

Client Services Catalog

*Training and Skill Development, Organizational Development,
and Management Consultation Services from MHN*



CAL HR
CALIFORNIA DEPARTMENT OF HUMAN RESOURCES
Employee Assistance Program

MHN
A Health Net CompanySM

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Who to Contact *for Services*

We're here to help you manage!

Management consultation and member services

Call our toll-free line anytime – 24 hours a day, seven days a week. Just tell us what you need, and we'll connect or refer you to a professional who can help.

1-866-EAP-4SOC (1-866-327-4762)

TTY users should call 1-800-327-0801.

Or visit us at: members.mhn.com

Register with the company code: soc



Training and organizational development services

Contact your manager of EAP benefits to schedule trainings or organizational development services.



What's Included and What Costs Extra?

Management consultations and formal supervisor referrals are included with your EAP. Please refer to the following fee-for-service schedule for other client services.

State of California Fee-for-Service Schedule

Fees are current and subject to change.

I. Training (Rate per hour)

EAP orientation for employees: \$410

EAP training for supervisors/managers: \$410

Workshops¹ (Rate per hour)

Onsite: \$410 (includes travel)

Workshop formats

- One-hour workshop: provides overview
- Two-hour workshop: provides in-depth information and assessment
- Three-hour workshop: provides in-depth information, skills practice and participant action plan
- Half-day workshop: provides in-depth information, assessment, skills practice, and participant action plan
- Series of four one-hour workshops: provides in-depth information, assessment, skills practice, and participant action plan

II. Critical incident stress management (including RIF and other clinical onsite services) (Rate per hour)

Face-to-face group session: \$289 (includes travel)

Face-to-face individual sessions: \$194 (includes travel)

Telephonic sessions: \$100

III. Organizational development consulting (Rate per hour)

Onsite organizational consultation and assessments: \$250

Report preparation and custom course development: \$250

Travel time: \$100

¹In addition to the above fees, clients will be billed for custom handouts. Custom workshops are available for an additional charge.

Management Consultation Services



Management consultation services help managers and supervisors resolve employee performance problems and build stronger, healthier teams. Our EAP includes comprehensive support from master's- and Ph.D-level clinicians, with additional services available on a fee-for-service basis.

Management consultations

MHN's management consultants provide unlimited telephonic support, helping managers and supervisors address difficult workplace situations. Consultants help to clarify issues, provide coaching and referrals, and work with managers and supervisors to create an action plan. To schedule a management consultation, call your toll-free EAP number and ask to speak with a management consultant.

Management consultations do not include fitness-for-duty evaluations, drug testing, workers' compensation involvement, medical diagnoses, or prescriptions for medications.

Critical incident stress debriefing (CISD)

MHN's critical incident stress debriefing program supports organizations and employees through traumatic events that affect the workplace – including natural disasters, workplace violence, robbery, unexpected death, and more. From pre-incident planning through 24/7 on-call support, onsite debriefings, and post-incident follow-up, we'll help your team cope and return to normal functioning.

Formal supervisor referrals

A manager or supervisor who is concerned about an employee's work performance or conduct can refer the employee to EAP services for help resolving the underlying issues that may be causing the problem. This is called a formal supervisor referral (FSR). The FSR is a management tool, not a disciplinary measure. We offer the employee the support he or she needs to improve job performance.



Manager's toolkit

MHN's online manager's toolkit includes sample memos, consent forms, articles, and handouts.

To access the toolkit, you must register as a manager on the member website.



Organizational *Development Services*

Organizational development can benefit work groups, departments or the company as a whole. The trainers and consultants in our national network are selected for their solid understanding of work group dynamics along with their proven success as presenters and facilitators. Their wide range of expertise includes employee and management development, organizational development, employee relations, and workplace health and wellness.

Initial organizational development consultations

Your EAP includes an initial telephonic organizational development consultation with MHN's internal Training and Development team. We'll work with your manager, supervisor or HR staff to assess the situation and create an action plan. We then connect you to one of our organizational development consultants who can come to your workplace and help you implement the plan.

Comprehensive organizational development consulting services

Depending on your needs, MHN's onsite consulting services range from a few hours to more extensive, ongoing interventions over several months. To schedule these services, call your manager of EAP benefits.

- **Workplace needs assessment** – A consultant will come to your workplace to interview key individuals and learn more about the issues affecting your organization's effectiveness. The needs assessment will include suggestions to address any areas of concern.
- **Organizational development consultations** – Through the consultation process, we help you assess and address a variety of issues impacting work teams, departments and overall organizational effectiveness. For example, we can help with layoffs, team dynamics, communication issues, organizational change, role and process clarification, establishing a workplace code of conduct, and dealing with difficult workplace behaviors.
- **Facilitated group processing** – Using an impartial approach, we can help a group identify core issues getting in the way of effectiveness. Participants will learn to develop trust, resolve differences and improve working relationships.

