



# Training Catalog 2011-2012



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\* Designates a new program



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\* Designates a new program

\*\* Information Fairs use a format which is different than our In-person training presentations. Please see page 60 for a full description.

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\* Designates a new program

## Customer Training Services

OptumHealth<sup>SM</sup> offers a wide range of programs and services designed to help organizations address workplace challenges by:

- Providing employees with current information and educational materials about work/life issues
- Heightening the awareness and visibility of organizational effectiveness programs
- Helping employees develop their work/life management skills
- Providing management with the opportunity to enhance employee relations by honing supervisory skills
- Conveying a supportive corporate culture to employees and their families

## Training Programs

We offer training programs on a variety of topics related to workplace and work/life issues. They're an integral component of an organizational health program. These interactive, practical and informative programs are conducted by members of the OptumHealth network of experienced training professionals. Workshops and seminars utilize a variety of adult learning strategies. They may involve individual and group exercises, case studies or facilitated discussions.\*

Our Management Development programs help managers polish communication skills and understand organizational dynamics. Participants will learn how to enhance employee relationships and knowledge, and improve morale and motivation in the workplace. Our Employee Development and Wellness and Work/Life programs are meant to be introductory in nature, with the goals of increasing understanding and introducing effective behaviors.

Each program is listed in this catalog with a brief synopsis of its content and important information relevant to the presentation. The topics have been organized to help you meet the needs of your employees and your organization:

- **Professional Development for Managers and Supervisors** — Designed for managerial and supervisory personnel
- **Human Resources/Workplace Concerns and Work Skills** — Appropriate for all levels of professionals
- **Wellness and Work/Life Seminars** — Appropriate for most audiences
- **Sampler Programs** — 30-minute presentations designed to offer a brief “taste” of our training programs
- **Web-Based Programs** — Online versions of a select number of our instructor-led presentations
- **Information Fairs** — Resource fairs that showcase articles and pamphlets around a given work/life theme

\* Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.



## Training Policies and Department Contact Information

- **Scheduling:** Thirty days prior notification is required when scheduling training. Department staff arranges all scheduling.
- **Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments for all actual on-site time. This doesn't include travel or set-up time.
- **Fee For Service:** Organizations who want additional training hours — beyond those provided in their contracts — will be charged an additional fee, including trainer travel time and downtime.
- **Travel time and expenses:** No contracted hours are deducted for travel time. Travel expenses, if any, are billed additionally when preauthorized by the customer.
- **Canceled training:** When canceling scheduled training, five full business days' notification is required. Shorter notice will result in a deduction of contracted training hours or an applied fee.
- **Canceled travel:** Any non-refundable travel expenses incurred as a result of cancellation will be billed to the customer, regardless of when the customer cancels. When the training is being scheduled, the customer will be offered the option of refundable or lower cost non-refundable reservations.
- **Critical Incident Response Services (CIRS):** By special arrangement, contracted training hours also may be used for CIRS. Consult your Account Manager for specifics.
- **Language Availability:** Currently we are unable to provide our training programs in any language other than English.
- **For each 30-minute Sampler Program,** one training hour will be deducted from your contracted hours or one training hour will be billed to your organization, if training is fee-for-service.
- **Information Fairs** can be one or more hours in length, depending upon customer needs. For every hour, one hour will be deducted from your bank of training hours or, if fee-for-service, the hourly rate will apply.

## Quality Assurance

OptumHealth is committed to offering training programs that are relevant to your organization and uncompromising in quality. Individual participants will evaluate all programs. This data will be collected, summarized and analyzed for internal modifications and enhancements. Please consult your Account Manager regarding particular concerns.

## How to Order a Training Program

NOTE: Please allow a minimum of 30 days for your request to be processed.

1. Select programs that are appropriate for your organizational and employee needs and interests. If you need assistance or more information than provided in this catalog, call your Account Manager.
2. Choose several dates and times that meet your scheduling requirements. Please have a room reserved for requested dates. The standard parameters for scheduling training programs is Monday through Friday from 8 a.m. – 6 p.m.
3. Please consider the following in planning for your training session(s):
  - Number of attendees expected in each session — between 10 and 50 is recommended
  - Number of sessions requested
  - Participants (managers, employees, other)
  - Location of the training
  - Contact person's name, address, phone number and e-mail address
  - Description of the room to be used (size, tables, etc.)
  - Special needs, if any
4. Be prepared to share any relevant workplace history, incidents or information — such as new policies or workplace changes — that will be helpful to the trainer.

You may submit your request by calling your [OptumHealth Account Management Team](#).

## A Cooperative Effort

In order to maximize the training benefit, in addition to the 30-day advance request we ask you to:

- Have a training space available to accommodate the expected number of participants.
- Agree to copy the participant booklets so there are enough for one per participant.
- Have available a flip chart or white board and an overhead projector or LCD projector and laptop computer.
- If scheduling back-to-back sessions, build in a 10 to 15 minute break between sessions to allow time for the trainer to address any changes that may be needed.

If any of this will create a problem or hardship, please inform your Account Manager or Training Coordinator.

## Professional Development for Managers and Supervisors

### Management Development

- Building a Safe Place to Work
- Building Successful Teams
- Building Trust in the Workplace
- Chronic Conditions in the Workplace
- Dealing with Conflict
- Domestic Violence in the Workplace
- Drug-Free Workplace
- Improving Communication Skills
- Keeping Employees Engaged During a Harsh Economy
- Managing Change
- Managing Trauma
- Managing a Virtual Workforce
- Meeting Facilitation
- Preventing Sexual Harassment
- Preventing Sexual Harassment, California
- Substance Abuse in the Workplace
- The Right Side of the Line
- Using Your Management Consultation Services
- Workplace Engagement

### Performance Management

- A Manager's First-Aid Guide
- Addressing Performance Concerns
- Behavioral Interviewing
- Building Motivation and Morale in the Workplace
- Coaching and Development Techniques
- Effective Performance Appraisals
- Managing People Effectively

### Corporate Consultation/Special Circumstances

- Leadership Certificate Program
- Corporate Reorganization
- External Resources:
  - Disaster Preparedness for Businesses
  - Take Your Child to Work
  - Transgender Issues in the Workplace
- Management Consultation
- Grief and Loss
- Critical Incident Response Services



# Professional Development for Managers and Supervisors

## Management Development

### Building a Safe Place to Work

3 hours

Laid-off employees, disgruntled customers and others seeking revenge may resort to violence — threatening, injuring or killing co-workers, supervisors and bystanders. Any business in any industry is vulnerable. In this program, participants are given the actual tools needed to put together an action plan for workplace violence prevention. The roles of workplace assessment and response teams, as well as specific techniques for preventing the escalation of violence, are examined.

#### Program highlights:

- Understand the specific role of management and supervisory personnel in maintaining workplace safety
- Identify action steps relating to a report of actual or potential violence
- Recognize the resources that are available following an incident of workplace violence
- Understand the impact of violence on employees and the workplace

Client information and recommendations: This program is most effective when a representative from the Human Resources (HR) Department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

### Building Successful Teams

3 hours

Managers will learn to identify the characteristics of effective teamwork, influence the work group function and recognize the signs of a team in trouble. This program will help participants form and maintain effective teams, and improve productivity and morale.

#### Program highlights:

- Define teamwork
- Identify the qualities and characteristics of an effective team
- Determine your individual work style
- Learn how to modify your work style for team effectiveness

### Building Trust in the Workplace

3 hours

Also available in a Web-based format

Participants in this session take a look at company and employee behaviors that undermine workplace trust. By exploring the characteristics of the healthy workplace, participants receive a clear picture of what changes may improve their work environment.

#### Program highlights:

- Identify the characteristics of a healthy workplace
- Examine organizational behaviors that undermine trust
- Determine strategies for building trust

Client information and recommendations: This program should be presented with the full support of senior management and as part of a larger workplace trust-building effort. An HR representative should be present during the training to address questions and concerns from the participants.

## Chronic Conditions in the Workplace

1 hour

Also available in a Web-based format

As a manager, are you comfortable facing an employee who is dealing with a chronic condition — or who is the caregiver for someone with a chronic condition? It can be challenging to balance the needs of the department with the needs of the individual employee. But, that's precisely what you must do. This program will help you understand chronic conditions, explore your role and legal obligations, and offer suggestions for providing support.

### Program highlights:

- Learn about chronic conditions and the impact on the workplace
- Understand your role when managing or supervising an employee with a chronic condition or an employee who serves as a caregiver
- Determine your legal obligation
- Become comfortable with available resources and the referral process
- Have an opportunity to apply the new learning

## Dealing with Conflict

3 hours

Also available in a Web-based format

In addition to the general information contained in the employee conflict presentation, this program focuses on sources of initial and ongoing conflict, negotiations, conflict analysis, the benefits of conflict, case studies and the anatomy of an argument. It also covers setting the stage, ground rules and procedures for conflict resolution.

### Program highlights:

- Define conflict
- Understand how one's philosophy of conflict influences how it's approached
- Determine your conflict resolution style and examine the optimum style
- Understand sources of conflict
- Learn how to analyze conflict
- Review the steps in addressing conflict
- Apply and practice conflict resolution strategies

Client information and recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third party facilitators in the conflict resolution process.

## Domestic Violence in the Workplace

2 hours

Domestic violence is the chief cause of death in the workplace for females. This is a pretty startling fact. Do you know how to recognize survivors of domestic abuse? Do you know what your role is as supervisor or manager of a domestic abuse survivor? Participants will receive concrete suggestions for making the workplace safer and attending to an employee who is a domestic violence survivor.

### Program highlights:

- Understand the importance of addressing domestic violence in the workplace
- Recognize the signs of domestic violence
- Determine coaching strategies for managers
- Identify supportive resources

## Drug-Free Workplace

2 hours

It can be overwhelming to keep workplaces safe, meet government or other contractual obligations, and establish, maintain and support employee accountability. This training program, taken from the U.S. Department of Labor's suggested training format and information, addresses those issues.\*

### Program highlights:

- Understand the different components of the drug-free workplace policy
- Understand management's role in implementing the drug-free workplace policy
- Know how to identify and investigate crisis situations
- Recognize workplace problems that may be related to employee use of alcohol and other drugs
- Intervene in problem situations
- Refer employees who have problems with alcohol and other drugs
- Protect employee confidentiality
- Continue to supervise employees who have been referred for assistance related to problems with alcohol and other drugs
- Avoid enabling and common supervisor traps

\*While this program is designed to meet government contractual obligations, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

## Improving Communication Skills

2 hours

Also available in a Web-based format

Managers are in the unique position of being able to exercise a wide swath of influence. The level of influence is primarily dependent upon the manager's communication skills. This program will address the communication concerns managers face and explore the skills required to be effective.

### Program highlights:

- Identify methods of communication
- Learn the difference between passive, aggressive and assertive communication
- Practice active listening
- Use positive communication for problem-solving
- Understand the impact of written communication

## Keeping Employees Engaged During a Harsh Economy

2 hours

Also available in a Web-based format

Even the best, hardest-working employees can lose their focus during harsh economic times. At a time when businesses need to be on top of their game, employees may find themselves distracted by their own personal upheaval, questions about the future of the business and uncertainty about their own jobs. This training will help supervisors and managers determine what to expect and what to look for, and lay out a plan for creating employee engagement.

### Program highlights:

- Explore the emotional and behavioral impact of a harsh economy
- Examine the challenges for supervisors and managers in a changing workplace
- Define types of employees vis-à-vis workplace engagement
- Determine ways to get and keep employees engaged
- Identify active listening skills
- Outline the role of the Management Consultant

## Managing Change

2 hours

Also available in a Web-based format

Supervisors face a double challenge during workplace transition. As employees they're affected by the changes, and as supervisors they must lead their personnel through the transition. This seminar is designed to support supervisors in the midst of a changing work environment. It also will introduce the skills needed to assist employees in managing the process.

### Program highlights:

- Examine the critical mix that contributes to positive morale and how that mix is affected during transitions
- Identify managerial transition strategies appropriate for specific situations
- Develop strategies to ease transitions for their employees and for themselves

Client information and recommendations: This program is most effective when a representative from the HR Department attends. HR can address any questions about the resources that are available to employees, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

## Managing Trauma

2 hours

Industries that are vulnerable to critical incidents such as robberies, injuries or other potential disasters need to prepare key staff to take the lead in helping traumatized employees until professional help arrives. This program equips supervisors and managers with an introduction to the issues they may face and the skills they'll need if a critical incident strikes.

### Program highlights:

- Increase understanding and anticipation of the wide range of normal human responses when a critical incident occurs
- Identify the decisions that need to be made and the actions that need to be taken in the immediate aftermath
- Learn appropriate communication skills that enhance one's ability to assist employees in the defusing process

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

## Managing a Virtual Workforce

2 hours

Traffic! Transportation costs! Work/life balance! Job turnover! All of these factors add stress, disruptions and financial strain to individuals, families, businesses and communities. This training program will address the benefits and concerns of telecommuting, how to set a telecommuting program up for success and how to keep connected and maintain visibility with those working off-site.

### Program highlights:

- Identify the factors of a successful telecommuting program
- Determine the policies that need to be in place prior to starting a telecommuting program
- List the work behaviors and types of jobs conducive to a successful telecommuting program
- Differentiate between managing and leading as it pertains to a virtual workforce
- Cite ways to keep connected and maintain visibility

## Meeting Facilitation

3 hours

Meetings! Are they viewed with disdain and seen as a waste of time, or are they anticipated and viewed as an opportunity to work as a team and make an impact? This training program will give you the tools necessary to have employees eager to join — and fully participate in — your meetings.

### Program highlights:

- Identify the characteristics of a successful meeting
- Define meeting roles and responsibilities and how to implement their use in meetings
- Demonstrate how to plan a meeting, including developing a good agenda
- Select facilitation tools and techniques that will enhance group creativity and facilitate reaching consensus
- Describe how to balance participation within the group
- Discuss how to keep the meeting focused and on track
- Apply techniques for dealing with common meeting problems and troublemakers

## Preventing Sexual Harassment

2 hours

Leaders within your organization must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment.

