



Training Guide: Options in Learning

Request a training for your employees today. Categories of training topics include: emotional well-being, healthy living, home and family, workplace support, and leadership.

To request any of the training sessions please contact Deborah Roberts at daroberts@magellanhealth.com

©2001 – 2016 Magellan Health, Inc.

PARTNERS
FOR HEALTH
EMPLOYEE
ASSISTANCE
PROGRAM

Table of Contents

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

Frequently Asked Questions

Emotional Well-being

Addiction Awareness (EAEA)	1
Addressing Negative or Difficult Relationships (ENDR)	1
Anger Awareness (SMAA)	1
Beyond Finances: Preparing Emotionally for Retirement (RRET)	2
Create a Positive Outlook (ECPO)	2
Coping with Grief (EEGF)	2
Enhance Your Relationships with Better Communication (ERBC)	3
Five Fast Fixes to Reduce Stress (EFFF) New!	3
Gaining Control of Your Health and Financial Stress (EGCF)	3
Managing Your Stress for Health and Wellness (ESHW)	4
Overcome Worry (EWOR)	4
Relaxation for Mind-body Connection (EMBS)	4
The Power of Resiliency (EPRW)	5
When it's More Than the Blues (EMTB)	5

Healthy Living

Are You Prepared to Quit? (HLRQ)	6
Breaking Free from Tobacco (HLBF)	6
Keeping the Mind Young (HLMY)	6
Maximizing Your Attention (HLMA)	7
Surviving the Holidays (HLSH)	7
Take Control of Your Wellness for Total Health (HLGT)	7
Transform Your Thoughts for Weight Loss Success (HWWL)	8

Home & Family

Adolescent Substance Use: What You Need to Know (HASN)	9
An Orientation to your EAP (HLEE15)	9
From New Mom to Working Mom (HNMW)	9
Improving Communication with Your Teen (HICT)	10
Parenting and the Power of Positive Discipline (HPPD)	10
Planning and Caring for an Aging Loved One (HPCL)	10
Sandwich Generation (HSGC) New!	11

Leadership

A Leader's Guide to a Drug Free Workplace (LDFW)	12
A Leader's Guide to Understanding the Impact and Prevention of Workplace Violence (LUIP) New!	12
A Leader's Orientation to the EAP (LOSU15)	12
An Introduction to Leadership (BNSM)	13
Building a Winning Team (LBWT)	13
Bullying and Harassment: The Workplace Responds (LDBH)	13
D.O.T. for Leaders (LDOT)	14

From Manager to Coach (LMCS).....	14
Helping Employees Manage Job Stress (LEMS)	14
Helping Employees Navigate Change (LNCW)	15
Leading during Times of Downsizing and Job Loss (LDJL)	15
Performance Feedback: Having an impact (LPFB).....	15
Resolving Conflict Creatively as a Leader (LRCC)	16
Strategies for Managing Challenging Behaviors (LDAB).....	16
Understanding and Assisting the Depressed Employee (LSDE)	16
Workplace Preparedness (LWWP)	17

Working Well

Achieve Professional Success through Emotional Intelligence (WPSE)	18
Active Listening (WALS).....	18
Bringing out the Best in Others (WBBO)	18
Cultural Competency in the Workplace (WCCW)	19
D.O.T for Employees (WDOT).....	19
Drug Free Workplace (WDFW)	19
Effective Workplace Communication across Generations (WECG) <i>New!</i>	20
Employees Respond to Bullying and Harassment in the Workplace (WBHR).....	20
Foundations of Team Building (WFTB)	20
Goal Mapping for Success (WGMS)	21
Managing Workplace Stress (WMJS)	21
Navigating Change in the Workplace (WNCW)	21
Navigating Downsizing and Job Loss (WWDJ)	22
Principles of Assertive Living (WPAL).....	22
Resolving Conflicts Creatively (WRCC).....	22
Task Management (WWTM).....	23
Work-life Satisfaction (WPPS)	23
Workplace Violence: Impact and Prevention (WVIP) <i>New!</i>	23

Specialty Trainings

Dreaming of Retirement (GLDR)	24
Estate Planning Basics (GLEP).....	24
Identity Theft: Prevention and Resolution (GLIT) <i>Revised!</i>	24
Money Basics: Spending, Borrowing and Saving It (GLMW).....	25
When Pay Periods Change (GLPH)	25

Frequently Asked Questions

1. How are the courses in the *Options in Learning Guide* delivered?

Courses can be delivered in a variety of ways.