- **Support group development and facilitation** – A support group can provide an opportunity for employees to share experiences, coping strategies and mutual encouragement. MHN provides onsite (or telephonic, if preferred) support to help organizations develop, facilitate and sustain support groups (both non-clinical and clinical) in the workplace. Examples of topics include support for cancer survivorship, coping with ongoing change, single parenting, and eldercare issues.
- **Management/Leadership coaching** – Through onsite or telephonic coaching, we help managers and supervisors develop their leadership skills and practice new management techniques. We focus on your organization's priorities, such as setting performance standards, managing the disciplinary process, or increasing employee engagement.
- **Human resources consultation** – Ongoing problems with disengagement, performance issues, or poorly managed organizational change can drain company productivity and morale. MHN can provide onsite assistance to HR staff on these issues and more. For example, we can help your HR manager create an employee development training plan for the whole organization, or a plan to re-engage employees following a reduction in force.
- **Conflict resolution** – Often, performance problems stem from strained relationships between employees, rather than a lack of skill or knowledge. Through education and guided practice, we teach employees critical skills for resolving workplace issues and help them view conflict as an opportunity for growth.
- **Train-the-trainer program** – We can teach your employees to deliver effective, engaging trainings on a range of topics from substance abuse to diversity. Program participants can then transfer that knowledge to other employees in an efficient, cost-effective manner.



Training *and* Skill Development

Investing in your employees' personal and professional development can lead to greater productivity, enhanced work-life balance and increased satisfaction on the job. Our workshops and seminars – delivered by experienced, professional trainers – will help your employees develop the skills they need for work and for life.

Our standard EAP includes an allotment of training hours, and you can add training hours for an additional fee. Also available for an additional fee are customized workshops and seminars developed by an MHN curriculum development specialist to meet your organization's unique needs.

Our current program offerings cover the following categories:

- Work-life
- Health and wellness
- Employee skill development
- Management skill development
- Workplace safety and protection

See page 62 for an index of all available workshops and seminars. Please note that program offerings may change periodically.

To schedule, call your manager of EAP benefits.

Lead time

For existing titles, please contact MHN at least three weeks in advance. Customized course design requires additional time.

Contracted hours

Training and skill development hours are deducted for actual service time only, not for set-up or travel time. Trainer's travel expenses will be pre-approved by the client and billed subsequently, if applicable.

Cancellation of services

To cancel services without being charged, you must provide five business days' notice. Nonrefundable travel expenses will be billed to the client.

Delivery and formats

Depending on the program, workshops and seminars may be available in-person, telephonically or via webinar.

Our workshops and seminars vary in length from one to four hours, depending on the topic and the needs of the participants. See section overviews for more information.



E-learning

EAP members can access some of our popular trainings on our member website!

Our e-learning programs include *Readiness for Healthy Change, Strategies for Uncertain Financial Times, and Healthy Sleep and a Healthy You.*



Employee Assistance Program

Work-Life *Seminars*

MHN's work-life seminars help employees develop the skills to manage a variety of work-life issues and challenges – from managing personal finances to caring for elderly parents. With everyday issues under control, employees will be able to contribute more fully on the job.

Work-life seminars range from one to two hours, depending on the topic and the needs of the participants.

Coping with the Stress of Economic Uncertainty

Year after year, the American Psychological Association has found that money is a top source of stress for American adults.

This program explores healthy strategies for managing stress and increasing resilience during challenging economic times.

Learning objectives:

After the workshop, participants should be able to:

- Respond to the challenges of economic uncertainty.
- Identify common responses to uncertainty.
- Understand their options for reducing stress and increasing resilience in tough economic times.

Creating Work-Life Balance

The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this workshop, participants will work toward improved work-life balance by identifying competing demands on their time and assessing their central life goals.

Learning objectives:

After the workshop, participants should be able to:

- Handle multiple demands more effectively.
- Follow five steps to achieving balance.
- Identify internal and external stressors.
- Know how to use energy wisely.

Managing Stress

Stress seems to be a constant companion in today's busy world. However, over time, too much stress can erode emotional and physical health. This workshop teaches how personal responsibility and individual choices can help us manage stress effectively. Learning how to choose healthy responses to any given event is the key to minimizing stress and creating a healthy life.

Learning objectives:

After the workshop, participants should be able to:

- Understand the nature of stress and the body's responses to stressors.
- Identify sources of stress and the symptoms of stress "build-up."
- Discuss different stress management strategies used to buffer the effects of stress.
- Present the different aspects of the "stress-hardy" personality.



Creating a Positive Attitude

A positive outlook can greatly enhance personal success, health and well-being. Negative self-talk and personal beliefs can get in the way of our personal and professional goals. This workshop examines the physical, psychological and interpersonal effects of both negative and positive attitudes.

Learning objectives:

After the workshop, participants should be able to:

- Understand the importance of optimism.
- Know how self-talk and attitude impacts quality of life.
- Overcome negativity.
- Assess their outlook.

Managing Your Responses to Anger

It's often easy to blame others for our anger, but we all choose how we react to situations. Being easily angered harms our personal relationships, whether at work, home or within our communities. This workshop explores why we resort to anger and teaches strategies for choosing healthier responses.

Learning objectives:

After the workshop, participants should be able to:

- Identify typical workplace conflicts.
- Better understand their anger response.
- Understand the relationship between difficult people and conflict.
- Better manage their anger.

Family Communication

It's not always easy for families to communicate well. Misunderstandings can develop in even the closest families, especially if parents fall back on unhealthy patterns that they learned when they were growing up. This program discusses the dynamics of communication within a family, and how to improve family interactions.

Learning objectives:

After the workshop, participants should be able to:

- Enhance family communication skills.
- Know how and when to communicate.
- Identify changing communication needs as families evolve.
- Implement family conference guidelines.

Holiday Stress-Hardy

As joyous as the fall and winter holiday season can be, it can also be stressful. Our expectations for holiday celebrations can be hard to meet, putting pressure on everyone. This workshop discusses how to manage common stressors that can interfere with the enjoyment of the season.

