSARY
SKILL IN DIFFUSING DIFFICULT
CONVERSATIONS**

Empathy is the ability to share the feelings of another. Appropriate use of empathy is the first step in resolving conflict and increasing the likelihood of a satisfied customer. This is particularly important when dealing with a difficult person who is never satisfied with your answer to the complaint; especially when you have to say no to something that they want. Using empathetic responses makes it clear that the individual's concerns have been heard and understood. It does not mean that you agree with them or must give in to their demands.

- **HOW TO AVOID TEACHER
BURNOUT**

There is an overwhelming number of children facing trauma, it can be easy for educators to lose hope or burn out. Vicarious trauma, more commonly known as compassion fatigue or burnout, is the cumulative effect of working with survivors of traumatic life events. School professionals, especially teachers can protect themselves from the many possible effects of vicarious trauma.

- **CALM UNDER PRESSURE:
MANAGING FRUSTRATION AND
ANGER**

Anger and frustration are natural emotions, but when left unmanaged, they can lead to conflicts, stress, and a negative impact on relationships and productivity. This workshop aims to help individuals understand the root causes of these emotions and provides actionable strategies to channel them constructively. This workshop will provide you with helpful tools to manage your anger, feelings, and reactions to life stressors and people.

Promoting Wellness and Positivity

- **BECOMING RESILIENT AND
ADAPTING TO CHANGE**

Change throughout life is natural, adapting to changes can optimize your life. The ability to respond to the challenges of life requires us to recall all of those instances when we have successfully navigated change and survived those experiences. Resilient individuals face change comforted with the knowledge that this discomfort is temporary and they will survive their present difficulty. Learning to accept that change is a constant, will allow us to spend less time resisting it, allowing focus on developing strategies to cope with it.

- **POWER OF POSITIVITY** Positivity promotes resilience in the human spirit. One of our best defenses in the face of adversity is the choice to be happy. Our thoughts play a major role in determining whether we respond or react to life circumstances. This workshop will provide a framework for and

the science behind the power of happiness in our everyday life.

- **EMOTIONAL INTELLIGENCE,
WHAT IS YOUR EQ?**

The ability to be Emotionally Intelligent (EQ) can impact your personal and work relationships. A person with a high EQ has the ability to read a room, to perceive, control and evaluate emotions. Some researchers believe it can be learned and strengthened, and it is more important than IQ in achieving a successful life.

Stress Management

- **FIRST AID FOR STRESS AND
NEGATIVE THINKING**

Learning to cope with stress prevents you from being stuck in negative thinking, which affects your overall health. Negative thoughts reduce your ability to manage your emotions and your responses to life stressors. This interactive workshop will help you to challenge your negative mindset and provide options for healthier reactions to stress.

- **MINDFULNESS – LIVING IN A
STRESSED OUT WORLD**

Your mindset matters! Mindset affects the quality and the quantity of your life and that of those surrounding you. The practice of Mindfulness has been proven to reduce stress, chronic pain, anxiety, and depression. Developing the habit of Mindfulness improves focus, memory and our ability to take control of the present moment. This workshop will provide a brief overview of Mindfulness techniques which can aid in the reduction of stress in our everyday lives.

- **PROGRESSIVE RELAXATION FOR STRESS REDUCTION**

This is a hands-on experiential workshop. Participants will engage in guided meditation, muscular relaxation exercises and guided imagery. This workshop will teach participants how to practice this technique on their own time to manage tension and stress. In general, people feel calmer and more relaxed after utilizing these techniques.

Personal Challenges

- **COPING WITH LOSS AND GRIEF**

As we journey through life each of us will experience some type of loss. This workshop will discuss different types of loss and their connection to the grieving process. Participants will begin to develop insight into their personal reactions to loss and gain new skills for managing their feelings.

- **FINDING THE BALANCE OF CAREGIVING AND SELF-CARE**

It is not easy balancing the responsibilities of caregiving with the rest of your life. Caring for the elderly or an individual with a chronic health condition can be overwhelming and may over time decrease your ability to take care of your own needs. This workshop will assist participants in developing awareness about their caregiving role and the extent to which their role as caregivers have impacted their own physical and emotional wellbeing. This workshop will provide options for enhancing self-care and stress relief.

- **TALKING TO CHILDREN ABOUT DEATH**

Death is a natural part of life. Children may be confused or scared about death. If we allow children to ask questions about death, we can clarify doubts and prepare them for the grieving process. This workshop will give you an overview of how to respond to children's questions about grieving and how to support them during this difficult time.