- Classroom based courses are generally held at the work site for a group (approximately 20-30) of employees. Magellan's training network allows us to locate a local trainer to facilitate the course in person. This format is typically best when the course topic could be emotionally stressful or a lot of interaction is required, such as Navigating Downsizing and Job Loss or Team Building.
- Webinars are presented in real-time via the Internet for the content and via telephone* for the audio. Participants may log in to the webinar at their desk individually or as a group in a conference room. Participants interact with each other and the presenter via poll questions and the "chat" feature. This format makes great use of your training hours because employees from multiple sites can participate at one time without traveling. Speakers with over 30 participants may choose listen-only mode and all participant communication will be conducted through the chat. Webinar meeting rooms can accommodate up to 100 participants.

*Audio is also available via computer. However, the trainer does not have control over technical issues related to audio via computer, because of the diversity in technology used by participants (ex. age of computer, broadband). International callers will have the option to call a toll number or listen to audio via their computer speakers.

2. How soon in advance should I request a course?

Classroom-based: At a minimum, 15 business days advance notice is optimal to ensure we locate a trainer with experience in your course topic. Four to six weeks is needed to create a classroom-based course that is customized to your company. *Consult with your account representative if customization is needed as additional fees may apply.*

*Please note larger scale requests, such as more than one training requested on the same day, may require additional lead time.

Legal/Financial trainings: These trainings are conducted by a legal/financial professional. 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 representative as additional fees may apply to this training.*

Webinars: Due to their popularity, a minimum of 15-business days advance notice is also optimal for requesting webinars. Four to six weeks is needed to create a webinar that is customized to your company. *Consult with your account representative if customization is needed as additional fees may apply.*

3. How do I decide which course to select and in what manner it should be delivered?

In addition to calling your account representative at Magellan for a consultation, asking yourself the questions below can also help you to decide.

- What's going on in the workplace that led me to inquire about a Magellan course? (i.e.: a new product line, organizational change, employee stress)

- What do I want employees to gain from this course? (i.e.: strategies to balance work and personal life, strategies to cope with stress)
- What area(s) is/are a majority of employees talking about? (i.e.: financial strain, locating quality child/elder care)
- Do I want employees from multiple sites to participate at the same time?
- What learning format works best with our employees? (i.e.: classroom based, webinar)

4. Once I've selected a course, how do I request it?

You can request a course by calling either your company's EAP 800# or your account representative. Just let us know the course you have selected, how many employees will be participating, and what day and time you would like the course to be held.

5. What if I don't see a course in the Options in Learning Guide that meets my needs?

The customer training department can create a course to address your needs. *Please consult with your account representative for customization fee details.* Please keep in mind additional lead-time is needed for customization. ***Please note—Magellan does not create trainings in compliance with any state regulations and/or requirements.***

6. What if I schedule a course and then have to cancel it?

Please notify your account representative as soon as you know the course will need to be cancelled. Please respect the trainer's schedule and provide at least one week notice. *Consult with your account representative regarding cancellation fees if a classroom based training needs to be cancelled with less than one-week notice.*

7. How long are the courses?

- Classroom-based: Classroom based courses vary in length depending on topic, but most are between 60 and 90 minutes.
- Webinars: Webinars also vary in length but are generally between 45 and 60 minutes.

8. What if I want to change the content or length of a training?

Please notify your account representative to discuss this variation. Please note customization of materials may change the course objectives. Also, all customizations require additional lead-time. *Please consult with your account representative for customization fee details.* *

**Magellan maintains copyrights on all Magellan developed materials.*

9. Whom do I contact if I want to have Magellan at a health fair?

You can request Magellan attend a health fair by calling either your company's EAP 800# or your account representative. Just let us know the location of the health fair, how many employees will be participating, and what day and time you would like the health fair to be held. At a minimum, 15-business days advance notice is optimal to ensure we locate a provider in your area.

10. Can an in-person training session be videotaped?

If there are special circumstances that make videotaping necessary, please contact your account representative in advance to discuss your request and whether or not it can be accommodated.

11. How are the courses organized in the Options in Learning Guide?

There are six categories and the bulleted list beneath each category will give you an idea of the types of courses located in that category.