Learning objectives:

After the workshop, participants should be able to:

- Lower self-imposed stress.
- Understand their "Bill of Rights" for the holidays.
- Manage stress more effectively during the holidays.
- Cope better with grief and loss during the holidays.

Humor for the Health of It

Humor is an essential part of life. It helps keep us healthy and positive, and helps us handle life's setbacks. This workshop describes the emotional and physical benefits of humor, and explores ways to cultivate humor in everyday life.

Learning objectives:

After the workshop, participants should be able to:

- Understand why humor is a necessity and not a luxury.
- Understand the physical/psychological benefits of humor.
- Cultivate appropriate humor at work.
- Find humor in daily life.

Coping with the Stress of Change

Change can be both good and bad, depending on how we perceive it. Even positive changes, such as marriage or a new job or promotion, require adjustments to our lives that can be stressful. This program explores typical responses people demonstrate when change happens, such as resistance to change, stress reactions to change, and creating opportunities from the change process.

Learning objectives:

After the workshop, participants should be able to:

- Understand the risks of change.
- Understand the change process.
- Identify their options for making the most of change.
- Modify their responses to change.
- Create a timetable for planning.

Lifestyle Issues for Pre-Retirement

Good planning is the key to an easier transition and a richer, more satisfying retirement. This course introduces the many issues to address when planning for retirement, such as finances, health issues and lifestyle changes.

Learning objectives:

After the workshop, participants should be able to:

- Take stock of their income, benefits and assets.
- Anticipate the lifestyle changes of retirement.
- Better maintain their health and social contacts.



Managing Personal Finances

To enjoy our success, we must balance what we spend with what we earn. This workshop will offer the tools to create a successful budget and spending plan. Participants will also analyze overspending and credit, discussing how to establish credit, avoid credit card fraud, and resolve problems with debt that have developed over time.



Learning objectives:

After the workshop, participants should be able to:

- Assess their family's financial profile.
- Apply tips for creating financial balance.
- Identify their short-, medium- and long-term goals.
- Manage their credit more effectively.

Understanding Eldercare Issues

With the largest over-70 population in U.S. history, eldercare is a major issue for many American families. Adult children face practical and emotional challenges as they struggle to care for their parents while meeting other family and work obligations. These issues are made more complex because of shifting roles – Adult children now find themselves in the position of having to parent their parents.

Learning objectives:

After the workshop, participants should be able to:

- Understand the role of the caregiver.
- Recognize problems faced by the caregiver.
- Identify areas of immediate concern.
- Develop a plan for addressing current and future needs.

Strategies for Working Parents

When faced with the challenges of parenthood, many working parents feel guilty. The pressures and demands placed upon them are extraordinary, and many parents feel conflicted by the dual roles they must play. This workshop helps working parents explore strategies for achieving balance between the demands of work and family.

Learning objectives:

After the workshop, participants should be able to:

- Challenge personal beliefs about the “perfect” parent.
- Know how to deal with difficult times in the family group.
- Balance competing demands.
- Manage work and family issues more effectively.

Successful Single Parenting

Single parenting brings unique challenges and rewards, which can be difficult for others to fully understand or appreciate. The experience also brings valuable opportunities for personal and family growth, especially if parents learn effective strategies.

Learning objectives:

After the workshop, participants should be able to:

- Identify the characteristics of successful single parents.
- Be aware of the unique strengths of single-parent families.
- Apply tips for taking care of themselves first.
- Instill single parenting discipline.

Coping with Grief and Loss

Grief is a natural response to any loss, whether large or small – a death, a relationship that doesn't work out, a job change, a move, or the end of a friendship. In all cases, there needs to be a process of grieving and letting go. Unresolved grief can contribute to physical and psychological problems that affect one's personal and professional life.

Learning objectives:

After the workshop, participants should be able to:

- Understand the nature of losses, big and small.
- Identify the stages of grief.
- Know how to accept their own grief and that of others.
- Know how to get help or help others who are grieving.

Successful Stepparenting

The blending of two families is not an easy process. The adults have fallen in love and chosen to live together, but the children may be unsure about what the transition will mean for them. Adjustments to the new family situation take time for all family members, including the biological parent, the stepparent and the children.

Learning objectives:

After the workshop, participants should be able to:

- Develop their support network.
- Name the characteristics of successful stepfamilies.
- Build foundations of trust.
- Know how to avoid the stepparent trap.
- Enhance marital harmony for family harmony.

Surviving the Empty Nest

When children leave home, some parents experience the “empty nest syndrome” – a loss of purpose, a crisis of identity as parents, and even depression. While parents may feel some loss when their nests empty, they may also experience increased satisfaction and improved relationships. This workshop provides information about adjustment issues that may arise after the kids leave home.

Learning objectives:

After the workshop, participants should be able to:

- Separate myth from reality regarding the “empty nest syndrome.”
- Anticipate fathers' versus mothers' reactions to the children leaving home.
- Improve relationships with spouses and family.
- Adjust better to their life without the children.



Life after Divorce

Divorce is often painful, even when both partners work hard to be civil. Many issues surface when a marriage ends, and making sense of the process can be difficult. This workshop helps participants identify and deal with concerns people typically face after the divorce is final.

Learning objectives:

After the workshop, participants should be able to:

- Begin to let go of past hurts and heal emotionally.
- Rebuild their financial health.
- Enhance their social life.
- Understand how to establish new healthy romantic relationships.