### Program highlights:

- Increase sensitivity and understanding of sexual harassment
- Learn to respond appropriately and effectively to prevent allegations of sexual harassment
- Become proactive in preventing sexual harassment

Note: This program requires the use of a video.

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

## Preventing Sexual Harassment, California

2 hours

Leaders within your organization must be prepared to take action if allegations of sexual (and other forms of) harassment are brought forward. Just as important, they must clearly understand how to address and prevent workplace conditions that may be conducive to sexual harassment. This program has been geared to address the CA state requirements, however, it's the responsibility of the customer company to determine if this session meets CA state regulations.



#### Program highlights:

- Define sexual harassment
- Describe what supervisors and managers should do in response to a complaint
- Discuss how supervisors and managers can be proactive in preventing sexual harassment
- Recognize how sexual harassment negatively affects work relationships
- Review the financial and legal consequences sexual harassment can have on an organization
- Describe ways to help prevent sexual harassment
- Discuss gray areas of sexual harassment

Note: This program requires the use of a training video/DVD.

Client Information and Recommendations: This program is most effective when a representative from the Human Resource Department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR might also provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training program deals with laws, policies and specific behaviors — and is designed to keep the customer compliant — we're not willing to compromise the information contained within the program by offering it in an abbreviated time frame.

## Substance Abuse in the Workplace

2 hours  
(If DOT is included,  
add 15 to 30 minutes)

Managers will learn important information about substance abuse and drug testing. Topics include identifying substance abuse problems in the workplace and addressing those problems in accordance with company policy. Attendees learn how to confront an employee and document observations.

#### Program highlights:

- Be aware of the extent of substance abuse in the workplace
- Understand the drugs of abuse, including alcohol
- Recognize signs and symptoms — physical and behavioral — that may impact a safe and productive work environment
- Reinforce skills relating to effectively dealing with problematic workplace performance or behavioral issues
- Understand what actions and circumstances constitute "basis to believe" and impairment
- Be aware of resources for assistance and how to use them

Client information and recommendations: This program is most effective when a representative from the HR Department (or other appropriate staff) is present to address specific workplace policy information and participate in the discussion. While numerous organizations use this program to meet Department of Transportation, Department of Defense and Department of Energy employee education requirements, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

## The Right Side of the Line

2.5-3 hours

This workshop, purchased from VisionPoint Productions, Inc. is designed to help organizations build respectful and harassment-free work environments. It helps participants take a proactive approach to creating and maintaining respectful organizational cultures in order to remain legally compliant, ensure adherence to organizational policies, and to thrive and prosper. The program employs a video, discussion and case studies as teaching tools to engage and involve the participants.

### Program highlights:

- Describe how and why maintaining a respectful and harassment-free culture benefits you and the organization
- Explain the difference between inappropriate, prohibited and illegal behavior
- Identify behaviors that could escalate into more serious situations
- Respond appropriately when others engage in unprofessional, prohibited or illegal behaviors

Note: This program requires the use of a training video/DVD.

**Client Information and Recommendations:** This program is most effective when a representative from the Human Resource Department attends and participates in the discussion. HR can address questions about your organization's specific policies and reporting procedures regarding sexual harassment. HR might also provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

## Using Your Management Consultation Services

1.5 hours

Also available in a Web-based format

Managers face many challenges in running their departments or businesses, and some of the most difficult may be those that require addressing employee behavior problems. This program will educate you about Management Consultation Services and offer tools for dealing with employee issues. This training is for managers only.

### Program highlights:

- Understand Management Consultation Services
- Learn how to make a referral
- Identify troubled employees
- Be able to intervene with troubled employees and re-integrate them into the workplace
- Practice applying the theories presented

## Workplace Engagement

2 hours

In a time of tight budgets and fierce competition, organizations need to work efficiently and find ways to make themselves stand out in the marketplace. Employees who are willing to "go the extra mile" and are committed to their jobs, their customers and the organization can be that difference. This seminar will help you develop, implement and maintain an employee engagement program at your workplace.

### Program highlights:

- Understand what employee engagement is
- Appreciate why employee engagement is important to the entire organization

- Identify the factors that make up employee engagement
- Gain tools for getting employees engaged
- Identify resources for assisting in implementing and maintaining an employee engagement program
- Develop an action plan for establishing, implementing and maintaining an employee engagement program

## Performance Management

### A Manager's First-Aid Guide

2 hours

Also available in a Web-based format

Managers observe sometimes confusing and/or troublesome employee behaviors on a daily basis. This program offers workplace support and solid suggestions for dealing with employees exhibiting symptoms of depression, anxiety, techno-stress, addiction and potentially violent behavior. Dealing with potential problems early on contributes to their successful resolution.

Program highlights:

- Define your role as manager
- Identify potential problems and accompanying symptoms
- Learn how to recognize and deal with potentially problematic workplace behaviors
- Become familiar with how and where to get help for employees

### Addressing Performance Concerns

2 hours

Ideally, your department runs like a well-oiled machine. Often, however, that is not the case. Do you know what to do when there's a performance issue that needs to be addressed? This program is designed as a hands-on tool to help managers each step of the way. Through group interaction and the use of case studies, participants are provided with steps to help them talk with employees about difficult topics. The program also offers pointers on avoiding common pitfalls associated with these encounters.

Program highlights:

- Identify performance concerns
- Learn appropriate documentation
- Confront performance issues
- Maintain effective work relationships
- Improve trust, morale and productivity

Client information and recommendations: This program is most effective when a representative from the HR Department attends. HR can address any questions about specific application and interpretation of organizational policies and procedures regarding the topic.



## Behavioral Interviewing

2 hours

Job applicants are most anxious to create the best impression possible during a job interview. This may translate to giving responses that the applicant thinks you want to hear rather than responses that reflect the applicant's authentic experiences. This program will help managers and supervisors identify the important behavioral aspects of the interview process. Attention is given to delicate issues as well as what is and is not appropriate to ask. Participants will learn how to identify the best candidate, make the right hiring decisions, reduce "poor fits" and turnover, and ensure successful new employee integration into the workplace culture.

### Program highlights:

- Understand interview techniques and guidelines
- Apply the behavioral components of interviewing
- Learn how to ask the best questions to obtain the most helpful information
- Identify the best candidate

Client information and recommendations: Before presenting this training, be prepared to make available job descriptions and requirements of one or two open positions. These will be used as practical examples for the session. A representative from HR is requested to attend this program to answer specific questions relating to policies and procedures.

## Building Motivation and Morale in the Workplace

2 hours

Also available in a Web-based format

"Motivation and Morale" offers participants practical, timely tips that can contribute to employee motivation and increased productivity. Managers and supervisors will learn how communication and personal management styles can contribute to or detract from employee motivation and morale.

### Program highlights:

- Learn ways to minimize workplace negativity
- Understand what motivates people
- Discover how management style can make a difference
- Practice problem-solving skills

## Coaching and Development Techniques

3 hours

Learning about coaching and development helps managers and supervisors acknowledge and apply appropriate techniques in their communications with employees. Participants will be able to successfully identify and address coaching situations, maintain workplace relationships with subordinate staff, develop employees, and improve productivity and trust.

### Program highlights:

- Identify the value of coaching and development
- Apply basic coaching competencies
- Recognize when to coach

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address any questions about specific application and interpretation of organizational policies and procedures regarding the topic.



## Effective Performance Appraisals

2 hours

This program makes use of discussion, assessments and case studies to provide practical pointers on the employee review process. Participants will learn techniques that promote improved communication between appraisers and subordinates in a process that helps build trust, morale and motivation.

### Program highlights:

- Identify the importance of performance appraisals
- Conduct effective performance appraisals
- Help employees find meaning in their work
- Develop employee relationships based on improved trust, motivation and morale

Client information and recommendations: Using your organization's performance appraisal form for this session helps participants understand and more effectively use this tool. A representative from HR is requested to attend the session to answer specific questions relating to organizational policy and procedure.

## Managing People Effectively

3 hours

Being a manager is no easy task, but this program can help managers and supervisors take the guesswork out of managing employees effectively. By applying the information presented, participants will inspire better working relationships, improved morale and motivation, and increased trust and productivity.

### Program highlights:

- Learn the pros and cons of being a manager
- Discuss the effects of assumptions on management style
- Identify common management pitfalls
- Determine appropriate use of the disciplinary process
- Participate in a management style inventory

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about specific disciplinary policy and procedure as well as help to define a management style that fits your organization's corporate culture.

# Corporate Consultation/Special Circumstances

In addition to the Professional Development programs, we also offer a variety of presentations, services and resources addressing specific needs.

## Leadership Certificate Program

The Leadership Certificate Program helps managers develop the necessary skills to meet the challenges of today's workplace. In acquiring these skills, managers can create a healthy, productive environment while meeting business demands and employee needs. To earn the Leadership Certificate, managers must successfully complete six courses, two of which are electives that can be selected from the list of Professional Development Programs (see Table of Contents). The following four core courses are required:

- Improving Communication Skills for Managers
- Managing People Effectively
- Coaching and Development Techniques
- Addressing Performance Concerns

## Corporate Reorganization

Our training programs help organizations effectively address a wide variety of challenging workplace issues. We are available to consult with you regarding which training programs will work for your company's needs. An issue of particular concern might be corporate reorganization, a very stressful experience for everyone. We have a selection of training programs that deal with downsizing, surviving layoffs and other work changes.

## External Resources

### Disaster Preparedness for Businesses

FEMA offers downloadable booklets, posters and forms to help businesses prepare for disasters.

***Every Business Should Have a Plan*** is a 12-page booklet that outlines steps businesses can take to prepare for disasters. In addition, the site offers forms and checklists on the following topics:

- Sample Emergency Plan
- Costs
- Emergency Supplies Checklist
- Insurance Discussion Form
- Computer Inventory Form

To access this information, go to [www.ready.gov/business/index.html](http://www.ready.gov/business/index.html). Click on Downloading and Ordering all Ready Business Publications. To download the brochure, ***Every Business Should Have a Plan***, go to Ready Brochure and click on Ready Business Brochure.

### Take Your Child to Work

If you're interested in obtaining information about planning for "Take Your Child to Work" Day, please refer to <http://www.daughtersandsonstowork.org/wmspage.cfm?parm1=369>.

This site offers materials that can be downloaded. And, it has information that can be used for planning and organizing an event.

Contact your Account Manager for more information. We recommend that you begin planning in January for this April event.

## Transgender Issues in the Workplace

The Human Rights Campaign Foundation offers a downloadable booklet entitled *Transgender Issues in the Workplace – A Tool for Managers*. It also offers *Workplace Transgender Transition Guidelines*, a PDF guide to help you address transgender issues. The toolkit has information on terminology, policy recommendations, FAQs and resources. The guidelines have a format that can be applied, if you wish. Additionally, it includes *Job-Related Planning for a Gender Transition*. For the toolkit, go to [www.hrc.org/issues/transgender/1561.htm](http://www.hrc.org/issues/transgender/1561.htm). For the guidelines, go to [www.hrc.org/documents/HRC-Workplace-Gender-Transition-Guidelines.pdf](http://www.hrc.org/documents/HRC-Workplace-Gender-Transition-Guidelines.pdf).

## Management Consultation

Serious illness and allegations of sexual harassment or discrimination are some of the difficult situations that can create a stressful atmosphere in the workplace and affect the productivity and morale of co-workers. The Management Consultation services offered through your Employee Assistance Program are designed to address those issues. We can offer training programs that complement those services.

## Grief and Loss

Any loss can create an intense emotional reaction that may affect people both personally and professionally. We have training programs to help organizations and their employees understand the normal emotional reactions and patterns of behavior involved in the grieving process. We also present coping strategies for dealing with the issues related to grief.

## Critical Incident Response Services (CIRS)

OptumHealth provides a wide range of related proactive and post-incident services that can help an organization address a number of issues. These services include:

- Organizational needs analysis to proactively identify areas of the company in which stress or change is likely to occur, assessment of work challenges that have already taken place, and exploration of the potential for organizational change that may prevent or create workplace challenges
- Management training on trauma and Critical Incident Service Management, including how to recognize and respond to a critical incident, identify stress reactions, and make appropriate referrals for help

To arrange for onsite CIRS, please call OptumHealth using your EAP phone number and listen for the prompt.



## Human Resources/Workplace Concerns and Work Skills

### Change

Managing Change  
Moving Forward  
Overseas Assignments

### Communication

Building Successful Teams  
Improving Communication Skills  
Nonverbal Communication  
Respect and Positive Interaction in the Workplace

### Conflict

Dealing with Conflict  
Dealing with Difficult Behaviors  
Dealing with Negativity in the Workplace

### Customer Service

Building Customer Satisfaction  
Managing Customer Expectations  
Meeting the Challenge of the Difficult Customer

### Diversity

M.E.E.T. on Common Ground  
Valuing Differences  
Working with the Differently Abled Employee

### Healthy Workplace

Creating a Healthy Workplace  
Find What Works; Build From There  
Generations @ Work  
Polite Practices in the Workplace  
Preventing Sexual Harassment

### Safety

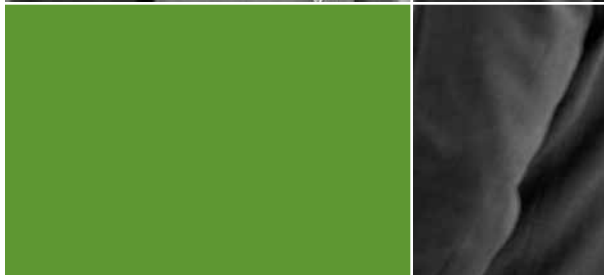
Building a Safe Place to Work  
Domestic Abuse Visits the Workplace  
Drug-Free Workplace  
Gambling  
Substance Abuse in the Workplace  
Violence in the Schools: Issues, Impact, Action —  
A Program for Educators and Administrators

### Workplace Stress

Avoiding Burnout  
Building Resiliency  
Managing Career Success  
Managing Stress for Success  
Navigating the Rapids of Upheaval and Crisis  
Workplace Uncertainty

### Etc.

Critical Thinking  
Depression in the Workplace  
Improving Processes  
So, You Want to be a Leader?