Emotional Well-being

- Addiction
- Anxiety
- Depression
- Stress
- Relationships
- Resiliency

Healthy Living

- Aging well
- Health promotion
- Tobacco cessation
- Weight management

Home & Family

- Parenting
- Elder care
- Employee EAP Orientations

Leadership

All courses where the audience would be those in a leadership position such as supervisors, managers, and HR representatives.

Specialty Trainings

- Legal
- Financial

*Specialty trainings are conducted by a legal/financial professional.

Working Well

- Change management
- Cultural communication
- Job loss
- Communication
- Time management
- Work-life balance
- Workplace safety

Emotional Well-being

Title: Addiction Awareness (1 hour)

Description: How are addictions formed in the brain? How does brain chemistry change? Why do we develop an uncontrollable dependence on something? In this session participants will learn about the relationship between brain chemistry and addiction; the components of enabling and addiction treatment options.

Audience: General Audience

Order code: EAEA

Format: In-person, Webinar

Title: Addressing Negative or Difficult Relationships (1 hour)

Description: We all have to deal with that one person or thing that rubs us the wrong way. There is no magic spell for transforming a negative or difficult person or situation. There are, however, some strategies that are explored in this training to help make your relationship with that individual less stressful.

Audience: General Audience

Order code: ENDR

Format: In-person, Webinar

Title: Anger Awareness (1 hour)

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.

Audience: General Audience

Order code: SMAA

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Beyond Finances: Preparing Emotionally for Retirement (1 hour)

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.

Audience: Employees preparing for retirement

Order code: RRET

Format: In-person, Webinar

Title: Create a Positive Outlook (1 hour)

Description: Many people find it hard to maintain an optimistic attitude. Why is it important to create a positive outlook? Because, some studies show that personality traits, like optimism and pessimism, can affect many areas of your health and well-being. Even if being positive doesn't come naturally it can be developed. In this training, participants will learn and practice skills to help create a positive outlook.

Audience: General Audience

Order code: ECPO

Format: In-person, Webinar

Title: Coping with Grief (1 hour)

Description: Whether you lose a loved one, job, relationship or beloved pet, you may find yourself experiencing all kinds of difficult and conflicting emotions. While there is no right or wrong way to grieve, there are healthy ways to cope with the pain. In this seminar you will learn and what happens when we grieve, how to cope with grief and how to help others overcome grief.

Audience: General Audience

Order code: EEGF

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Enhance Your Relationships with Better Communication (1 hour)

Description: Effective communication helps us better understand other people or situations, and it assists us to resolve disagreements. However, what we try to communicate to others, and what others try to communicate to us, frequently gets misunderstood. This miscommunication can cause conflict and frustration in our personal and professional relationships. In this training, you will learn basic techniques to improve your communication skills in order to enhance your relationships at work and home.

Audience: General Audience

Program code: ERBC

Format: In-person, Webinar

Title: Five Fast Fixes to Reduce Stress (1 hour)

Description: Stress is an inevitable part of life. It comes in many forms, such as trying to figure out how to pay unexpected bills or managing increased demands at work. We can't stop all stressful events from happening, but we can learn to manage them in a way that keeps our stress level under control. This training teaches five simple tips to help manage everyday stressors faced at work or home.

Audience: General Audience

Order code: EFFF

Format: In-person, Webinar

Title: Gaining Control of Your Health and Financial Stress (1 hour)

Description: Financial stress can affect your overall health and well-being. This training will review financial stress management tips, how to handle the stress associated with financial changes, and what additional resources are available to you if you find that you are unable to handle your situation on your own.

Audience: General Audience

Program code: EGCF

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Managing Your Stress for Health and Wellness (1 hour)

Description: Stress has both short and long term effects on our health and wellness. This training looks at how the way we think can influence our stress levels and provides quick stress management tips which are compatible with today's busy lifestyle.

Audience: General Audience

Program code: ESHW

Format: In-person, Webinar

Title: Overcome Worry (1 hour)

Description: Worry is feeling uneasy or being overly concerned about a situation or problem. We all worry from time to time, although, excessive worry can affect us emotionally and physically. This training will provide a formula to help discover the things you worry about the most and develop a plan to manage those situations or problems. In addition, you will learn tips to help others deal with excessive worry.