Dealing with Pre-Teens and Teenagers

The pre-teen and teen years are periods of intense growth, not only physically but also emotionally and intellectually. Since the primary goal of the teen years is to achieve independence, family life can sometimes feel confusing and turbulent. This program explores how parents can negotiate these sometimes trying times while preparing their teens for adulthood.

Learning objectives:

After the workshop, participants should be able to:

- Understand the developmental task of adolescence.
- Identify parenting styles and their impact on teenagers.
- Know how to create rules, enforce them and negotiate with teens.
- Communicate with and support their children more effectively.

Creating and Maintaining a Healthy Marriage

Good marriages require a lot of hard work and compromise, both before and after a couple says “I do.” Every couple will face challenges over the course of their marriage – handling finances, negotiating conflict and creating a connection in today’s hectic world. This program will help participants understand those challenges and develop strategies for nurturing a healthy, lifelong marriage.

Learning objectives:

After the workshop, participants should be able to:

- Debunk the myths of marriage.
- Understand the stages of marriage.
- Know what behaviors lead to marital conflict and divorce.
- Apply tips for creating and maintaining a healthy relationship.

The Stress of Business Travel

Business travel is often a positive experience, with opportunities to collaborate and achieve work progress. However, business travel often includes a combination of stressors – such as work overload, fatigue, jetlag, and family disruptions – that can take a toll on the traveler. This workshop offers tips and strategies to minimize stress and maximize performance while on the road.

Learning objectives:

After the workshop, participants should be able to:

- Anticipate the impact of business travel on health and well-being.
- Better balance business travel and their life.
- Stay connected while they travel.
- Reduce travel-related stress.

Living with Extended Family

Multigenerational households may have many benefits – They allow family members to save money and to support each other through health problems, divorce and temporary transitions. It's not always easy, though, for several generations to live under the same roof. Understanding and effective coping strategies can help.

Learning objectives:

After the workshop, participants should be able to:

- Identify the needs of individuals in the multigenerational family.
- Understand the challenges intergenerational households face.
- Develop realistic expectations for all family members.
- Create a living agreement on household duties, responsibilities and finances.

Building Resilience

Healthy, resilient people have stress-hardy personalities and learn valuable lessons from challenging experiences. They rebound from major setbacks even stronger than before. Resilient individuals can change to a new way of working and living when an old way is no longer possible. This workshop discusses the different aspects of resilience, and provides strategies for developing and enhancing personal resilience.

Learning objectives:

After the workshop, participants should be able to:

- Describe the characteristics of resilience.
- Identify how to develop resilience.
- Know how resilient individuals turn challenges into opportunities.
- Understand the role of stress management in maintaining resilience.





Stress Resilience for Kids

Stress seems to be a constant companion in today's busy world – even for kids. Children juggle schoolwork, home responsibilities, friends, and activities – leaving little time for relaxation and unstructured play.

This interactive workshop provides kids and parents ways to identify sources of stress and learn healthy techniques to reduce stress and increase resiliency.

Learning objectives:

After the workshop, participants should be able to:

- Describe “stress.”
- Describe how adults’ and kids’ bodies react to stress.
- Identify different sources of stress for kids and spot stress “build-up.”
- Understand how kids can manage stress.

Coping with Chronic Illness during the Holidays

During the holidays, it's easy to overcommit, leaving us with too much to do and too little time to do it. When we add the stress of a serious illness, with concerns about diagnoses, treatment or recovery, the holidays may feel overwhelming at times. This workshop provides tips for individuals and caregivers on how to plan for and cope with an illness during the holiday season.

Learning objectives:

After the workshop, participants should be able to:

- Identify stressors during the holidays.
- Understand how a catastrophic or chronic illness impacts the holidays.
- Identify how to cope with treatment during the holidays.
- Apply stress management strategies.

Coping with a Cancer Diagnosis

A cancer diagnosis can be a painful shock. The first few weeks after diagnosis are difficult not only for those diagnosed but also for their family and friends, as they cope with fluctuating thoughts and feelings. This workshop identifies strategies for managing the changes and stress of a life-changing diagnosis.

Learning objectives:

After the workshop, participants should be able to:

- Identify typical issues and challenges associated with a cancer diagnosis.
- Identify different reactions to the diagnosis and coping processes.
- Provide caretaker assistance and self-care tips.
- Identify post-diagnosis action plan steps and strategies to enhance stress-resilience and coping.

Maintaining Resilience through Cancer Survivorship

Surviving cancer requires support from family and friends. Cancer patients can learn a great deal from other survivors about how to draw upon their inner strength and wisdom, and enhance their personal resilience through the process. This workshop discusses the different aspects of resilience and provides resiliency strategies to deal with treatment – before, during and after.

Learning objectives:

After the workshop, participants should be able to:

- Describe the characteristics of resilience.
- Identify how to develop resilience capabilities when coping with cancer diagnosis, treatment and survivorship.
- Understand how resilient individuals turn challenges into opportunities.
- Describe the role of stress management in maintaining resilience through treatment and aftercare.



Adult Caregiver Support Group and Development Training

Adult caregivers often feel stressed, guilty or worried about how to balance caregiving needs with their other family and work responsibilities. Support groups can help by providing a venue for adult caregivers to share concerns and strategies. This workshop explains the process for developing a support group where caregivers can offer each other understanding and guidance.

Learning objectives:

After the workshop, participants should be able to:

- Understand the general benefits of support groups for participants.
- Identify steps and logistics in support group development.
- Employ feedback strategies to enhance group development and maintain group functioning.
- Enhance the group facilitation process.