## Managing Change

1 hour

Also available in a Web-based format

Downsizing, acquisition, reorganization, mergers, layoffs — these transitions can be unsettling to any worker. Change, especially rapid, stressful change, can be challenging and difficult for the most resilient employee. But, change can bring opportunities for growth and positive transformation. This program introduces a healthy process for navigating workplace change.

Program highlights:

- Help participants understand and respond constructively to change in the workplace
- Understand the emotional phases that accompany the process of change
- Develop strategies to make change more rewarding

Client information and recommendations: This program is most effective when a representative from the HR Department attends. HR can address any questions about the resources available to employees, goals of the change and how the change is being implemented. This program is particularly helpful to employees prior to impending workplace change.

## Moving Forward

1 hour

When your organization downsizes and your co-workers are laid off, what happens to you? Do you feel guilty? Are you worried that you might be next? This program will address those questions as well as other normal reactions to surviving organizational changes.

Program highlights:

- Explore what a layoff means to you
- Identify typical mental, emotional and physical reactions
- Determine how to support each other
- Identify coping strategies

Client information and recommendations: This program is best presented after a layoff has occurred.

## Overseas Assignments

1 hour

If you work for an organization that conducts business internationally, is it possible that you could be assigned to another country for work? If so, how prepared are you for such an eventuality? This program will address cultural considerations, pre-departure items that need to be addressed, moving questions and how to deal with family matters — whether or not your family accompanies you.

Program highlights:

- Examine personal suitability for an overseas assignment
- Determine communication style and understand those of others
- Identify ways to prepare family for departure
- Explore various aspects of the preparation process
- Develop a timeline for the preparation process
- Learn what to expect upon repatriation

# Communication

## Building Successful Teams

2 hours

This program gives participants an opportunity to discover their own work style and learn how that style interacts with the team. A series of lively paper-and-pencil exercises prompt employees to maintain effective teams and work together to reduce tension and stress, and improve morale and productivity.

### Program highlights:

- Explore the benefits of teamwork
- Learn the characteristics of an effective team
- Understand the qualities of an effective team member
- Discover your work style and its practical application
- Learn strategies for interaction
- Understand the signs of trouble

## Improving Communication Skills

1 hour

Also available as a Sampler Program and in a Web-based format

Communication is a given. It's also the heart and soul of our professional and personal interactions. Depending upon our skill level, the way we communicate can open doors to productive relationships, a good working climate and opportunities — or it can slam those same doors shut. This training program will give participants a chance to apply skills that are critical to good communication. And, they will learn about factors that positively influence communication — as well as those that may create barriers.

### Program highlights:

- Identify factors influencing communication
- Determine communication barriers
- Learn the value of assertive communication
- Practice active listening skills
- Discuss the role of nonverbal communication
- Use positive communication for problem-solving

## Nonverbal Communication

1 hour

Also available as a Sampler Program

“Not to communicate is to communicate!” The power of nonverbal communication is contained in that brief statement. We use facial expressions, gestures, eye contact, posture, proximity, paralanguage, and touch to interpret the messages we receive from others — whether words are used or not. This training program will explore nonverbal behavior, examine the congruency factor, offer opportunities to make interpretations and discuss caveats when making interpretations.

### Program highlights:

- Identify the components of nonverbal communication
- Explore the power of nonverbal behavior
- Understand the difficulty inherent in interpreting nonverbal messages

## Respect and Positive Interaction in the Workplace

2 hours

Also available in a Web-based format

Co-workers who demonstrate integrity and respect in their interactions help cultivate a positive and successful working environment that enhances the bottom line. So, why isn't every workplace a model of human harmony? It's for the same reasons our personal lives don't reflect continuous harmony. This program will introduce communication skills and other behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.

Program highlights:

- Identify the advantages of respectful, positive workplace interaction
- Identify inappropriate and/or abusive communication styles and behaviors
- Learn and practice respectful communication techniques and nonverbal behaviors
- Receive an introduction to conflict negotiation strategies

## Conflict

### Dealing with Conflict

1 hour

Conflict has the ability to make even the most confident and competent among us quake in our boots. What is it about conflict that is so formidable? This program has been combined with our former program, Getting to Yes, and will address how conflict affects the workplace and offer opportunities to practice positive conflict resolution techniques. And, it will present suggestions for maintaining successful relationships, improving trust, heightening morale and increasing productivity.

Program highlights:

- Define conflict
- Understand how one's philosophy about conflict influences how it's approached
- Assess conflict resolution styles
- Apply and practice conflict resolution strategies

Client information and recommendations: This program is most effective when management and HR are familiar with conflict resolution procedures and agree to implementation of the process. It's helpful to train designated managers and HR representatives to act as neutral third party facilitators in the conflict resolution process.

### Dealing with Difficult Behaviors

1 hour

Also available as a Sampler Program

All of us have to deal with difficult behaviors. This program identifies the difficult behaviors we have to deal with in both our personal and work lives. Participants will receive specific guidelines about interacting and coping with these behaviors in everyday life.

Program highlights:

- Identify difficult behavior types
- Understand the impact of difficult behavior
- Explore techniques to address difficult behavior
- Learn strategies for coping

Client information and recommendations: This program is especially useful for personnel who work in the area of customer service.



## Dealing with Negativity in the Workplace

1 hour

This program is a must for all employees. Participants will learn how to identify the ways negativity surfaces in the workplace and recognize the relationship of workplace change to negative behavior and interaction. Time will be spent helping participants identify ways to stay focused, productive and positive.

### Program highlights:

- Examine the roots of workplace negativity
- Understand the impact of change on attitude, motivation and morale
- Learn how to overcome your own negativity
- Help others overcome negativity

## Customer Service

### Building Customer Satisfaction

1 hour

Also available in a Web-based format

“Building Customer Satisfaction” can assist personnel who work with customers in any business format deal with the daily challenges and stresses they encounter on the job. Participants know how they like to be treated as customers. This session will support staff in meeting customer needs and providing the excellent service they expect when they’re in the customer role.

### Program highlights:

- Define customer needs
- Understand what customer service means
- Learn techniques to deal with difficult behavior
- Practice good listening skills
- Improve customer communications

### Managing Customer Expectations

2 hours

This program is a useful tool designed to help employees in decision-making positions deal with one of their greatest challenges. Excellent customer service frequently becomes the differentiating factor in maintaining or losing valued clients. This program offers participants useful suggestions to enhance customer service practices above and beyond expectations — while maintaining positive relationships and appropriate boundaries.

### Program highlights:

- Gain an understanding of customer expectations
- Review communication skills that can enhance interactions with customers
- Learn how to develop service standards
- Learn how and why to avoid self-defeating behaviors

### Meeting the Challenge of the Difficult Customer

1 hour

Also available in a Web-based format

In today’s service-oriented economy, providing excellent customer service is of paramount importance. While many good customer service training programs abound, this program focuses on how an employee should respond when a customer is unduly demanding, rude, abusive or potentially violent. This program provides tips on the communication skills employees need to defuse these tense situations.



#### Program highlights:

- Develop and practice skills and techniques needed to deal effectively with difficult, angry customers
- Learn how to address customer feelings
- Practice a problem-solving approach in addressing the customer's complaints

## Diversity

### M.E.E.T. on Common Ground

1-3 hours

We all are unique individuals with our own gifts, skills, concerns and perspectives. These elements are part of what make us special, but sometimes can set us apart from our co-workers. It's important to find common ground given our differences, and to strive to treat everyone with respect. This program, purchased from VisionPoint Productions, Inc., provides information, exercises and a video with vignettes demonstrating the different learning points of the training program.

#### Program highlights:

- Explain the benefit of mutual respect in the workplace
- Explain the importance of personal responsibility in promoting respect in the workplace
- Use the four steps in the M.E.E.T. model to help promote a "mutual respect" working environment:
  - Make time to discuss
  - Explore differences
  - Encourage respect
  - Take personal responsibility

Note: This program requires the use of a video. With written exercises and scenarios, the program can be expanded from one hour to two or three hours.

### Valuing Differences

4 hours

This is a diversity program that encourages the use of communication to build bridges and reduce barriers when dealing with others in the workplace. It gives participants an opportunity to discover valuable information about themselves and their interactions using the Johari Window model to explore their open, hidden, blind and unknown sides. Group members can expect to participate actively in this experientially based session.

#### Program highlights:

- Define diversity and why it's important to employees
- Explore areas of bias, stereotyping, prejudice and discrimination in an attempt to minimize differences
- Plan for personal change

### Working with the Differently Abled Employee

1 hour

This program will raise both employees' and managers' awareness of human rights and a company's commitment to doing the right thing. Topics include appreciating and accommodating human differences in the workplace. It will offer suggestions and tips to help participants become more comfortable relating to co-workers with different abilities. The session provides opportunities for role-play and lively discussion.

#### Program highlights:

- Identify how attitudes impact the treatment of the differently abled in the workplace
- Learn how to appropriately interact with co-workers who are disabled
- Understand the benefits of a diverse workforce

## Healthy Workplace

### Creating a Healthy Workplace

2 hours

Also available in a Web-based format

This program empowers all employees to take an active role in focusing on the positive by using respectful communication, employing problem-solving skills, valuing differences and actually having fun. Participants will work in teams to develop workplace plans to apply to their situation.

#### Program highlights:

- Learn how the work environment impacts employee productivity
- Identify the components of a healthy workplace
- Develop a plan for enhancing workplace health

Client information and recommendations: This program has a great impact when members of actual work groups attend together.

### Find What Works; Build From There

2 hours

This program combines pieces from four of our current offerings — Healthy Workplace, Dealing With Negativity in the Workplace, Improving Communication Skills, and Respect and Positive Interaction in the Workplace. It's designed to help employees feel empowered to deal with issues they may have little — or no — control over, and enhance coworker relationships.

#### Program highlights:

- Explore the impact of negativity
- Determine methods for overcoming negativity
- Identify components of workplace health
- Develop a plan for improving workplace health
- Examine behaviors that demonstrate respect
- Practice assertive communication behaviors
- Apply positive communication and conflict resolution skills

### Generations @ Work

1 hour

Also available in a Web-based format

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

#### Program highlights:

- Understand how each generation approaches work differently
- Explore the values that drive each generation
- Determine strengths of each generation
- Develop techniques for creating harmonious work teams

### Polite Practices in the Workplace

1.5 hours

This program takes a serious look at how the use of good and poor manners impacts the work environment. Special attention is paid to “tricky situations” and the appropriate courtesies regarding communication with the opposite sex, clients and management. It also includes a discussion about the appropriate use of electronic communication and voice mail.

#### Program highlights:

- Understand the impact of good and bad manners on the workplace
- Explore workplace courtesies
- Examine tricky situations
- Learn to use communication tools appropriately

### Preventing Sexual Harassment

1 hour

Any form of sexual harassment in the workplace is a key business issue, yet lack of clarity and discomfort with these issues abound. This training program focuses on the legal definition of sexual harassment, the costs to the organization and how employees at all levels can contribute to an appropriate, respectful work atmosphere.

#### Program highlights:

- Introduce employees to the concept of sexual harassment and the relevant federal guidelines
- Introduce skills needed to identify, stop and prevent sexual (and other forms of) harassment
- Identify types of sexual harassment affecting work relationships
- Recognize how every employee can contribute to the prevention of sexual harassment in the workplace

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization’s specific policies and reporting procedures regarding sexual harassment. HR also might provide information regarding the prevalence of workplace sexual harassment complaints.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

Because this training deals with laws, policies and specific behaviors — and is designed to keep the company compliant — we’re not willing to compromise the information contained within the program by offering it in an abbreviated time frame.



## Building a Safe Place to Work

2 hours

The increase in violence in our society is spilling over into the workplace. Many employees are worried about their personal safety. What actions should they take if they're threatened, abused or harassed? This program will give participants tools for recognizing potentially threatening situations and ways they can make themselves safer in the workplace.

### Program highlights:

- Understand the mutual responsibility of both employer and employee to maintain workplace safety
- Identify and recognize the warning signs of potentially violent workplace situations
- Learn how to respond to actual or potentially violent workplace situations

Client information and recommendations: This program is most effective when a representative from the HR Department attends and participates in the discussion. HR can address questions about your organization's specific policies and procedures.

## Domestic Abuse Visits the Workplace

1 hour

Domestic violence **is** your business. Though once considered a private, personal issue, victims of domestic abuse are at risk not only at home; they can also be at risk at work which increases the risk for the workplace as well. This program will address the workplace toll, identify signs of domestic abuse, and look at how to help and how to check for safety.

### Program highlights:

- Recognize the importance of addressing domestic violence in the workplace
- Identify the signs of domestic violence
- Discuss ways to make the workplace safer
- Describe techniques for helping survivors and keeping them safe

## Drug-Free Workplace

1 hour

Understanding addictions as well as the impact of substance abuse on the workplace and co-workers are addressed in this program taken from the U.S. Department of Labor's suggested training format and information. This presentation is particularly relevant to companies working with government contracts.\*

### Program highlights:

- Cite the requirements of the drug-free workplace policy
- Discuss the prevalence of alcohol and drug use and its impact on the workplace
- Recognize the link between poor performance and alcohol and/or drug abuse
- Describe the progression of the disease of addiction
- Identify what types of assistance may be available

\*While this program is designed to meet government contractual obligations, it's the responsibility of the customer company to determine if this session will meet regulatory needs.

## Gambling

1 hour

The recent surge of Indian gaming casinos, state lotteries and online gambling opportunities brings new and accessible forms of entertainment — but it also can cause problems. One such problem is compulsive or pathological gambling. This introductory program will define compulsive gambling, explore its impact on work and home, examine the characteristics of compulsive gambling and look at the options available to help those who might be caught in its web.