Audience: General Audience

Program code: EWOR

Format: In-person, Webinar

Title: Relaxation for Mind-body Connection (1 hour)

Description: Research has shown that stress can affect our physical and mental health. In fact, stress can contribute to health problems, such as high blood pressure, heart disease, obesity and diabetes. The good news is that we can learn to manage the stress in our lives. One proven way to manage stress is to bring forth the relaxation response. During this training you will learn relaxation techniques to manage stress and trigger your relaxation response.

Audience: General Audience

Program code: EMBS

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: The Power of Resiliency (1-1.5 hours)

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.

Audience: General Audience

Order code: EPRW

Format: In-person, Webinar

Title: When it's more than the Blues (1 hour)

Description: Many people have periods of time when they feel sad or down in the dumps. These feelings are part of our normal range of emotions. However, when the symptoms go on for weeks or months, there may be more going on. Depression is a medical condition in which the symptoms interfere with everyday life. In this seminar participants will learn the symptoms and risk factors for depression, as well as treatment options and resources. Most importantly, participants will learn when it is time to get help.

Audience: General Audience

Order code: EMTB

Format: In-person, Webinar

[Return to Table of Contents](#)

Healthy Living

Title: Are You Prepared to Quit? (1 hour)

Description: Do you wonder if you are ready to give up tobacco? This one-hour session will give participants an opportunity to identify where they are in the process of making this important decision. Participants will also have a chance to participate in an activity that can help them move towards a positive habit change.

Audience: Tobacco users considering quitting or thinking about quitting

Order code: HLRQ

Format: In-person, Webinar

Title: Breaking Free from Tobacco (6 weeks, 2 hours each week)

Description: This six-week program incorporates information, group discussion, and experiential learning that addresses the unique challenges faced in overcoming tobacco. Participants are encouraged to explore options for tobacco detox, identify strategies to quit and develop the support needed to maintain a tobacco-free lifestyle.

Audience: Tobacco users ready to quit

Order code: HLBF

Format: In-person only

Title: Keeping the Mind Young (1 hour)

Description: Many people think that as the age they automatically lose their mental edge. It doesn't have to be that way. Learn techniques to improve your memory and stay sharp at any age. Also, find out if you are doing the right things to keep your brain healthy.

Audience: General Audience

Order code: HLMY

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Maximizing Your Attention (1 hour)

Description: It can be hard to maintain our attention and focus when we have so many things on our minds. Most of us spend the day distracted by our thoughts regarding things that happened in the past or things we have to do in the future. The inability to be “present” in the moment can affect our ability to do our job well. In this you will learn how to define a distraction, the importance of attention, techniques for maximizing your attention as well as how to put aside personal/family issues.

Audience: General Audience

Order code: HLMA

Format: In-person, Webinar

Title: Surviving the Holidays (1 hour)

Description: The holidays can be a very joyful and exciting time. However, for many, it can be very challenging with feelings of stress, worry, and sadness. In this training, participants will learn practical strategies and set goals for managing common threats; including, depression, financial, excessive eating and drinking, relationships, and overcommitment.

Audience: General Audience

Order code: HLSH

Format: In-person, Webinar

Title: Take Control of Your Wellness for Total Health (1 hour)

Description: Using a positive, strengths-based approach, this course will help individuals determine their health and wellness goals; identify the motivation behind their health and wellness goals, anticipate obstacles and prepare for setbacks and create a personal wellness plan.

Audience: General Audience

Order code: HLGT

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Transform Your Thoughts for Weight Loss Success (1 hour)

Description: If you have ever struggled to lose weight, you're not alone! There are many obstacles that can stand in your way. This training will help you to conquer one of your biggest obstacles – your thoughts. You will identify sabotaging thought patterns that squelch your motivation. In addition, you will learn ways to transform those thoughts to create your own weight-loss success.

Audience: General Audience

Order code: HWWL

Format: In-person, Webinar

[Return to Table of Contents](#)

Home and Family

Title: Adolescent Substance Use: What You Need to Know (1.5 hours)

Description: No parent wants his/her child to use or abuse drugs or alcohol. However, it is not uncommon for parents to feel that they lack knowledge about what their child is facing. Parents that are informed can best cope with the pressure and influences their child will face when it comes to drug and alcohol use. This training will explain some of the most common substances used and the warning signs that a teen might be using. You will also learn ways to discuss these issues with your child and resources to get help if you need it.