Compassion Fatigue

Compassion fatigue is the emotional residue of working with individuals who have experienced trauma or other forms of emotional suffering. You can help yourself, a co-worker or a family member by recognizing the signs of compassion fatigue and taking action. This workshop discusses the causes and symptoms of compassion fatigue and offers guidelines on prevention and treatment.

Learning objectives:

After the workshop, participants should be able to:

- Understand the causes and components of compassion fatigue.
- Identify the major symptoms of compassion fatigue.
- Apply different prevention and treatment approaches to alleviate the impact of compassion fatigue.
- Employ various strategies that can enhance individual resilience in stressful work environments.





Mentoring Adolescents

A mentor is a caring, adult friend who devotes time to a young person. Although mentors can fill many roles, all mentors have the same goal: to help young people discover their strengths and achieve their potential. By sharing fun activities and introducing new ideas and experiences, a mentor supports academic achievement, encourages positive choices, and promotes high self-esteem. This workshop provides an overview of adolescent development and offers strategies for becoming an effective mentor.

Learning objectives:

After the workshop, participants should be able to:

- Understand the developmental tasks of adolescence.
- Understand how to communicate and negotiate with teens.
- Describe the roles of the mentor and objectives of mentoring.
- Understand the natural stages of the mentor-mentee relationship and general guidelines for the mentoring process.

Enhancing Resilience during Change

Change is an essential part of life. Change drives us, challenges us, and keeps us moving toward new goals. Even when change is painful or traumatic, we can learn to move beyond crisis and disappointment and make our lives better. This workshop discusses the change process and how we can enhance our personal resilience, and thereby turn challenges into opportunities for growth and learning.

Learning objectives:

After the workshop, participants should be able to:

- Understand the process of change.
- Identify current or upcoming changes in the workplace.
- Recognize different reactions to change.
- Understand their options for enhancing resilience and managing stress.
- Understand ways to support themselves and others.

Enhancing Wellness through Resilience and Work-Life Balance

Establishing wellness depends on maintaining a healthy balance between work and life – which is rarely easy in our fast-paced world. Regularly giving in to work demands can compromise our personal lives. Conversely, the emotional fallout of personal or relationship problems can make it difficult to give our best at work. This workshop offers effective strategies for striking a healthy work-life balance.

Learning objectives:

After the workshop, participants should be able to:

- Define different aspects of work-life balance.
- Identify symptoms of burnout and compassion fatigue resulting from work-life challenges and stress.
- Identify the characteristics of resilience and how to develop resilience to enhance work-life balance.
- Employ strategies to enhance resilience and wellness following challenges, and create work-life balance.

International Travel and Safety

International travel can present unexpected challenges. Every day of the year, U.S. embassies and consulates receive calls from American citizens in distress. Travelers who observe important safety guidelines can avoid incidents like these, or at least minimize their impact. The information presented in this workshop will help participants avoid and manage potential problems before, during and after international travel.



Learning objectives:

After the workshop, participants should be able to:

- Identify what to take with them and what to leave behind.
- Know what to learn about before they go.
- Identify resources for local laws and customs.

Surviving and Thriving during Turbulent Times

Economic uncertainty and change have become an ongoing part of life for many Americans. This climate of insecurity adds to our stress as we cope with life's challenges. Healthy strategies can help reduce the impact of chronic stress on our health and well-being. This workshop introduces participants to strategies that can help them combat stress and live well.

Learning objectives:

After the workshop, participants should be able to:

- Identify common responses to ongoing uncertainty.
- Modify stress responses and increase resilience during uncertainty using multiple strategies.
- Identify key components of a personal financial “tool kit.”
- Stay motivated and focused during turbulent times.
- Create a Personal Empowerment Plan (“PEP”) to proactively manage uncertainty and stress.

Budgeting for the Holidays: Managing Personal Finances

Whether you're planning a New Year's Eve bash, a family trip to see the grandparents, or an exciting winter vacation, now is the time to get your finances in order. Too often, the spirit of gift-giving extends beyond what we can afford. This workshop discusses the basics of proactive financial planning for the holidays so participants can enter the new year free of guilt and debt.



Learning objectives:

After the workshop, participants should be able to:

- Create a budget for holiday spending.
- Create ideas for non-monetary or low cost ways to enjoy the holidays.
- Communicate more effectively with family about holiday expectations.

Transitions to Retirement

Adjusting to retirement is a multifaceted process. Once the reality of retirement has set in, it is important to develop goals and find activities that give each day purpose and meaning. There are many opportunities when you retire. What will be your new life path? This workshop provides suggestions for life-purpose planning as you enter your retirement years.

Learning objectives:

After the workshop, participants should be able to:

- Anticipate the types of changes associated with the transition to retirement.
- Understand different aspects of the change process.
- Describe the different aspects of retirement planning.
- Understand their options for making the most of the transition to retirement.

Caregiving

The role of caregiver often comes to us unexpectedly. Caregivers tend to take on whatever responsibilities the situation demands, resulting in unpredictable stress and strains. Thoughtful planning can cut down on stress, improve decision-making, and support work-life balance. This workshop provides the tools caregivers need to develop a plan for tending to their loved one's needs while caring for themselves.

Learning objectives:

After the workshop, participants should be able to:

- Understand caregiving trends.
- Understand personal caregiver responsibilities and needs.

- Identify personal strengths and areas of support in their caregiving role.
- Create a caregiving action plan for work-life balance.