### Program highlights:

- Identify the difference between recreational and chronic gambling
- Explain the three phases of gambling addiction
- Defend gambling as a treatable addiction
- Identify the warning signs and symptoms of gambling
- Increase awareness of choices and resources

## Substance Abuse in the Workplace

1 hour

(If DOT is included,  
add 15 to 30 minutes.)

“Substance Abuse in the Workplace” gives employees basic information to help them understand the effects of substance abuse, make better choices about their own use and become aware of appropriate resources. Participants also are encouraged to take responsibility for contributing to a safe workplace by not enabling the co-worker’s continued abuse of drugs and alcohol.

### Program highlights:

- Be aware of the extent of substance abuse in the workplace
- Understand the drugs of abuse, including alcohol
- Recognize signs and symptoms — physical and behavioral — that may impact a safe and productive work environment
- Be aware of resources for assistance and how to use them

Client information and recommendations: This program is most effective when a representative from the HR Department (or other appropriate staff) is present to address specific workplace policy information and to participate in the discussion. While numerous organizations use this program to meet Department of Transportation, Department of Defense and Department of Energy employee education requirements, it’s the responsibility of the customer company to determine if this session will meet regulatory needs.

Due to legal constraints, our trainers cannot answer specific questions related to state or federal law, or interpret internal organizational policy.

## Violence in the Schools: Issues, Impact, Action — A Program for Educators and Administrators

2.5 hours

The increase of violence in our society is spilling over into schools. Many school administrators and teachers worry about personal safety and the safety of their students. What can be done to prevent, respond to and manage school violence? This program takes a proactive look at the issue of school violence.



#### Program highlights:

- Understand the magnitude and impact of school violence
- Learn steps to take in response to school violence
- Identify school environments that may be conducive to violence and identify classroom practices that can promote peaceful relationships
- Learn proactive ways to minimize risk
- Demonstrate awareness of the toll-free number as a resource

## Workplace Stress

### Avoiding Burnout

1 hour

In today's work environment, many of us feel pressured to work faster, harder and longer hours. It's easy to allow our jobs to become our lives. For many, this can lead to burnout, resulting in decreased productivity and dissatisfaction, among other things. Participants in this program will examine causes of burnout, as well as potential remedies. They also will come out of this seminar with ideas to decrease their likelihood of experiencing burnout.

#### Program highlights:

- Define burnout and locate participant's position on the burnout continuum
- Determine causes of burnout
- Examine myths surrounding burnout
- Explore remedies
- Identify what participants can control
- Use satisfiers and factors within participant control to develop a personal plan for reducing burnout

### Building Resiliency

1.5 hours

Also available in a Web-based format

"Building Resiliency" explores the personal characteristics associated with being able to positively cope with unexpected challenges. The concept of stress hardiness is defined and discussed.

#### Program highlights:

- Define resiliency
- Explore the relationship between resiliency, stress and overall health
- Determine if you're a resilient person
- Discover how to become more stress hardy

### Managing Career Success

1 hour

How do you find and succeed at your chosen career? How do behavior, attitude and choices impact success? This program offers participants "food for thought" regarding choices around their future in the workplace. Practical tools for identifying the need for skill development and expanded learning are reviewed.

#### Program highlights:

- Define success
- Identify the skills needed to help you succeed
- Set goals and determine how to reach them

## Managing Stress for Success

1.5 hours

Also available in a Web-based format

In this program, participants are provided with a brief overview of stress basics as well as practical suggestions for coping with stressful situations, especially as they occur in the workplace. The concept of stress hardiness is addressed as a focus for healthy stress management. The program provides tools that help reduce levels of employee stress and help to better understand personal and organizational aspects of stress.

### Program highlights:

- Review stress basics
- Recognize when making a change makes the difference
- Understand the role of communication in stress reduction
- Examine the contributions of stress hardiness

## Navigating the Rapids of Upheaval and Crisis

1 hour

Is your business facing layoffs? Restructuring? Bankruptcy? An uncertain future? This training program is designed for Human Resource personnel, call center employees and other staff who must focus their time and energy answering questions from those employees and customers most directly impacted by these changes. It addresses the components of critical incidents, compassion fatigue, grief and stress reduction.

### Program highlights:

- Examine the components of critical incidents
- Increase understanding of normal human responses to a critical incident
- Define compassion fatigue
- Explore coping mechanisms
- Identify expected grief reactions
- Explore appropriate stress reduction techniques

## Workplace Uncertainty

1 hour

Also available in a Web-based format

In an age of mergers, downsizing, reorganizations, globalization and a myriad of other activities, employees may no longer be able to view their positions as stable. How does this state of affairs impact the workplace and the employee? In this highly interactive training program, participants will have an opportunity to examine the changes taking place and explore methods for accommodating those changes.

### Program highlights:

- Be able to articulate the causes of workplace uncertainty
- Determine both positive and negative reactions to the changing workplace
- Identify symptoms related to workplace uncertainty
- Select appropriate coping mechanisms
- Know when to seek additional help

## Critical Thinking

1 hour

What's the best approach to problem-solving? How do you choose between viable options? How do we get trapped? Does it matter? These and other questions will be addressed in this program that will teach you how to examine information from an objective, critical vantage point.

### Program highlights:

- Define critical thinking and why it matters
- Develop a process for critical thinking
- Identify tips and techniques for making better decisions
- Apply a weighted pros and cons list
- Examine strategies for managing risk
- Identify common thinking/decision-making traps and how to avoid them

## Depression in the Workplace

1 hour

What's happening when a co-worker's or employee's behavior, demeanor and work performance start deteriorating? The personal and professional costs of depression can be staggering. Cultural stereotypes and biases still exist and can create barriers against acknowledging depression and seeking appropriate help. Participants will learn how to recognize clinical depression. And, they will become familiar with methods of addressing it with others, both from the point of view of supervisor and co-worker.

### Program highlights:

- Increase awareness of the impact of clinical depression on the workplace
- Clarify the difference between feeling "down," sadness and depression
- Recognize the manifestations of clinical depression in the workplace
- Learn appropriate intervention methods

Planning tip: October is National Mental Health and Depression month.

## Improving Processes

2 hours

If you're on a quest to deliver the best product you can as efficiently as possible, this presentation is for you. This program addresses the foundation of process improvement, approaches, tools and practice opportunities.

### Program highlights:

- Identify the components of a process
- Differentiate between core and support processes
- Determine the criteria for launching process improvement projects
- Recognize key process improvement principles
- Apply a variety of useful process improvement tools

## So, You Want to Be a Leader?

1 hour

In today's world, leadership requires a more complex set of skills and values than at any time in the past. Vision, trust, integrity and empowerment become critical elements of effective leadership. This training program will provide the framework for becoming an effective and ethical leader whether leading a small team of people or a large organization.

### Program highlights:

- Examine the qualities of an effective leader
- Explore challenges of leadership
- Determine the difference between leadership today and leadership of the past
- Understand the difference between leaders and managers



## Wellness and Work/Life Seminars

### Parenting/Family

#### Aging

- Coping for Caregivers
- Managing Eldercare Issues
- Navigating Eldercare Resources
- Understanding Alzheimer's Disease and Related Dementias

#### Parenting

- Adolescence 101: The Preteen/Early Teen Years
- Developing Capable Kids
- Growing Healthy Families
- Helping Children Cope with Disaster
- Home Alone Kids
- Living with Your Adult Child
- Planning for College
- Planning a Patchwork Summer
- Raising Boys
- Raising Girls
- Raising Healthy Kids in a Junk Food World
- Raising Responsible Children
- Substance Abuse and Your Kids
- Successful Single Parenting
- Survival Strategies for New Parents
- Understanding Adolescence
- Violence in Schools: Parental Awareness and Tips for Prevention

#### Etc.

- Balancing Work and Home
- Healthy Relationships

### Healthy Lifestyle

#### Making Healthy Choices

- Getting Started
- Why Diets Don't Work
- Fitting Fitness into Your Busy Day
- Food in the Fast Lane
- Natural Energy Boosters
- Healthy Food on a Budget
- Healthy Holiday Eating

#### Stress

- Stress and Life Balance
- Stress Management 101
- Stress Management: Additional Techniques



## Wellness

Aging Well  
Coping with a Chronic Condition  
Smoking Cessation  
Taking Charge of Your Health Care  
Wellness and You

## Life Skills

### Financial

Charge it Right  
Identity Theft  
Managing Your Finances  
Money Matters  
Pay Yourself First

### Personal Growth/Challenges

Creating Passion  
Creative Thinking  
Dealing with Grief and Loss  
Honoring the Anniversary  
Living in an Unpredictable World  
Mental Illness  
Successful Retirement  
Temperature's Rising: Lessons in Anger Management  
What's Your Emotional IQ?

### Time

Simplify Your Life  
Slowing Down in a Sped-Up World  
Taking Charge of Your Time

### Etc.

Disaster Preparedness  
Putting the "Happy" Back in the Holidays



# Parenting/Family

## Aging

### Coping for Caregivers

2 hours

Modern medicine has worked miracles. As a result, elders tend to live longer. At the same time, the chances of chronic illness or decreased functional capacity rise. As we move into middle adulthood, many of us will be called upon to provide or arrange care for an aging parent or loved one. This program is for those currently facing this situation or for those anticipating what lies ahead.

#### Program highlights:

- Provide education, support and resources to those who provide or arrange care for aging loved ones
- Heighten awareness of the multiple issues involved in caregiving
- Examine the importance of self-care while caring for others
- Have an opportunity to share your own situations and receive support

Planning tip: This program offers a broad view of the issues and concerns related to caregiving.

### Managing Eldercare Issues

1 hour

Also available in a Web-based format

This program offers participants information about identifying and using appropriate resources. Attendees will be able to make better decisions regarding eldercare issues. In addition, they'll learn how to reduce the stress and anxiety that comes with trying to make the best choices for an aging relative.

#### Program highlights:

- Heighten awareness of in-home, community and institutional resources
- Learn about financial and legal issues
- Become familiar with the "Care Management Planning Guide"
- Review an eldercare case study

Planning tip: This program offers more specific information around some of the issues discussed in the Coping for Caregivers program.

### Navigating Eldercare Resources

1 hour

Navigating through the maze of eldercare options can be confusing and overwhelming. This seminar will help clarify the process and give the caregiver some tools to use for gathering resources.

#### Program highlights:

- Identify ways to discuss the need for care with your parent or elderly relative
- Learn the levels of medical and non-medical care
- Determine what to consider when evaluating resources
- Learn to communicate effectively with resources
- Explore ways of dealing with the stress of caregiving

Planning tip: This program focuses on determining needs, identifying available resources and communicating with those resources. It discusses resources for both the elderly loved one and the caregiver.

## Understanding Alzheimer's Disease and Related Dementias

1 hour

It's extremely painful to watch people we love lose their memory, engage in uncharacteristic behavior and lose their ability to recognize us. As they manifest these symptoms of dementia or Alzheimer's disease, we offer help as we can — but we often end up feeling helpless and powerless. This training program can help us gain a better understanding of these conditions, discover what treatments are available and explore the impact on the family.

### Program highlights:

- Understand the difference between normal forgetfulness and Alzheimer's disease
- Understand the relationship between Alzheimer's disease and related dementias
- Learn communication strategies for communicating with a person with dementia
- Determine strategies for caregivers to help take care of themselves

## Parenting

### Adolescence 101: The Preteen/Early Teen Years

1 hour

Children ages 10 to 15 experience a tremendous amount of growth in all areas of development. They feel the need to succeed in school, but may struggle with keeping all the balls in the air. They feel pressure to fit in with their peer group and look like their friends at a time when physical development fluctuates wildly. They feel pressure to be more independent, but still want — and need — their parents to be there for them. This program will offer information, tips and suggestions for addressing these issues.

### Program highlights:

- Gain a better understanding of the developmental changes a preteen/early teen experiences
- Increase awareness of the developmental needs of young adolescents
- Learn strategies to monitor and manage media influences
- Learn strategies to balance a preteen's need for increased independence while still providing limits

### Developing Capable Kids

1 hour

Parents want to be able to teach their children the tools that will help them be responsible, independent, productive adults. This program will focus on parental modeling, using encouragement, applying consequences, gaining cooperation and teaching decision-making and problem-solving skills.

### Program highlights:

- Place children's behavior in an understandable framework
- Learn approaches for teaching children to become responsible, independent adults
- Be able to prepare children for decision-making and problem-solving

Planning tip: This program focuses on children's behavior, role-modeling, encouragement and consequences.



## Growing Healthy Families

1 hour

Raising children in today's environment can be a real challenge. With so many competing values, it's important to know how to parent so that our children can thrive. This presentation will cover basic information about parenting issues for toddlers, children and adolescents. The majority of information will deal with children and adolescents.

### Program highlights:

- Identify universal traits parents want in their children
- Identify the principles to live by
- Describe moral milestones by age
- Discuss the family life cycle
- Problem-solve with their child

## Helping Children Cope with Disaster

1 hour

Like adults, children experience the same feelings of helplessness and lack of control that disaster-related stress can bring about. Unlike adults, children have little experience to help them place their current situation into perspective. There is much adults can do to help children reduce their fears and stress. This program will identify things you can do to ease their anxiety and promote healthy coping in an abnormally stressful situation.

### Program highlights:

- Increase awareness of children's reactions to disasters
- Learn strategies to help children of all ages
- Increase awareness of adult reactions to disaster and how to help yourself
- Learn when to seek help for your child
- Identify resources for further learning

## Home Alone Kids

1 hour

Leaving kids home alone can be a daunting decision. Is my child mature enough? Will she be safe? Is he emotionally ready? Most child development experts recommend age 12, but age is not the only criterion. The good news is that there are ways to evaluate your child's readiness and lots of things parents can do to increase their child's happiness and safety when home alone.