Audience: General Audience

Order code: HASN

Format: In-person, Webinar

Title: An Orientation to your Employee Assistance Program (45 minutes)

Description: Your assistance program is a confidential, pre-paid benefit that is staffed with certified professionals. Learn about the benefits offered through the Employee Assistance Program and how your program can help you and your household members.

Audience: General Audience

Order code: HLEE15

Format: In-person, Webinar

Title: From New Mom to Working Mom (1 hour)

Description: Balancing your roles as a parent and as a working person can be challenging. There are additional tasks and responsibilities. There are also difficult feelings to manage. All of this could contribute to increased stress. However, it can be done and the results can be very positive, both for you and for your child. This training will specifically address issues related to separation, transitions, guilt, and work-life balance.

Audience: New moms

Order code: HNMW

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Improving Communication with Your Teen (1-1.5 hours)

Description: Despite the challenges of communicating with teenagers, this can be a very satisfying time in your relationship with your child. Despite their protests to the contrary, our children still need us. This training will help you to improve your communication with your teen and keep the relationship strong.

Audience: General Audience

Order code: HICT

Format: In-person, Webinar

Title: Parenting and the Power of Positive Discipline (1 hour)

Description: The more effective you become at encouraging appropriate behavior, the less time and effort you'll have to spend correcting misbehavior – and who doesn't want that!?!? This course will address several positive parenting techniques such as modeling, prevention and the use of natural and logical consequences.

Audience: General Audience

Order code: HPPD

Format: In-person, Webinar

Title: Planning and Caring for an Aging Loved One (1 hour)

Description: With advances in modern medicine, Americans are living longer. This increase in the elderly population has raised the demand for caregivers. This seminar will address the challenges of caregiving, such as initiating a discussion with an aging loved one; health care; legal and financial plans; caregiver guilt; self-care and communicating with your manager/supervisor when work is affected.

Audience: General Audience

Order code: HPCL

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Sandwich Generation (1 hour)

Description: Today, many people in their thirties, forties, and fifties find themselves caught in the middle. They are raising young children or financially supporting a grown child, and caring for their elderly parent. The stress of this situation can be overwhelming. In this training you will learn about common caregiver concerns, and strategies for dealing with those concerns. Furthermore, you will get tips for preserving your marriage, personal, and professional life while being a caregiver.

Audience: General Audience

Order code: HSGC

Format: In-person, Webinar

[Return to Table of Contents](#)

Leadership

Title: A Leader's Guide to a Drug Free Workplace (1-1.5 hours)

Description: In this course, management-level staff will learn how to recognize the impact, signs, and symptoms of drug abuse, how to provide help, get help, or constructively confront an employee in an effort to maintain a drug free workplace. **Please note—this training is general in nature and does not necessarily meet specific state requirements.**

Audience: Manager/Supervisor/HR Rep

Order code: LDFW

Format: In-person, Webinar

Title: A Leader's Guide to Understanding the Impact and Prevention of Workplace Violence (1.5 hours)

Description: No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. This is especially true for managers, supervisors and HR personnel. In this training you will learn more about what is workplace violence, including intimate partner violence, and potential warning signs. You will also learn more about your responsibilities, intervention options and a range of resources able to help in responding to potential and actual threats of violence.

Audience: Manager, Supervisor, HR Rep

Order code: LUIP

Format: In-person, Webinar

Title: A Leader's Orientation to the EAP (1 hour)

Description: Your assistance program is a pre-paid benefit, that's confidential, and is staffed with only certified professionals. Learn how your program can assist you in finding solutions to daily challenges in many life areas. In addition, you will learn how your assistance program can support you in your role as a leader.

Audience: Manager/Supervisor/HR Rep

Order code: LOSU15

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: An Introduction to Leadership (1 hour)

Description: Supervising employees can be rewarding and fulfilling. It can also be very challenging, especially for a new supervisor. New supervisors will explore characteristics of "good" supervisors; identify their personal strengths, and personal areas for growth in their new roles.

Audience: New Managers/Supervisors

Order code: BNSM

Format: In-person, Webinar

Title: Building a Winning Team (1 hour)

Description: Building a winning team is the secret to success in the workplace. But that can be easier said than done in today's ever-challenging workplace. This training will describe characteristics of a winning team and provide you as a leader with specific ways to respond strategically to grow a winning team.