Reinvention through Uncertainty

To survive in our economic environment, change is a necessity. As organizations and industries shift and adapt, individuals must develop a reinvention mindset, embracing career development as a lifelong process. This workshop helps participants identify their job-related and transferable skills and abilities. Participants also develop tailored action plans to empower themselves in the reinvention process and prepare to make the most of ongoing and upcoming changes.

Learning objectives:

After the workshop, participants should be able to:

- Understand the elements of reinvention necessary to deal with the challenges of uncertainty.
- Inventory and identify their transferable skills.
- Use resilience as a tool for recognizing and managing the emotional impacts of uncertainty.
- Create an action plan designed to both empower staff and maximize positive aspects of existing and upcoming changes.





Employee Assistance Program

Health *and* Wellness

MHN's health and wellness workshops and seminars can help your employees manage problem areas – from insomnia to obesity.

We also offer workshops and seminars that focus on prevention – helping employees eat right, exercise and stay healthy during flu season. By keeping your employees healthy, you promote their well-being and protect your organization's bottom line.

Health and Wellness seminars range from one to two hours, depending on the topic and the needs of the participants.

Readiness for Healthy Change

It's not easy to make a healthy change, and it can be even harder to stick with it. In this workshop, participants will learn strategies for success – helping them prepare for, make and maintain a healthy change.

Learning objectives:

After the workshop, participants should be able to:

- Identify the benefits and rewards of healthy change.
- Identify challenges and how to overcome them.
- Develop a plan of action.
- Identify sources of support.

Improving Longevity and Quality of Life

Today, people are living longer and enjoying a better quality of life than ever before. Diet and exercise are key, but other personal habits can also make a difference. This workshop explores the habits and attitudes that can help you live longer and live better.

Learning objectives:

After the workshop, participants should be able to:

- Understand the connection between exercise and longevity.
- Make lifestyle changes that can help increase longevity and quality of life.
- Understand the connection between quality of life and living longer.

Optimal Health for Men

According to the Centers for Disease Control and Prevention, five diseases account for more than 65 percent of the deaths for American men: heart disease, cancer, stroke, lung disease, and diabetes. This workshop shows men how to reduce their risk for these diseases and reap the benefits of better health, quality of life and work performance.

Learning objectives:

After the workshop, participants should be able to:

- Identify the components of good health.
- Understand the benefits of good health.
- Create a personal wellness plan.

Optimal Health for Women

According to the Centers for Disease Control and Prevention, heart disease, cancer and stroke are the leading causes of death for American women.

This workshop focuses on how to reduce the risk for these diseases and others that predominantly affect women.

Learning objectives:

After the workshop, participants should be able to:

- Identify the benefits of a healthy diet and exercise.
- Identify preventive screenings and other resources for optimal health.
- Create a personal wellness plan.



Staying Healthy during Flu Season

The average flu takes over a week to run its course, which means a lot of lost productivity. In this workshop, participants learn about practical steps they can take to reduce the severity and duration of the flu this flu season, and minimize the chance of passing it on to others.

Learning objectives:

After the workshop, participants should be able to:

- Identify the influenza (flu) types, transmission and symptoms.
- Know how to prevent and treat the flu.
- Apply flu prevention tips at work and when traveling.

Walking for Health and Longevity

Described by experts as “almost perfect exercise,” regular walking can reduce health risks and improve stamina, energy and life expectancy. Walking also helps you sleep better, relieve stress and manage your weight. In this program, participants will create a personal plan to walk for health benefits.



Learning objectives:

After the workshop, participants should be able to:

- Understand the benefits of regular walking.
- Identify personal motivation for walking.
- Create a plan to reach 10,000 steps a day.

Weight Management

According to the American Journal of Health Promotion, medical costs and absenteeism related to obesity can cost employers \$277,000 annually for every 1,000 employees. By gaining control of their weight, employees can improve the quality of their lives and boost their organization’s bottom line. MHN’s program provides information about nutrition and exercise basics to help participants reach – and maintain – a healthy weight.



Learning objectives:

After the workshop, participants should be able to:

- Assess needs and readiness for change in diet and fitness habits.
- Create a diet/fitness plan.
- Apply strategies for maintaining motivation, such as identifying and developing relationships for ongoing support.

Smoking Cessation

Smoking is a powerful addiction, and making the decision to quit is not easy. Yet, the American Cancer Society reports that 70 percent of smokers want to quit. In this workshop, participants learn the steps to becoming – and staying – tobacco-free.

Learning objectives:

After the workshop, participants should be able to:

- Understand the addictive nature of smoking.
- Define the quitting steps and determine behavioral readiness.
- Know how to avoid smoking triggers.
- Identify new tools and techniques to replace the smoking habit.

Heart Health

Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States. CHD is caused by a narrowing of the coronary arteries that supply blood to the heart, and often results in a heart attack. Fortunately, everyone can take steps to protect their heart and their life – or a loved one's. This workshop will focus on preventing and treating CHD.



Learning objectives:

After the workshop, participants should be able to:

- Identify the symptoms of CHD.
- Understand risk factors and preventive measures for CHD.
- Know the treatment options for CHD.

Nutrition

Poor eating habits create many health issues and problems. Eating well promotes good health and reduces the risk of chronic diseases such as heart disease, certain cancers, diabetes, stroke, and osteoporosis. This workshop focuses on proper eating habits, discusses the different food groups, and assists in setting up a good diet.