### Program highlights:

- Review preteen and early teen development
- Assess child's readiness
- Learn how to prepare your child (and your home) for staying home alone
- Learn about common problems and tips to help



## Living with Your Adult Child

1 hour

This program helps participants identify and deal with the typical issues that parents and adult children face while living under the same roof. Participants will review questions to consider when thinking about such a move and explore methods for making this new type of relationship work for all parties involved.

### Program highlights:

- Determine the needs of young adults and mid-life parents
- Identify the challenges to intergenerational households
- Explore the expectations of parents and adult children

## Planning for College

1 hour

In this program, answers are provided to questions regarding appropriate course selection, entrance exams and the college application process. An overview of financial aid and scholarships will give basic information and direction about where to go for more assistance. Selecting the “right” school also is reviewed.

### Program highlights:

- Learn about suggested high school courses for college preparation
- Examine the entrance exam and application process
- Learn the basics about financial aid and scholarships in regards to college selection

Planning tip: This program is designed for parents of high school age children.

## Planning a Patchwork Summer

1 hour

Summer will be here before you know it, and the kids will be home. As any parent knows, summer can be a challenge, whether you stay at home with the kids or try to find age-appropriate childcare. Finding a balance between downtime and busy time is a daily task that can make even the most devoted parent wish for school to start.

### Program highlights:

- Identify the challenges of planning for kids and summer vacation
- Become familiar with resources for vacation activities
- Learn how to plan both structured and unstructured time for children ages 6 to 15

Planning tip: This program is most effective when held in February, March or April.

## Raising Boys

1 hour

Do you have questions about how to raise your sons to be well-integrated boys and men who are able to side-step the myths around “what it means to be a man” and be successful in work, play and relationships? This training program will address issues facing boys from preschool through the high school years. There will be opportunities for group discussion and problem-solving.

#### Program highlights:

- Increase awareness of issues facing boys today
- Strategize ideas for improving communication with your son
- Generate solutions for common parenting dilemmas
- Increase awareness of community resources

## Raising Girls

1 hour

Do you have questions about how to raise your daughters to be confident, able, responsible adults who can pursue options that integrate both traditional and non-traditional roles for women? This training program will address issues facing girls from preschool through the high school years. There will be opportunities for group discussion and problem-solving.

#### Program highlights:

- Increase awareness of issues facing girls today
- Strategize ideas for improving communication with your daughter
- Generate ideas to solve common parenting dilemmas
- Increase awareness of community resources

## Raising Healthy Kids in a Junk Food World

1 hour

Also available in a Web-based format

We all want our children to eat healthy foods, but junk food has infiltrated their lives! It's in our cupboards, it's in their school lunch and it's at their social activities! Not only do we want our children to eat the right foods, we also want them to grow up with a healthy attitude about food. This seminar includes some great advice to help busy parents set a good example and keep their child on a healthy path.

#### Program highlights:

- Examine your family's attitudes about food
- Identify the nutritional needs of children at different ages
- Learn ways to help your child avoid weight problems
- Learn how to cope with picky eaters

## Raising Responsible Children

1 hour

This program will help parents identify what it takes to be a responsible, but not overbearing, parent. And, the program addresses important decision-making and problem-solving skills. Participants also will have an opportunity to learn and practice realistic communication skills that work with kids from young children on to and through school age.

#### Program highlights:

- Determine how to give kids opportunities to make choices, assume responsibility, solve problems and experience consequences
- Learn communication strategies that increase your child's motivation and self-esteem
- Decide what questions to consider when determining how much help to give with a certain task

Planning tip: This program goes into depth around decision-making, problem-solving, communication strategies and age-appropriate chores.

## Substance Abuse and Your Kids

1 hour

Today, drugs are not only more plentiful and accessible — they also are more lethal. Parents, guardians and other concerned adults often look for ways to help their children navigate the bumpy road to adulthood — and to reach it with their physical and emotional health intact. This program will help participants understand and recognize drug use, and learn how to create an open and trusting relationship with their children.

### Program highlights:

- Create an awareness of substance use among children and adolescents
- Provide participants with techniques to help them prevent substance abuse among children
- Understand factors that influence teens to use or avoid drugs
- Identify potential warning signs that may make some teens prone to drug use

## Successful Single Parenting

1 hour

Parenting on your own can be a challenge. This program takes an upbeat approach to a topic that often brings terror to the minds of newly single parents. Participants are offered an opportunity to build a library of survival tips for parenting and self-care.

### Program highlights:

- Understand the value of a positive attitude
- Explore the importance of work/life balance
- Receive tips for survival

## Survival Strategies for New Parents

1 hour

Having a baby is a time of great joy and excitement. It also can be a time of great exhaustion! This seminar explores time-honored “tips from the trenches” to help expecting and new parents cope with the challenges of parenthood.

### Program highlights:

- Explore how a baby changes a relationship
- Identify strategies for strengthening the couple relationship
- Learn how to manage your time
- Determine techniques for transitioning back to work
- Review suggestions for taking care of yourself

## Understanding Adolescence

1 hour

Attending this program can help parents and other concerned adults identify exactly what behavior is normal for a teenager. Parenting styles are given special attention as well. Armed with information and ideas shared in a lively, guided discussion, participants will be prepared to open the lines of communication with their young adult.

### Program highlights:

- Discuss adolescent development and developmental tasks
- Identify parenting styles
- Learn strategies for dealing with adolescent behavior



## Violence in Schools: Parental Awareness and Tips for Prevention

1 hour

Violence in the schools has become a serious concern for parents. They may wonder: How safe is my child's school? Is my child at risk? What signs do I look for in my child — or in his or her friends? What can I do? This program will address these questions, give parents suggested ways to approach their children and recommend practical ways to get involved.

### Program highlights:

- Offer tools for recognizing and identifying potentially violent behavior
- Familiarize parents with intervention techniques for questionable behavior
- Learn how to start a conversation with their children

*Etc.*

## Balancing Work and Home

1 hour

Also available in a Web-based format

Balancing work and home life is of paramount concern to many people in the workplace. Competing demands, lack of personal time and our increasingly complex lifestyles stir feelings of guilt and turmoil. Through discussion and other activities, participants will learn strategies for determining priorities and creating balance in their lives.

### Program highlights:

- Determine various sources of stress
- Take a fresh look at personal values and choices
- Learn skills for effectively managing multiple demands

Client information and recommendations: In order to support the concept of “balance,” participants will be encouraged to think about the role work has in their lives. And, they will be asked to communicate their needs and expectations to their supervisor or manager in a respectful way that encourages and promotes problem solving. Please remind managers and supervisors to be open to employee-initiated discussion.

Planning tip: October is National Work and Family Month.

## Healthy Relationships

1 hour

Also available in a Web-based format

We often pay the least attention to the relationships in our lives that mean the most to us, trusting the other person will understand and always “be there.” What if that lack of attention — and care — threatens those relationships? This training will focus on the characteristics of healthy relationships. It suggests tools that we can use to communicate the investment we’re willing to make to have healthy relationships with the significant people in our lives.

### Program highlights:

- Determine characteristics of healthy relationships
- Identify problem areas in relationships
- Explore communication techniques to grow and strengthen significant relationships

Planning tip: This seminar is good any time of the year, but it's fun to offer around Valentine's Day.



# Healthy Lifestyle

## Making Healthy Choices

The following seminars are designed to help employees eat right, get moving and make additional healthy choices. Each seminar is one hour in length. The seminars can stand alone or be offered as a series.

### Getting Started

1 hour

This seminar offers a non-diet approach to making healthier food choices. Following this process will help you achieve a healthy body weight and arm you with tools to keep it off.

#### Program highlights:

- Identify patterns of eating
- Take a food inventory of your environments
- Focus on important foods rather than deprivation
- Identify personal eating behaviors
- Determine your recipe for good nutrition

### Why Diets Don't Work

1 hour

#### Also available in a Web-based format

We're a nation obsessed with both food and dieting. Consequently, it's not unusual to experience the roller coaster effect that can accompany extremes of eating and rigid dieting. This training program will address this concern by offering a nutrition self-assessment checklist, a hunger-fullness continuum, information around carbohydrates and protein, tips for eating out and a checklist to help determine if you need professional weight loss help.

#### Program highlights:

- Understand the obstacles to losing weight
- Learn about timing your eating
- Explore nutritional components relative to weight loss, particularly carbohydrates and protein
- Determine appropriate portion sizes to encourage weight loss
- Develop a plan for "sticking with it"

Planning tip: This seminar is particularly well-received in January when people are trying to lose weight after the holidays or keep their New Year's resolutions.

### Fitting Fitness into Your Busy Day

1 hour

It's estimated that nearly 80 percent of the U.S. population fails to participate in adequate physical activity, and 60 percent are sedentary. If you fall into one of these categories, this seminar is for you! Even the busiest person can weave 30 minutes of physical activity into his or her day.

#### Program highlights:

- Discover the benefits of regular exercise
- Determine what's holding you back
- Identify ways to fit more movement into everyday routines
- Develop a personal action plan

## Food in the Fast Lane

1 hour

Also available in a Web-based format

With the hectic pace of life and the abundance of fast foods available, it's easy to get into the habit of eating too much over-processed food. But, with a bit of planning and awareness, you can create fast foods that are good for you and that taste great.

### Program highlights:

- Learn how to make better choices when eating out
- Discover strategies for healthy office eating
- Learn how to help children develop healthy eating habits
- Develop a personal action plan

## Natural Energy Boosters

1 hour

Here's an opportunity to look at strategies to increase your energy and perk up your life.

Participants will gain useful and accurate information regarding healthy eating practices. And, they'll learn which snacks to reach for when a boost is needed.

### Program highlights:

- Discover foods and activities that energize
- Learn how the "quick fixes" — sugar, fat and caffeine — actually sap your energy
- Determine how to get the best rest
- Learn tips for combating stress and anxiety

## Healthy Food on a Budget

1 hour

What's your biggest challenge around food — eating healthy or buying healthy food that's affordable? We frequently get caught in the belief that making healthy food choices exacts a hefty cost on our budget. This program will offer tips for finding the food that's best for us at a price we can afford to pay. The program also includes a couple of affordable, healthy recipes.

### Program highlights:

- Identify general nutrition recommendations
- Explore planning tips for better budget and nutrition
- Create wiser shopping trips
- Describe ways to decrease food waste
- Develop strategies for saving money and addressing nutrition for work and school

## Healthy Holiday Eating

1 hour

The holidays are a time of celebrations. One way we do that is by providing special foods. But, this can be too much of a good thing with holiday treats offered everywhere you go. No matter which holidays you celebrate, this seminar will give you tips for enjoying the season while still making healthy choices.

### Program highlights:

- Discover different holiday food traditions
- Learn strategies to avoid overindulging
- Learn how to "lighten up" favorite holiday recipes
- Test your knowledge about holiday food safety

# Stress

## Stress and Life Balance

1 hour

Also available as a Sampler Program

An out-of-balance life can contribute to high levels of stress. This program combines elements of our “Balancing Work and Home” and “Stress Management: Additional Techniques” programs. Participants will have an opportunity to complete the Optum® LifeScale® Survey and learn methods of using assets to meet needs. And, they’ll take home a variety of tools for addressing stress.

Program highlights:

- Explore methods for achieving a better balance in managing the conflicting demands of our lives
- Identify resources that can be used to meet needs
- Examine personal values and choices
- Learn skills for effectively managing multiple demands

## Stress Management 101

1 hour

Also available as a Sampler Program and in a Web-based format

Here’s a useful program that helps participants identify the stressors in their lives and understand their impact. Focus is placed on the use of positive coping mechanisms to reduce the negative effects of stress. Attendees have an opportunity to practice relaxation exercises.

Program highlights:

- Define your stress
- Understand the physical, mental and emotional effects of stress
- Identify the roots of stress
- Learn coping skills and practice relaxation tips and exercises

## Stress Management: Additional Techniques

1-3 hours

Stress doesn’t always originate from just “big” issues at work, home or relationships. More likely, stress results from a combination of “big” and “little” problems that can contribute to headaches, upset stomach, anger, feeling a loss of control and even depression. This program helps participants identify causes of stress and offers techniques to cope, relax and take action to reduce those pressures.

Program highlights:

- Increase understanding of the dynamics of stress
- Learn different types and sources of stress
- Examine our roles along the stress continuum
- Become acquainted with techniques to manage stress

# Wellness

## Aging Well

1 hour

This program addresses factors and research related to aging. Participants are guided through an informative discussion regarding positive thinking and its contribution to healthy aging. The benefits of mobility, activity and exercise also are examined. Good food for thought.

#### Program highlights:

- Review the research about aging
- Understand the value of participation and having interests
- Explore the role of resilience in healthy aging

## Coping with a Chronic Condition

1 hour

This program takes a proactive approach to living with a chronic condition. Participants will learn how to deal with anger, cope with change, develop healthy exercise and nutrition strategies, and generate workplace and family support. Participants are encouraged to work closely with their doctors and other health care professionals.

#### Program highlights:

- Provide participants with information and coping skills for living with a chronic condition
- Determine the lifestyle choices and coping skills that promote health and well-being
- Learn how to work effectively with health care professionals
- Learn to receive comfort from and give support to others who live with chronic conditions

## Smoking Cessation

1 hour

Also available in a Web-based format

This program presents participants with helpful ways to stop smoking and invites them to choose an approach that best suits their personality and lifestyle.

#### Program highlights:

- Learn factual information about the hazards of smoking and the benefits of quitting
- Explore practical tips and activities that prepare participants to begin a smoking cessation program
- Understand the stages of the quitting process and identify their present stage
- Learn about smoking cessation techniques demonstrated as the most effective by current research
- Make a personal plan to stop smoking

Planning tip: The Great American Smokeout is held each November.

## Taking Charge of Your Health Care

1 hour

Also available in a Web-based format

Are you still trying to understand today's complex health care system? This program offers information and suggestions you can use to make good health care decisions for you and your family.

#### Program highlights:

- Determine what to ask when selecting a doctor
- Learn to understand the language of today's health care
- Receive suggestions for preparing for a doctor's visit
- Explore how to get the most from health care

Planning tip: This program is not meant to address selection of company benefits or their interpretation. Having an HR Representative present to answer any benefit questions is suggested.