Audience: Manager/Supervisor/HR Rep

Order code: LBWT

Format: In-person, Webinar

Title: Bullying and Harassment: The Workplace Responds (1 hour)

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. **Please note—this training is general in nature and does not necessarily meet specific state requirements.**

Audience: Manager/Supervisor/HR Rep

Order code: LDBH

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: D.O.T. for Leaders (2-2.5 hours)

Description: In D.O.T. Alcohol and Drug Awareness for Leaders, management level staff will learn how to recognize the impact, signs, and symptoms of drug abuse, how to provide help, get help, or constructively confront an employee. This program fulfills the D.O.T. requirements regarding reasonable suspicion procedures. **Please note—this training is general in nature and does not necessarily meet specific state requirements.**

Audience: Manager/Supervisor/HR Rep

Order code: LDOT

Format: In-person, Webinar

* Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. training requests. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, **a minimum of six weeks notice** is required when requesting this training

Title: From Manager to Coach (1.5 hours)

Description: More and more workplaces are recognizing that today's employees would rather be "coached" than "managed". In this training, supervisors will learn the difference between "coaching" and "managing" and will explore strategies to implement a coaching model in the workplace.

Audience: Manager/Supervisor/HR Rep

Order code: LMCS

Format: In-person, Webinar

Title: Helping Employees Manage Job Stress (1 hour)

Description: Job stress can lead to physical and emotional issues. These issues may ultimately affect job performance. This seminar discusses what causes job stress, warning signs and practical suggestions leaders can do to assist employees to manage job stress.

Audience: Manager/Supervisor/HR Rep

Order code: LEMS

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Helping Employees Navigate Change (1 hour)

Description: How do you respond to change? How do you think your employees respond to change? Attend this training to learn more about the factors affecting change and how to deal with resistance to change. You will also have an opportunity to discuss and apply what you've learned to changes you may currently be dealing with.

Audience: Manager/Supervisor/HR Rep

Order code: LNCW

Format: In-person, Webinar

Title: Leading During Times of Downsizing and Job Loss (1.5 hours)

Description: Participants will summarize common reactions to downsizing and job loss and identify corresponding leadership strategies; identify best practices for communicating information about downsizing; and identify strategies to enhance resiliency.

Audience: Supervisor/Manager

Order code: LDJL

Format: In-person, Webinar

Title: Performance Feedback: Having an Impact (1 hour)

Description: This leadership course illustrates how to effectively identify a performance concern and provide feedback to an employee using examples of feedback interactions, group discussions, and practice.

Audience: Manager/Supervisor/HR Rep

Order code: LPFB

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Resolving Conflict Creatively as a Leader (1 hour)

Description: As a leader, resolving conflicts can be a daily occurrence. Addressing these issues is important because unresolved conflicts can lead to intense animosity. However, when you resolve the conflict appropriately, it can lead to personal and professional growth. In this course, you will learn about the most common sources of conflict and the different individual styles for dealing with conflict. You will also learn strategies to improve your listening skills and to help employees resolve conflict individually or as a group. **Audience:** Manager/Supervisor/HR Rep

Order code: LRCC

Format: In-person, Webinar

Title: Strategies for Managing Challenging Behaviors (1 hour)

Description: As a supervisor and/or manager, you have an extremely challenging role. Managing people requires a unique set of skills, which include managing problematic or challenging behaviors. In this training you will learn how to identify challenging behaviors in the workplace and how these behaviors may impact job performance. You will also learn strategies to deal with these behaviors, as well as what to avoid.

Audience: Manager/Supervisor/HR Rep

Order code: LDAB

Format: In-person, Webinar

Title: Understanding and Assisting the Depressed Employee (1 hour)

Description: Depression has been estimated to cost employers \$17-\$44 billion per year. As leaders you are not expected to be able to diagnose depression, although, this training will help you understand and recognize the signs and symptoms of depression, as well as learn to identify warning signs of suicide. You will also learn more about how the assistance program can be an important ally in helping you address these concerns.

Audience: Manager/Supervisor/HR Rep

Order code: LSDE

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Workplace Preparedness (1 hour)

Description: There are three elements to most definitions of a workplace crisis. It is a threat to the organization, has an element of surprise and a short decision making time. Being pro-active and prepared to deal with a crisis becomes important because of that last element – a short decision making time. As a manager you won't have a lot of time to react so being prepared in advance will help with this. In this you will learn how to be proactive so you can provide support during a crisis, help accelerate the recovery process, and facilitate the return to work following a crisis.