Learning objectives:

After the workshop, participants should be able to:

- Identify the benefits of healthy eating.
- Understand the components of good nutrition.
- Analyze eating patterns.
- Plan a healthy diet.

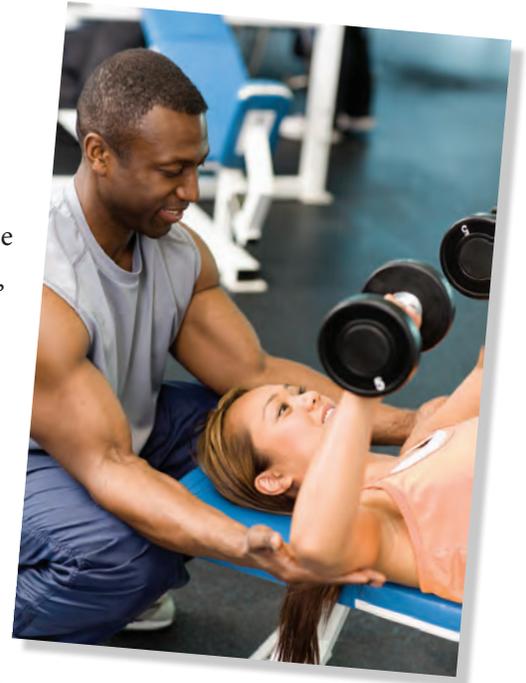
Fitness and Exercise

Daily exercise plays a key role in maintaining good health and managing weight. Exercise also assists in stress reduction, promotes healthy sleep and increases feelings of well-being. This workshop will focus on fitness and exercise and help participants develop a workout plan.

Learning objectives:

After the workshop, participants should be able to:

- Reduce unhealthy behaviors.
- Identify ways to minimize health risks.
- Understand the basic aspects of fitness.
- Create an exercise program that meets individual needs.
- Describe the benefits of exercise.



Helping Your Teen Achieve a Healthy Weight

An increasing number of teenagers are struggling with weight management issues. Teens who are overweight, obese or struggling with anorexia or bulimia can be at risk for various medical problems and low self-esteem. This program provides information about how to identify symptoms of serious weight-related conditions, as well as how to help a teen get started with a healthy weight management plan.

Learning objectives:

After the workshop, participants should be able to:

- Assess needs and readiness for change in diet and fitness habits.
- Identify tools, strategies and action plans for weight management.
- Help teens avoid eating disorders.
- Develop relationships for ongoing support.



Fitness and Your Brain: Avoiding Dementia



Dementia refers to a group of mental conditions that interfere with a person's ability to think clearly, make decisions and carry out the activities of daily living. Dementia will become more prevalent as our elderly population increases. This workshop discusses ways to prevent or delay the onset of dementia.

Learning objectives:

After the workshop, participants should be able to:

- Identify different classifications of dementia.
- Identify physiological factors that contribute to different types of dementia.
- Understand the role of diet, exercise and task variety in preventing dementia.
- Develop an action plan to maintain brain fitness.

Coping with Depression

Severe or prolonged sadness can interfere with your life and work, or the life of someone you know, making normal activities impossible. You can help yourself or a co-worker or family member by recognizing the signs of depression and taking action. This workshop discusses the causes and symptoms of the illness of depression, and offers guidelines on disease identification and treatment.

Learning objectives:

After the workshop, participants should be able to:

- Better understand depression.
- Understand how depression affects people based on age or gender.
- Know what to do if they or someone they know is depressed.
- Identify additional resources for managing depression.

Postpartum Depression

The birth of a baby can trigger several powerful emotions, from excitement and joy to fear and anxiety. But it can also result in something the new mother and father may not expect: depression. This workshop discusses how prompt treatment can help manage symptoms and get you back to enjoying your baby.

Learning objectives:

After the workshop, participants should be able to:

- Know the facts about postpartum depression.
- Identify the signs, symptoms and frequency of the disorder.
- Understand the impact it has on the spouse and other family members.
- Identify additional resources for assistance and treatment.



Insomnia

Insomnia – regular problems falling asleep, staying asleep or experiencing restorative sleep – is a common problem. Untreated insomnia can affect an individual’s health, quality of life and work performance. For instance, a Canadian study revealed that for the small Canadian province of Quebec (population seven million plus), insomnia-related work absences and reduced productivity cost \$5 billion. This workshop shows participants how to enhance the quality and quantity of their sleep, by making simple – yet effective – changes to their daily routine.

Learning objectives:

After the workshop, participants should be able to:

- Understand the symptoms, types and costs of insomnia.
- Identify potential causes of insomnia.
- Identify sleep needs and different types of sleep disorders.
- Identify additional resources for treating insomnia.



Shift Work and Stress

Working at night or during “off” hours makes it difficult for workers to get enough sleep, which may harm job performance and health. The constant switching from day to night work hours inherent in shift work disrupts the body’s natural circadian rhythms and daily functions. Both shift and night workers face the possibility of isolation from friends and family who work a regular day schedule and may not understand the unique stresses and demands of working nonstandard hours.

This workshop addresses strategies shift and night workers can use to alleviate the stress of their work schedule.

Learning objectives:

After the workshop, participants should be able to:

- Understand the impact of shift work on circadian rhythms and daily functioning.
- Recognize issues related to an accumulated sleep debt and its impact on health and safety.
- Protect their sleep time and maintain good sleep habits.
- Enhance alertness on the job.
- Apply positive stress management strategies to buffer the effects of stress.