## Wellness and You

1 hour/2 hours

Also available as a [Sampler Program](#)

Is your lifestyle hazardous to your health? Wellness is much more than simply avoiding disease. This program introduces the major components of wellness including proper nutrition, regular exercise, balanced lifestyle and stress management. The two-hour version includes specific nutritional components and tips for keeping a healthy heart.

Program highlights:

- Understand basic wellness components
- Recognize the short- and long-term benefits of a healthy lifestyle
- Become aware of the biopsychosocial connection and find ways to achieve lifestyle balance

## Life Skills

### Financial

#### Charge it Right

1.5 hours

This is a program created by the FDIC (Federal Deposit Insurance Corporation). It explores types of credit cards, credit card offers, credit reports and scores. In addition, the program addresses using a credit card responsibly, paying the credit card bill and reading the statement.

Program highlights:

- Describe the purpose of credit cards
- Determine which credit card is best for you
- Identify the factors creditors look for when making credit decisions
- Describe how to use a credit card responsibly
- Identify the steps to take when a credit card is lost or stolen

#### Identity Theft

1 hour

Identity theft has become so prevalent that chances are either you or someone you know has been a victim. It's not uncommon for these situations to take hundreds of hours and dollars to resolve.

Program highlights:

- Find out the most common ways people can obtain your financial and identity data
- Learn how to protect yourself against becoming a victim of fraud
- Identify what steps to take if you find you've become a victim
- Identify resources for further learning

#### Managing Your Finances

1 hour

Also available in a [Web-based format](#)

In this session, participants are offered important tips on setting up and maintaining a budget. Information about establishing credit and the value of maintaining a good credit rating also are explored. While some saving choices may be reviewed, this class does not address long-term financial planning options.



#### Program highlights:

- Learn budgeting basics
- Find out about your credit rating
- Know where to get more information
- Understand the impact of your financial situation on the rest of your life

### Money Matters

1 hour

This basic program on personal budgeting and managing personal finances was written by the Federal Deposit Insurance Corporation (FDIC). The program addresses spending plans, tax credits and budgeting.

#### Program highlights:

- Prepare a personal spending plan/budget to estimate monthly income and expenses
- Identify ways to decrease spending and increase income
- Track daily spending habits
- Identify budgeting tools to help manage money

### Pay Yourself First

1.5 hours

This is another program created by the FDIC. It explores saving and growing your money, savings options and investment products.

#### Program highlights:

- Explain why it's important to save
- Determine goals for saving
- Identify savings options
- Determine which savings options will help participants reach their savings goals

## Personal Growth/Challenges

### Creating Passion

1 hour

This is a thought-provoking program designed to encourage participants to energize themselves. Content covers creating a productive work environment and self-motivation. The value of goal-setting and achievement also is discussed.

#### Program highlights:

- Recognize the source of your passion
- Learn how passion can enhance or interfere with goals
- Identify ways to create a productive work environment
- Become skilled at inspiring others to do their best

### Creative Thinking

1 hour

Here's an opportunity to have some fun while you learn. This program is a lively, highly interactive session that encourages participants to think outside the box. Employees will learn how to break out of self-limiting patterns of thinking and begin to use their own creative process.

#### Program highlights:

- Define creative thinking
- Explore the factors that influence creative thinking
- Understand the stages of the creative thought process
- Use puzzles, exercises and brainteasers to test creativity

## Dealing with Grief and Loss

1 hour

Loss is a constant in life. Employees are often left alone to deal with loss, feeling isolated and unsupported in the work environment. The predominant unspoken message is, “you should be over this by now.” This seminar will look at various types of loss, identify what co-workers can expect after a loss, explore the grief process and provide guidelines for appropriate support.

#### Program highlights:

- Increase understanding of the grief process
- Provide guidelines for appropriate support
- Examine the impact of co-worker losses on the workplace
- Identify expected grief reactions

## Honoring the Anniversary

1 hour

The anniversaries of traumatic events may trigger many emotions — replicating those felt at the initial trauma and intensifying feelings of grief. People may feel that they’re losing ground as they try to heal from the trauma. This training will help participants normalize the anniversary experience and explore the benefits of commemorating these anniversaries. And, it will offer an opportunity to define the changes and meaning that can result from traumatic events.

#### Program highlights:

- Understand the need to monitor media exposure
- Learn about normal reactions
- Identify losses

## Living in an Unpredictable World

1 hour

Terrorism, Mother Nature, war...all of these events have the ability to jolt our world, heighten our vigilance and leave us feeling as if we’re living on the edge. This prolonged sense of uneasiness is unfamiliar to most of us and it takes a toll. This training program combines “Dealing with the Aftermath” and “Coping with Stress in Uncertain Times” to help identify and normalize reactions to these events, explore the broad emotional impact and look at healthy ways to cope.

#### Program highlights:

- Examine the components of critical incidents
- Increase understanding of the wide range of normal human responses to a critical incident
- Identify expected grief reactions
- Determine appropriate means of support
- Identify strategies for helping children cope
- Explore appropriate stress reduction techniques
- Learn when to seek professional help

Planning tip: This program can be beneficial for anyone who has been touched by a traumatic event, no matter how remote it seems.

## Mental Illness

1 hour

Many individuals and their families are dealing with the complexity of mental illness and/or other disorders resulting from abnormal brain chemistry. Within the family, there may be higher needs and greater demands, while outside the family lies the stigma attached to mental illnesses. This program will define mental illness, examine the impact on the family and identify support services and self-care activities.

### Program highlights:

- Discuss causes and symptoms of major mental illness
- Explore methods of managing behaviors that accompany mental illness
- Identify supports and resources in addressing these illnesses

## Successful Retirement

1 hour

Thinking about retirement? This program puts participants on a path that can lead to satisfying and enjoyable life changes. Participants will receive information on planning and preparing for this next life stage. Group discussion encourages participants to share mutual concerns and do some collaborative problem-solving.

### Program highlights:

- Share perceptions of aging and retirement
- Define the steps for planning and preparing for retirement
- Explore the issues that need to be considered when planning for retirement
- Engage in problem-solving and resource identification

Planning tip: Please advise participants that this is not a financial planning seminar. The continuum of psychosocial issues of retirement will be addressed.

## Temperature's Rising: Lessons in Anger Management

1 hour

From irritability to rage, insults to abuse, incidents of inappropriately expressed or poorly addressed anger abound. Anger can surround us in the workplace, in our homes and in our travel. This program will provide a framework for understanding anger and tools that can be used to address anger in a healthy, positive manner.

### Program highlights:

- Explore beliefs that can trigger anger reactions
- Learn to recognize anger in order to exercise options around it
- Review methods for responding, as opposed to reacting, to feelings of anger
- Examine the role of forgiveness
- Recognize anger in order to exercise options around it

## What's Your Emotional IQ?

2 hours

This program introduces participants to basic emotional competencies and strategies for enhancing self-awareness. Pointers are offered on improving self-motivation and reducing stress. Participants will have an opportunity to complete a simple exercise to determine their own emotional quotient (EQ) and make a plan for self-improvement.

Program highlights:

- Understand the importance of emotional intelligence
- Learn strategies for handling emotions
- Improve motivation
- Determine your EQ

## Time

### Simplify Your Life

1 hour

This program encourages participants to look at their inner beliefs as they identify personal roadblocks to streamlining their approach to the requirements of everyday living. The impact of the excuses we make to avoid personal change are examined.

Program highlights:

- Examine inner beliefs
- Determine how to rid our lives of clutter
- Learn how to streamline chores and commitments

### Slowing Down in a Sped-Up World

1 hour

This program helps participants take a serious look at the factors that are contributing to the frenetic pace in the world today and identify why we feel so rushed. The benefits of slowing down and pacing are examined along with strategies for managing time. In addition, practical suggestions are offered for gaining control of the stress created by our environment.

Program highlights:

- Explore the factors that contribute to the frenzy
- Understand the benefits of slowing down
- Determine the impact of inner beliefs on our lives

### Taking Charge of Your Time

1 hour

Time may be our most valuable resource, but it often is given away thoughtlessly, unconsciously or reactively. This seminar focuses on the development of a conscious appreciation of time as a precious asset. Participants are introduced to decision-making and time-allocation techniques.

Program highlights:

- Gain a personalized understanding of time management principles
- Increase our ability to use time to our best advantage
- Gain an awareness of how our values should help us set goals and prioritize activities
- Identify and address time wasters



*Etc.*

## Disaster Preparedness

1.5 hours

Why prepare for disasters? Studies have shown that children and adults who have experienced ongoing preparedness training are not only safer, but fare better emotionally. There are steps you can take right now so that if disaster strikes, you'll be better able to take care of yourself and those around you.

### Program highlights:

- Develop a family disaster plan
- Prepare disaster supplies for home, car and work
- Determine special considerations for children and pets
- Discover the importance of neighbors helping neighbors

## Putting the “Happy” Back in the Holidays

1 hour

Available in a Web-based format

This program examines holiday stress and helps participants identify some of the factors that contribute to it. And, it explores a variety of ways to create the kind of holiday celebration that meets individual needs. Attendees will be able to make better choices for the holidays while reducing stress levels, improving family relationships and having more fun.

### Program highlights:

- Explore the factors that contribute to holiday stress
- Identify healthy and unhealthy coping mechanisms
- Learn to set limits
- Make a personal holiday action plan

Planning tip: This program is most effective when presented prior to the onset of the holiday season, by October or early November.



## Sampler Programs

Sampler Programs are 30-minute sessions designed to give customers a “taste” of our training programs. These brief sessions are perfect for worksites with scheduling and time constraints. If your business schedule can’t accommodate the Sampler Programs, the Information Fairs may offer more flexibility. Sampler Programs count as one hour against your allotted training hours or, if fee-for-service, the cost of one training hour will be billed to your organization.

All Sampler Programs are available in a Web-based format.

### Communicating without Words:

#### Actions Speak!

30 minutes

This presentation will cover basic nonverbal communication behavior with opportunities for demonstration, interpretation and discussion.

#### Program highlights:

- Identify the components of nonverbal communication
- Explore the power of nonverbal behavior

### Difficult Behaviors:

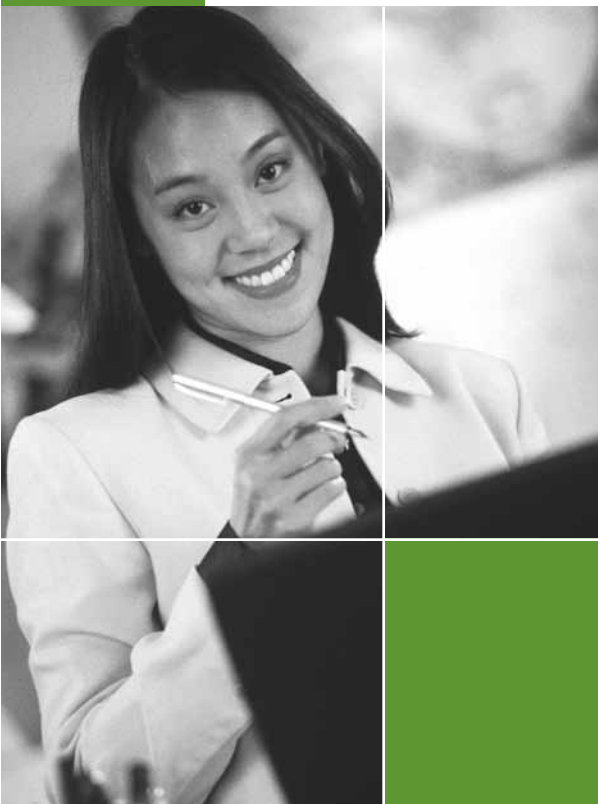
#### Taking the Thorn out of My Side

30 minutes

This presentation will increase our recognition and understanding of challenging behaviors and offer suggestions for addressing them.

#### Program highlights:

- Increase recognition and understanding of difficult behaviors in the workplace
- Learn skills to cope with difficult interpersonal styles more effectively



## Getting What You Need: Asserting Your Rights without Damaging Others' 30 minutes

This presentation will explore assertive communication and demonstrate taking responsibility for what we say, feel and do. Participants also will examine a model of assertive behavior and practice assertiveness skills.

### Program highlights:

- Identify the characteristics of assertive communication
- Understand the role of message ownership and cooperative language
- Learn an assertiveness model

## Healthy Living: A Primer 30 minutes

This presentation will cover a comparison of the factors that influence our health and the basic components of healthy living.

### Program highlights:

- Measure participant's lifestyle against a healthy lifestyle
- Understand the factors affecting health
- Become aware of the biopsychosocial connection and find ways to achieve lifestyle balance
- Create an action plan to facilitate change

## Life Balance: Too Many Balls, Not Enough Bounce 30 minutes

This presentation covers techniques and suggestions for creating more balance in our lives.

### Program highlights:

- Learn techniques to reduce guilt
- Use self-talk and support to achieve balance
- Learn skills for effectively managing multiple demands

## Stress: Dialing It Down 30 minutes

This presentation covers stress management techniques for use in a variety of situations.