Audience: Manager/Supervisor/HR Rep

Order code: LWWP

Format: In-person, Webinar

[Return to Table of Contents](#)

Working Well

Title: Achieve Professional Success through Emotional Intelligence (1 hour)

Description: Success in the workplace is achieved not only as a result of our skills and knowledge, but also our ability to interact and work effectively with others. Participants will discuss Dr. Daniel Goleman's "Working with Emotional Intelligence" in which he describes emotional intelligence as the combination of five core qualities: self-awareness, self-regulation, motivation, empathy and social skills.

Audience: General Audience

Program code: WPSE

Format: In-person, Webinar

Title: Active Listening (1 hour)

Description: This course involves listening practices and group discussions on the difference between listening and hearing, the barriers to active listening, and the skills necessary to be an active listener.

Audience: General Audience

Order code: WAL5

Format: In-person, Webinar

Title: Bringing out the Best in Others (1 hour)

Description: Bringing out the best in others focuses on creating win-win situations by emphasizing the need to recognize individual assets rather than individual deficits. The skills used to bring out the best in others will also bring out the best in ourselves and enhance our relationships both at home and work.

Audience: General Audience

Order code: WBBO

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Cultural Competency in the Workplace (1.5 hours)

Description: Work environments are increasingly diverse in age, gender, ethnicity, etc. A key component to a healthy and thriving team is the ability to successfully navigate through these differences. In this training, you will gain a deeper understanding of your individual diversity and that of others around you. You will learn what it means to be culturally competent and why this is so important in today's ever changing world. Finally, you will gain practical insights and strategies for acquiring skills of cultural competence that are applicable both within and outside of work.

Audience: General Audience

Program code: WCCW

Format: In-person, Webinar

Title: D.O.T. for Employees* (2 hours)

Description: Our work and/or personal lives may be affected greatly by drug and alcohol abuse. Alcohol and Drug Awareness 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. **Please note—this training is general in nature and does not necessarily meet specific state requirements.**

Audience: General Audience

Order code: WDOT

Format: In-person, Webinar

* Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. training requests. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a **minimum of six weeks notice** is required when requesting this training.

Title: Drug Free Workplace (1 hour)

Description: Our work and/or personal lives may be affected greatly by drug and alcohol abuse. This course will help participants become more aware of that impact, first on a personal level, then from the perspective of workplace issues. **Please note—this training is general in nature and does not necessarily meet specific state requirements.**

Audience: General Audience

Order code: WDFW

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Effective Workplace Communication across Generations (1 hour)

Description: Today's workforce is cross-generational, and each generation has different attitudes and behaviors. The different characteristics of these distinct generations can have an impact on communication in the workplace.

This training will focus on four generations currently in the workforce—Traditionalists, Baby Boomers, Generation X, and Generation Y. You will learn how generational differences impact the workplace and how to improve communication among all generations.

Audience: General Audience

Order code: WECG

Format: In-person, Webinar

Title: Employees Respond to Bullying and Harassment in the Workplace (1 hour)

Description: It is difficult for employees to function in a hostile work environment, especially if they are being bullied or harassed. Employees will learn how to characterize bullying behaviors, harassment, and abusive work environments in order to help support a bully-free, harassment-free workplace. 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. **Please note—this training is general in nature and does not necessarily meet specific state requirements.**

Audience: General Audience

Order code: WBHR

Format: In-person, Webinar

Title: Foundations of Team Building (2 hours)

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 hands-on course will have participants involved in activities that address these important qualities with a focus on communication skills, trust, team success, and key questions for a team to answer.

Audience: General Audience

Program code: WFTB

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Goal Mapping for Success (1 hour)

Description: In order to achieve success, goals are critical. This training will stress the importance of goal mapping, the steps involved in mapping goals (personal or professional), and how to stay motivated towards your goal. An opportunity to practice the skills learned will also be included.