### Program highlights:

- Increase awareness of multiple stress management options
- Examine the stress continuum
- Become acquainted with techniques to manage stress

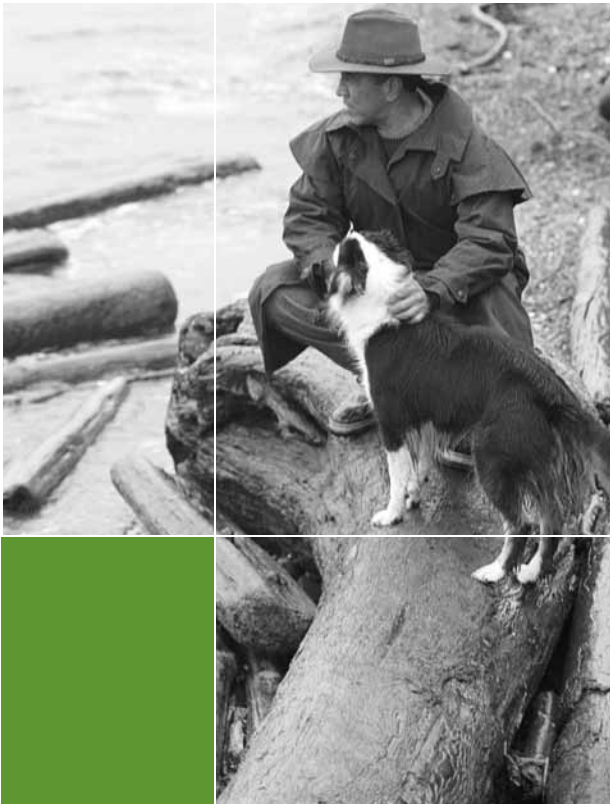
## The Communication Model: Building Bridges

30 minutes

This presentation will cover basic communication skills and a framework for communicating across cultures.

### Program highlights:

- Examine different approaches to communication
- Apply the communication process model
- Understand sources of communication barriers
- Practice active listening



## Web-Based Programs

Several training topics are available to be presented in a Web-based format as well as by our standard in-person method. These are scheduled the same way in-person trainings are and are facilitated by one of our network trainers in real time. You need a phone, computer and access to the Internet to take advantage of these offerings. Participants can dial in toll-free from any location as they interact through a real-time training session on their desktop. This modality provides an excellent way to meet training needs for dispersed employees. The programs available for scheduling in this format are listed below. There are a limited number of available spaces per session.

Due to the nature of computer-run programs, occasionally there will be technical problems. We work with the company that hosts our webinars to address and fix the problems as quickly as possible. We ask your patience during this process.

### A Manager's First-Aid Guide 1.5-2 hours

Offers suggestions to managers and supervisors for dealing with employees exhibiting confusing and/or troublesome behaviors.

### Balancing Work and Home 1 hour

Determine priorities and learn strategies for creating balance.

### Building Employee Motivation and Morale 1.5 hours

Managers and supervisors learn practical, timely tips which contribute to employee motivation and increase productivity.

### Building Resiliency 1 hour

Identify the personal characteristics associated with positively coping with unexpected challenges.

### Building Trust in the Workplace 1 hour

Determine behaviors that undermine workplace trust and identify changes that may improve the work environment.

### Chronic Conditions in the Workplace, Managers 1 hour

This program provides the tools necessary to appreciate how chronic conditions impact the individual and workplace, explores your role and obligations, and offers suggestions for providing support.

### Communicating without Words 30 minutes

Explore nonverbal communication behavior.

### Creating a Healthy Workplace 1 hour

Discover how respectful communication, problem-solving skills, differences and fun can contribute to a positive and healthy work environment.

## Customer Satisfaction

1 hour

This session will support staff in facing the daily challenges and stresses that are part and parcel of working with customers, meeting customer needs and providing the excellent service they would expect if they were in the customer role.

## Dealing with Conflict, Managers

2 hours

This management level program explores conflict philosophy, conflict management styles, sources of conflict, resolution and negotiation, and benefits; it also provides an opportunity for case studies.

## Difficult Behaviors

30 minutes

Recognize and understand challenging behaviors. Identify methods of addressing them.

## Food in the Fast Lane

1 hour

Offers tips for creating fast foods that are good for you and that taste great.

## Generations @ Work

1 hour

Understand generational differences and determine methods for creating harmony among multiple generations in the workplace.

## Getting What You Need

30 minutes

Explore assertive communication. Examine a model of assertive behavior.

## Healthy Living

30 minutes

Compare the factors that influence our health and discuss the basic components of healthy living.

## Healthy Relationships

2 hours

This training focuses on the characteristics of healthy relationships. It suggests tools that can be used to communicate the investment we're willing to make to have healthy relationships with the significant people in our lives.

## Improving Communication Skills, Employee

1 hour

Apply skills critical to good communication; identify factors that influence our communication as well as those that create barriers.

## Improving Communication Skills, Manager

2 hours

Address communication concerns managers face and explore skills required to be effective.

## Keeping Employees Engaged During a Harsh Economy

2 hours

Helps supervisors and managers determine what to expect and what to look for from employees during difficult economic times, and lay out a plan for creating employee engagement.

|   |                   |
|---|-------------------|
| <b>Life Balance</b>   | <b>30 minutes</b> |
| Review techniques and suggestions for creating more balance in our lives.   |                   |
| <b>Managing Change, Employee</b>  | <b>1 hour</b>     |
| Learn a healthy process for navigating workplace change.  |                   |
| <b>Managing Change, Manager</b>   | <b>1.5 hours</b>  |
| Offers support to supervisors amidst a changing work environment and introduces skills needed to assist employees in managing the change as well.                     |                   |
| <b>Managing Eldercare Issues</b>  | <b>1 hour</b>     |
| Identify and use appropriate resources. Make better decisions regarding eldercare issues and reduce the attendant stress and anxiety.                                 |                   |
| <b>Managing Stress for Success</b>  | <b>1 hour</b>     |
| Review stress basics and learn practical suggestions for coping with stressful situations in the workplace.   |                   |
| <b>Managing Your Finances</b>   | <b>1.5 hours</b>  |
| Offers tips around budgeting, credit and saving.  |                   |
| <b>Meeting the Challenge of the Difficult Customer</b>  | <b>1 hour</b>     |
| Learn tips for dealing with rude and demanding customers and defusing tense situations.   |                   |
| <b>Planning for College</b>   | <b>1 hour</b>     |
| This program addresses high school course selection, entrance exams, the college application process, financial aid and scholarships, and selecting the right school. |                   |
| <b>Putting the “Happy” Back in the Holidays</b>   | <b>1 hour</b>     |
| Examine holiday stress and identify factors contributing to it. Explore ways to create the kind of holiday celebration that meets your needs.                         |                   |
| <b>Raising Healthy Kids in a Junk Food World</b>  | <b>1 hour</b>     |
| Identify methods for getting and keeping your children on a healthy eating path.  |                   |
| <b>Respect and Positive Interaction</b>   | <b>2 hours</b>    |
| Introduces skills and behaviors that promote respectful, open ways of relating, settling differences and working effectively as a team.                               |                   |

## Smoking Cessation

1 hour

This program looks at behaviors associated with tobacco use, physiology, the process of quitting — including methods — and recovery.

## Stress

30 minutes

Review a continuum of stress management techniques.

## Stress Management 101

1 hour

Identify the stressors in your life and gain an understanding of how these stressors have affected you. Use positive coping to reduce the negative affects of stress.

## Taking Charge of Your Health Care

1 hour

Learn about today's health care and obtain information to help make good health care decisions for you and your family.

## The Communication Model

30 minutes

Review basic communication skills and a framework for communicating across cultures.

## Using Your Management Consultation Services

1 hour

Learn about Management Consultation Services and become familiar with tools for addressing employee issues.

## Why Diets Don't Work

1 hour

Learn how to stop the roller coaster effects of extreme eating and rigid dieting. Explore the hunger-fullness continuum and receive tips for eating out.

## Workplace Uncertainty

1 hour

Examine changes taking place in an ever-changing work environment; explore methods for accommodating those changes.

## Self-Paced Training Programs

For those who find it difficult to attend pre-scheduled training presentations, we have two self-paced training options available on the Live and Work Well site, [www.liveandworkwell.com](http://www.liveandworkwell.com). Choose the Multimedia options from the left-hand menu, then Webinars. You can access these programs at your convenience and complete them at your own pace.

The first self-paced option is a recorded version of one of our real-time Webex presentations. Each quarter there will be a new recorded version of one of our Webex programs available for you to take on your own time when it's convenient for you.

We also have self-paced programs available using interactivity tools available through Articulate software. Participants will find quizzes and a robust selection of animated slides supporting and supplementing the recorded narration. There will be a new Articulate program available each quarter.

The only technical requirements for accessing either program is a high-speed Internet connection and a Web browser.

## Information Fairs

Information fairs provide an opportunity to educate employees and raise the visibility of services provided under the benefit. The fairs showcase a selection of articles around a particular work/life theme such as eldercare, disaster preparedness or parenting. An OptumHealth representative is available to talk with employees about the information provided.

These events work well when it's difficult for employees to take an hour out of their day to attend a regular training session. They are best set up in a well-trafficked area such as a lobby or cafeteria.

Employees can stop by, pick up information and talk with the consultant. Information Fairs need to be scheduled at least six weeks in advance to allow time for printing and shipping materials.

### Eldercare

All about Eldercare

Eldercare: Difficult Conversations

Eldercare: Long-Distance Caregiving

Eldercare: Taking Care of the Caregiver

Helping an Elderly Family Member Maintain Independence

Helping the Person with Alzheimer's Disease and Dementia

### Life Skills

Financial Planning during Uncertain Times

Grandparenting Today

Green Living

Identity Theft: Reducing Your Risk

Learning and Loving It

Making Life Simple Again

Moving On: Successful Retirement

Pets: Paws for Thought

Planning for the Holidays

Preparing for a Disaster

Relocation: Planning for a Smooth Transition

Strengthening the Couple Relationship

Time Management for Busy Families

### Parenting

Adoption Issues

Back-to-School

Back in the Nest: Adult Children Returning Home to Live

Children and the Internet

College Planning for Parents of High Schoolers

Finding Quality Childcare

Helping the Special Needs Child

Homework: Tips for Parents

Parenting: Ages and Stages

Planning Summer Activities for Your Child

Single Parenting/Stepparenting

Six Conversations to Have with Your Child

Understanding Teen Behavior

## Wellness

Bursting the Stress Bubble  
Busy Life, Healthy Life  
Developing a Healthy Lifestyle  
Fitting in Fitness  
Smoking Cessation Basics  
Tips for Healthy Eating

## Workplace Issues

Coping with Stress during Times of Change  
Making the Most of a Long Commute  
Managing between Jobs: Coping with a Job Layoff  
Re-Energize at Work  
Solutions for Shift Workers  
Working Smarter, Not Harder  
Workplace Etiquette: More Than Please and Thank You  
Workplace Health and Safety

# Eldercare

## All about Eldercare

One of the greatest challenges we can face is taking care of an elderly parent or relative. It's hard to know where to start to find information about living arrangements, caregiving, and the legal and financial issues of eldercare. Whether you're looking ahead to the future or are involved in caregiving right now, this Information Fair will provide insightful information about:

- How to help elderly relatives maintain independence
- The steps involved in discussing the need for long-term care
- The keys to long-distance caregiving
- The kind of living arrangements needed in later life

## Eldercare: Difficult Conversations

One of the most challenging parts of elder caregiving is talking with aging loved ones about their changing — and increasing — needs. Every family situation is different; some elders are resistant to discussing their situation, while others are relieved. This Information Fair addresses:

- Understanding changing roles and identities
- Maximizing your elder's independence
- Using family meetings to address and plan eldercare needs
- Discussing driving safety, living arrangements and other issues

## Eldercare: Long-Distance Caregiving

The number of baby boomers who provide long-term care to their parents is expected to double in the next 15 years. Unlike families in the past, today's adult children may find themselves separated from their aging parents or loved ones by many miles. How do you help your aging loved ones, whether you live 50 or 1,500 miles away? This fair offers information on:

- Making the most of your visits to your loved one(s)
- Establishing local support contacts
- Holding family meetings
- Adjusting the home for safety

Planning tip: November is National Caregiver Month.

## Eldercare: Taking Care of the Caregiver

In today's hectic, fast-paced world, it's hard enough to take care of yourself, let alone provide care for an aging family member. But, good self-care is essential to the caregiver's physical and mental well-being. This Information Fair will provide insightful information about:

- Balancing work and caregiving
- Finding support groups and respite care
- Recognizing your limits
- Finding satisfaction in caregiving
- Improving your coping skills

Planning tip: November is National Caregiver Month.

## Helping an Elderly Family Member Maintain Independence

When a parent's ability to handle everyday activities declines due to illness or disability, the natural response might be to rush in and take over. But, studies show that elders are happier and healthier when they maintain a sense of control over their lives — whether they're living independently, receiving in-home care or living in a care facility. This Information Fair explores many ways to support the elder so he or she can function as independently as possible:

- Understanding medical alert systems
- Identifying safe driving tips for older adults
- Preventing falls and fractures
- Improving memory

## Helping the Person With Alzheimer's Disease and Dementia

Caring for an individual with Alzheimer's Disease or Dementia is very hard work — the demands of caregiving are both physically and emotionally draining — but it can be a deeply rewarding experience. This Information Fair provides helpful articles around:

- Identifying symptoms, diagnosis and treatment of Alzheimer's Disease
- Finding care and housing options for a person with Dementia
- Dealing with difficult behaviors such as wandering
- Determining helpful communication strategies

### Financial Planning during Uncertain Times

Though you may have little control over the economy or the stock market, you do have control over your own finances. It's advisable to take stock of what you have, organize your important papers and develop a spending plan. This Information Fair contains articles that will help you:

- Cut costs to live within your income
- Learn how to manage your money with an easy-to-use worksheet
- Take charge of your finances and get more for your money
- Get your affairs in order with an organizing tool
- Manage your financial stresses

### Grandparenting Today

What a great time to be a grandparent! Baby boomers are becoming grandparents in ever-increasing numbers, and they have lots of company. There's something for every grandparent at this Information Fair:

- Staying in touch — grandparenting from a distance
- Being a custodial grandparent
- Passing along family history
- Childproofing your home for young grandchildren

### Green Living

How do we make a difference? Reduce our carbon footprint? Raise our eco-consciousness and become more eco-friendly? Small changes can add up to a more sustainable lifestyle, and one that is more in harmony with the natural world. This Information Fair offers suggestions around:

- Conserving energy
- Raising earth-friendly kids
- Recycling tips
- Choosing organic foods

### Identity Theft: Reducing Your Risk

Identity theft is the fastest growing crime in the nation according to the Federal Trade Commission (FTC). It estimates that as many as nine million Americans have their identities stolen each year. There has been a marked increase since the recession. This Information Fair includes tips for:

- Protecting your laptop against theft
- Shopping online safely
- Keeping young adults safe with a special guide specifically for young adults
- Resolving specific identity theft problems
- Identifying and recognizing frauds that target the elderly

### Learning and Loving It

As our world changes at an ever-increasing rate, it's important for children and adults alike to view learning as a lifelong process. This Information Fair provides:

- A guide for adults thinking of returning to school
- Suggestions for financing college
- Help for your children with first day and back-to-school jitters
- Tips to help your child succeed in school

## Making Life Simple Again

As life gets more complex, most of us look for ways to simplify. It might require that we do some things differently — or don't do some things at all. It might require a change in thinking, determining priorities and choosing activities accordingly. This Information Fair contains articles about:

- Real ways to simplify your lifestyle and spending habits
- Organizing yourself and using your time effectively
- Organizing household chores and commitments using a family worksheet
- Ways to streamline your life and reduce stress

## Moving On: Successful Retirement

If you've been slow to start planning for your retirement, this Information Fair will get you started and inspired! Although the financial piece is important, there's so much more to consider and plan:

- What's involved in getting ready to retire?
- What will you do when you retire?
- Things to consider when moving to a new home
- Tips for wise volunteering
- Retirement planning tools

## Pets: Paws for Thought

Our pets hold a special place in our hearts and our families. This Information Fair contains articles about our furry — or feathered — friends and the latest information on caring for them:

- Finding the right veterinarian
- Preparing for a disaster and addressing pet needs
- Creating a safe home for your pet and a new baby
- Healing after the loss of your pet

## Planning for the Holidays

Do the holidays bring up visions of joy and peace — or stress and grief? This Information Fair contains articles to help you stress less and enjoy more:

- Learn how to plan more and stress less during the holidays
- Identify no-cost or low-cost gift ideas for all ages
- Discover recipes for healthy holiday eating
- Make the holidays less materialistic

## Preparing for a Disaster

Whether a natural or human-created disaster, there are steps you can take now so that, if disaster strikes, you'll be better able to take care of yourself and those around you. This Information Fair covers:

- Developing disaster supplies for home, car and work
- Making special considerations for children and pets
- Taking care of yourself and others after a disaster strikes
- Developing a communication plan for your family



## Relocation: Planning for a Smooth Transition

The US Census Bureau reports that one in every five Americans moves to a new home every year. Finding a new neighborhood, a new home and considering the needs of other family members is a big undertaking. This Information Fair contains practical suggestions to help you organize tasks and plan for a smooth transition as you:

- Help a child adjust to a move
- Protect yourself from moving scams
- Look at what you need to consider when planning your relocation
- Organize tasks with a moving checklist

## Strengthening the Couple Relationship

Committed couple relationships require a lot of care and feeding. Even the healthiest relationships experience conflict and down times. This Information Fair provides suggestions for fine-tuning communication and strengthening the couple bond:

- Conquering differences in cultures and values
- Adjusting to life with a new baby
- Stepcoupling
- Managing joint finances
- Dealing with conflict

Planning tip: Offer around Valentine's Day.

## Time Management for Busy Families

There's a delicate balance between scheduling stimulating activities for you and your family and over-scheduling, frequently to the point of exhaustion. Setting priorities, getting organized and using mindfulness — staying "in the moment" — are helpful tools. No matter what your circumstances, this Information Fair will provide tips to help you better use your time:

- Helping disorganized kids
- Balancing work and elder caregiving
- Helping over-scheduled kids
- Finding time for yourself

# Parenting

## Adoption Issues

Open or closed? Foreign or domestic? The options around adoption might seem overwhelming. This fair offers prospective adoptive parents information from starting the adoption process to "need-to-knows" once the process has been completed. There are articles addressing:

- Adoption and identity
- Where to start
- Kinship adoption
- Stepparent adoption
- Talking with your children about adoption
- The Home Study process

## Back-to-School

What do you need to do to get your kids ready for school each fall? How do you prepare them physically, mentally and emotionally? How do you know whether you've selected the right school? How do you keep them safe? How do you prevent the battles around homework? Attend this Back-to-School Information Fair and get a jump-start on back-to-school planning. Pick up materials on:

- Finding before and after school childcare and activities
- Helping your child with homework
- Finding a school for your child
- Helping your child succeed in school
- Dealing with bullies at school

## Back in the Nest: Adult Children Returning Home to Live

Due to the economic downturn, adult children may be living at home in the greatest numbers since the Great Depression. This Information Fair offers tips for parents as well as the adult child addressing:

- New rules
- New relationships
- Three generations under one roof
- Career planning

## Children and the Internet

Children can benefit greatly from being online for learning and for fun, but they can also be vulnerable to risks that range from annoying to life threatening. This Information Fair contains information to help parents reduce the risk of exposure to inappropriate content and interactions with:

- A guide to social networking sites
- Information about cyber bullying
- A plan for developing healthy habits for TV, video games and the Internet
- Internet safety

## College Planning for Parents of High Schoolers

If your high school son or daughter has college in their future, you may want to pick up these college-planning articles. A little planning goes a long way toward a successful college experience. This Information Fair contains articles about:

- Understanding the college admissions process
- Deciding which college to attend
- Understanding scholarship and financial aid
- Identifying the steps to a great college essay

## Finding Quality Childcare

Quality childcare is one of the most important investments you can make for your child's happiness and well-being. This Information Fair covers:

- Choosing an exceptional childcare provider
- Keeping your child healthy in childcare
- Determining how to find quality childcare
- Dealing with separation anxiety and other challenges

## Helping the Special Needs Child

Every parent wants his or her child to have the skills needed to succeed as adults. Children and youth with disabilities often face extra challenges. This Information Fair provides materials to help parents arm their child with the necessary navigational tools to function in the world as independently as possible. Pick up articles about:

- Participating in Individualized Education Program (IEP) meetings
- Helping your child become a good self-advocate
- Addressing ADHD: information and advice
- Helping teens with disabilities

## Homework: Tips for Parents

There are many reasons why kids struggle with homework; distractions in their environment, too much homework, poor organizational skills, learning difficulties to name a few. Homework is the child's responsibility, but there are times when they need help. This Information Fair will help parents help their child:

- Improve study habits
- Set up a homework station
- Get organized
- Use the Internet to obtain information

## Parenting: Ages and Stages

Parenting is never dull. Just when you think you have your children figured out, they change! Each age brings its own set of joys and challenges. This Information Fair contains articles appropriate for brand new parents as well as parents of teenagers:

- Information on becoming a more effective parent
- Developmental milestones of infants through three years of age
- How to live with teens
- A guide for first-time parents

## Planning Summer Activities for Your Child

Whether it's summer camps or summer jobs, the earlier you start planning for the summer, the better.

This Information Fair addresses summer activities for kids of all ages:

- Finding affordable escapes
- Preparing your child for his or her first camp experience
- Finding a special needs camp
- Preparing your child to be home alone
- Finding a summer job

## Single Parenting/Stepparenting

Being part of a single parent family or a stepfamily used to be viewed with some dismay, as if these situations inevitably led to unsolvable problems. We now know this isn't true. Just as these families have their own challenges, they also provide possibilities for growth and happiness. This Information Fair provides articles to help both single parents and stepparents deal with their unique issues:

- Tips for single fathers
- Single parent dating
- Stepparenting teens
- Legal and financial issues of stepfamilies

## Six Conversations to Have with Your Child

There's so much information we want our children to have — how to keep safe, learn our values and grow up to be responsible and caring adults. The keys are to start early and talk often. Sixty one-minute conversations are more effective than one 60-minute conversation. Whether your child is a preschooler or a high-schooler, this Information Fair provides ideas to help you talk with your child about these issues:

- Teaching your child about money
- Talking with your child about sexuality
- Fostering global responsibility
- Protecting your child on the Internet
- Helping your child do better in school
- Discussing violence and the news

## Understanding Teen Behavior

Knowing the developmental “tasks” that teens face can help us understand their needs and sort out what is normal behavior as well as what might be cause for concern. Generally, preteens and young teens are moving toward more independence. Older teens are establishing an identity of their own. Both tasks involve separation and differentiating from their parents on such issues as dress and music, among other things. The trick for parents is to let go gradually and carefully while staying connected and keeping the lines of communication open. These articles will help parents:

- Understand emotional changes and changes in teen thinking
- Improve communication with your teen
- Stay in touch with your teen's education
- Identify the issues around stepparenting teens

## Wellness

### Bursting the Stress Bubble

Just as there are many stressors in our daily lives, there are many different ways to combat them. Little changes can make a surprisingly big difference. This Information Fair provides helpful suggestions to support you as you:

- Change the way you respond to stressful situations
- Take better care of yourself
- Overcome procrastination
- Change the way you think about stressful situations
- Manage financial stress

## Busy Life, Healthy Life

The busier you get, the easier it is to let exercise, good nutrition and other self-care practices go by the wayside. But, taking care of yourself will give you the energy you need to keep up! This Information Fair contains articles with:

- Tips for stimulating your mind and body
- Suggestions for developing your own strength and fitness exercise program
- Ideas for making better use of the limited time you have in your day
- Ways to get more “quality time” with family and friends

## Developing a Healthy Lifestyle

Why develop a healthy lifestyle? It can add years to your life! Studies have shown that among the various factors contributing to your health, your lifestyle weighs in as the most important one — more than twice as important as hereditary and environmental factors. That’s good news because your lifestyle is something you can do something about! This Information Fair contains articles to help you:

- Learn ways to become more active
- Choose healthy foods for body and mind
- Improve your sleep
- Kick the smoking habit

## Fitting in Fitness

It’s estimated that nearly 80 percent of the U.S. population fails to participate in adequate physical activity, and 60 percent are completely sedentary. If you fall into one of these categories, this Information Fair is for you! Even the busiest person can weave 30 minutes of physical activity into his or her day. Learn more about:

- How to stay fit when you sit all day
- How to start a walking program
- Benefits of regular exercise
- Workouts you can do at your desk

## Smoking Cessation Basics

It takes the average smoker three or four serious tries to finally quit smoking. Smokers who want to quit have the will, but may lack information necessary for choosing the right strategy. This Information Fair provides an overview of methods for quitting, as well as tips and suggestions to help smokers quit for good. Highlights of the fair include:

- The best ways to quit
- Methods for coping with nicotine withdrawal
- Reasons people smoke; reasons to quit
- Ways to encourage your child not to smoke

Planning tip: The Great American Smokeout is held each November.

## Tips for Healthy Eating

As more people feel increased time constraints due to work, family and other commitments, eating right becomes more of a challenge. But, it's possible to meet the demands of a busy life and still make healthy food choices. Eating right will help you meet those demands. This Information Fair contains articles to help the busiest of people make healthy choices:

- The pros and cons of caffeine
- Healthy foods on a budget
- Weight loss tips
- Food planning for families
- Tips for eating in restaurants

## Workplace Issues

### Coping with Stress during Times of Change

Change in the workplace creates stress and — today's workplace is constantly changing! High levels of stress over a long period of time can result in burnout and stress-related illness. So, it's in our best interest to develop a variety of stress management techniques. This Information Fair offers:

- Strategies for overcoming the stress of a changing workplace
- Techniques for managing financial stress
- Healthy habits and beliefs to help weather the effects of change in your life

### Making the Most of a Long Commute

The average American spends over 100 hours annually commuting to and from work. Whether you drive, bus or bike, this Information Fair will help you make the most of that time. Highlights include:

- Dealing with aggressive drivers
- Staying safe on the road
- Using alternative transportation options
- Making the most of your time

### Managing between Jobs: Coping with a Job Layoff

Whether a layoff is possible or imminent, this fair has information to help people prepare for and address the multiple issues resulting from such a significant life change:

- Feelings — Each person is unique. This may result in a wide range of emotions and intensity that each person might experience.
- Communication — This change impacts the entire family. There are articles about how to talk with both younger and older children so they can better understand and cope with the changes.
- Finances — Tension and questions surround financial concerns. There are suggested strategies for reducing spending, talking with creditors and filing for unemployment benefits.
- Career — The normal response is to wonder about what's next. This fair provides an opportunity to assess your skills and interests.

## Re-Energize at Work

What re-energizes you? For some, it's organizing or decluttering their workspace. For others, it's taking a brisk walk during break-time or having a good laugh with a friend over lunch. This Information Fair is a collection of articles to help you renew and re-energize. There's something for everyone. You will learn about:

- Foods that energize
- Reasons why laughter is good for you
- Stretches you can do at your desk
- How to increase the satisfaction you derive from work

## Solutions for Shift Workers

Approximately one out of every seven people works non-traditional hours. This Information Fair addresses the special challenges that shift workers face including daytime sleep, juggling work and family, and staying safe:

- Sleep strategies for working at night and sleeping during the day
- Steps you can take to help your body adjust to alternative shifts
- Ways to stay in touch with family and friends while working nights or rotating shifts
- Safeguards to protect your children when you're not at home

## Working Smarter, Not Harder

We all look for ways to work smarter, to make the best use of our work time. This Information Fair contains articles to help you brush up on basic work skills:

- Overcoming procrastination
- Understanding your personal work style
- Improving team-building skills
- Managing your time
- Developing a healthy attitude towards work

## Workplace Etiquette: More Than Please and Thank You

Displaying good manners shows respect to others and tells them their feelings matter. But, defining "good manners" is sometimes a matter of opinion. New technology, different generations, different cultures and a hectic pace of life all are factors that influence our interactions with others. This Information Fair explores ways we can be more considerate of others:

- Understanding generational differences
- Checking e-mail and cell phone manners
- Dealing with rude drivers
- Maintaining friendships

## Workplace Health and Safety

Workplace health and safety is everyone's responsibility. This Information Fair provides helpful information to reduce the risk of:

- Aches and pains that can be caused from prolonged computer use
- Injuries caused by lifting and overexertion
- Office crime
- Becoming a victim of crime on your way to and from work

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