Audience: General Audience

Order code: WGMS

Format: In-person, Webinar

Title: Managing Workplace Stress (1 hour)

Description: Stress is a normal part of life. Some stress can help increase productivity and push employees to reach their goals. However, excessive stress can interfere with productivity and cause physical and emotional problems. When pressures and demands at work increase, employees need a way to manage the stress. In this training, employees will learn the signs and symptoms of excessive workplace stress and ways to manage workplace stressors. Participants will learn how to plan effectively for their day; ways to break negative habits that could be increasing their stress levels, and quick tips to diffuse stress.

Audience: General Audience

Order code: WMJS

Format: In-person, Webinar

Title: Navigating Change in the Workplace (1 hour)

Description: How do you respond to change? Are you a change victim, survivor, or navigator? Attend this training to learn more about these responses as well as best practices for navigating change. You will have an opportunity to journal about and discuss changes you may currently be managing.

Audience: General Audience

Order code: WNCW

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Navigating Downsizing and Job Loss (1.5 hours)

Description: Downsizing and job loss aren't events that should be dealt with alone. During this workshop two things will happen: participants will understand the normal phases and feelings they may experience with the knowledge that downsizing and job loss are on the horizon and participants will receive help in preparing to move forward—even in the midst of these feelings.

Audience: General Audience

Order code: WWDJ

Format: In-person only

Title: Principles of Assertive Living (1 hour)

Description: The course addresses the four main styles of communication, components of assertive communication, and includes an opportunity to practice assertiveness in two different scenarios.

Audience: General Audience

Order code: WPAL

Format: In-person, Webinar

Title: Resolving Conflicts Creatively (1 hour)

Description: Conflict is a part of our everyday experience. In this training, participants will describe their own style of dealing with conflict and develop an understanding of how to use listening skills to match the best style to the situation and desired outcome.

Audience: General Audience

Order code: WRCC

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Task Management (1 hour)

Description: We cannot manage time, but ourselves and fit our actions into our time limits. The basic idea is to not have a day without planning because daily planning will save time. The areas addressed in this training include prioritizing, managing email, creating a to-do list, and self-awareness.

Audience: General Audience

Order code: WWTM

Format: In-person, Webinar

Title: Work-life Satisfaction (1 hour)

Description: For years we have chased the dream of having a perfect balance between our professional and personal lives. This seminar takes the emphasis off the unrealistic idea of balance and places it on finding satisfaction. You will be given information on how to create the most satisfying personal and professional life.

Audience: General Audience

Order code: WPPS

Format: In-person, Webinar

Special Instructions: This training has a self-assessment that will need to be completed before the class. Please distribute to participants prior to the training.

Title: Workplace Violence: Impact and Prevention (1.5 hours)

Description: No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. In this training you will learn more about what is workplace violence, including intimate partner violence, and potential warning signs. You will also learn more about your responsibilities, intervention and resource options to help in responding to potential and actual threats of violence.

Audience: General Audience

Order code: WVIP

Format: In-person, Webinar

[Return to Table of Contents](#)

Specialty Trainings

****Disclaimer:** Specialty trainings are conducted by a legal/financial professional. To ensure the availability of an appropriate trainer, please request the following specialty trainings at least 5-7 weeks in advance, especially if customization is requested. *Please consult with your account representative as additional fees may apply to specialty trainings.*

Title: Dreaming of Retirement (1 hour)

Description: Are you dreaming of retirement or staying awake worrying? Get tips for a solid plan to retirement, including retirement costs, estimated income needed, calculating savings to accomplish goals and options you need to consider.

Audience: General Audience

Order code: GLDR

Format: In-person, Webinar

Title: Estate Planning Basics (1 hour)

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. Participants are given the skills and tools to protect valuable assets through estate planning with wills and trusts.

Audience: General Audience

Order code: GLEP

Format: In-person only

Title: Identity Theft: Prevention and Resolution (1 hour)

Description: Protecting valuable personal information has become an increasing concern as the number of victims of identity theft has risen. This course highlights strategies to prevent identity theft and practical resolutions for victims.

Audience: General Audience

Order code: GLIT

Format: In-person, Webinar

[Return to Table of Contents](#)

Title: Money Basics: Spending, Borrowing and Saving It (1 hour)

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.

Audience: General Audience

Order code: GLMW

Format: In-person, Webinar

Title: When Pay Periods Change (1 hour)

Description: Changing payday or the frequency of paydays can make a tight budget seem impossible. Planning and saving tips can help soften the blow.

Audience: General Audience

Order code: GLPH

Format: In-person, Webinar

[Return to Table of Contents](#)