Coping with Anxiety Disorders

Anxiety is a normal part of life. It is an innate biological reaction – the body’s way of telling us something isn’t right. Anxiety reactions keep us from harm’s way and help us react quickly to danger. If fear and anxiety become overwhelming, persistent or interfere with regular activities, though, an anxiety disorder may be the underlying cause. This workshop explores symptoms and treatments of the different types of anxiety disorders.

Learning objectives:

After the workshop, participants should be able to:

- Better understand anxiety disorders.
- Describe the different types of anxiety disorders.
- Know what to do if they or someone they know has an anxiety disorder.
- Identify additional resources for anxiety.

Relaxation Techniques for Managing Stress

Relaxation is about more than peace of mind. Relaxation helps you cope with everyday strains and decreases the effects of stress on your mind and body. Basic relaxation techniques are easy to learn and easy to use. Many techniques are simple, quick, and can be done just about anywhere. Explore the use of relaxation techniques to de-stress your life and improve your health.

Learning objectives:

After the workshop, participants should be able to:

- Understand the nature of stress and the body’s responses to stressors.
- Identify the symptoms of stress “build-up.”
- Discuss different stress management strategies used to buffer the effects of stress.
- Practice “in the moment” techniques for managing stress.





Employee Assistance Program

Employee

Skill Development

These programs help develop employee skills that are key to effective work performance and group productivity. Critical skills in workplace communication, conflict resolution, team-building, and managing change provide a foundation for all employees to fully contribute in the workplace.

Please see Workplace Safety and Protection (pg. 51) for safety-related workshops for employees (such as DOT Substance Abuse, Workplace Violence Prevention, ADA Sensitivity in the Workplace, and Sexual Harassment Prevention in the Workplace).

Employee Skill Development seminars range from one to four hours, depending on content depth and skill development needs.

Creating a Respectful Work Environment

A positive, respectful work environment is critical to performance, job satisfaction and well-being. Yet creating a respectful workplace can be challenging, since workplaces include people from different backgrounds, with different personal styles. This workshop addresses how to bridge differences for a respectful, happier and more productive workplace.

Learning objectives:

After the workshop, participants should be able to:

- Understand the benefits of a respectful work environment.
- Be more aware of personal behavior in the workplace.
- Comply with relevant employment policies/guidelines.
- Identify behaviors that enhance respect and communication.

Job Search Strategies for Tough Economic Times

In a sluggish economy, job seekers may be concerned about facing a long and difficult job search. During tough times, treating the job search like a business can help. This workshop shows participants how to increase their chance of success by understanding where to look for opportunities (when they are harder to come by) and how to create a personal marketing strategy that can set them apart from the competition.

Learning objectives:

After the workshop, participants should be able to:

- Understand why a multifaceted job search strategy is critical to success.
- Identify several strategies to use in a comprehensive job search.
- Develop a plan to put strategies into action.





Effective Interview Strategies

Today's job seekers may need to use various strategies to find meaningful employment. One of the most critical tools in a job search is a good interviewing technique. With strong interview skills, the job seeker can answer tough questions articulately and confidently and demonstrate his or her qualifications for the job. This workshop helps participants navigate the interview process – from pre-interview preparation to interview follow-up.

Learning objectives:

After the workshop, participants should be able to:

- Understand the importance of interview preparation.
- Identify the most common types of interview questions.
- Understand the different aspects of competency-based (behavioral) questions.
- Develop rapport with the interviewer.

Building Effective Résumés

A résumé can be thought of as a marketing tool for a specific product: the job seeker.

A well-written résumé can grab an employer's attention, effectively market the applicant's skills and experience for the position, and lead to an interview.

This workshop teaches job seekers how to build a powerful, targeted résumé that stands apart from the crowd – a critical first step in landing the job of their choice.

Learning objectives:

After the workshop, participants should be able to:

- Identify the elements of a powerful résumé.
- Understand the sections and types of résumés.

- Apply key word strategies.
- Market themselves more effectively through words.

Surviving Layoffs

Corporate downsizing has become part of the economic landscape in the United States. While layoffs are especially difficult for those who lose their jobs, layoff survivors may also be affected, experiencing guilt, anxiety and a fear of “being next.” What's more, layoff survivors may also face process changes, shifting job responsibilities and increased workloads. This workshop helps layoff survivors process their feelings and develop strategies for resilience.

Learning objectives:

After the workshop, participants should be able to:

- Describe the different aspects of being a layoff survivor.
- Identify changes created by layoffs in the workplace.
- Identify normal reactions to layoffs.
- Understand their work role and new organizational realities.
- Know how to support themselves and others during the transition process.

Effective Workplace Communication

Effective communication is the foundation for solid working relationships. When people are heard and understood, they're better able to work together for successful outcomes and develop win-win solutions. Through skill development and practice, this workshop helps participants enhance workplace communication.

Learning objectives:

After the workshop, participants should be able to:

- Understand the connection between good working relationships and effective communication.
- Describe key elements of a clear message.
- Identify and overcome challenges to getting the message across.
- Apply techniques for building rapport.

Creating a Positive Work Environment

In an ideal workplace, people are committed to working together harmoniously. They treat one another with respect, work efficiently, and solve problems fairly. This workshop examines strategies for creating an effective, respectful and positive workplace. Participants work together to define their "ideal" workplace and discuss how to enhance their work environment.

Learning objectives:

After the workshop, participants should be able to:

- Define the ideal workplace.
- Reach agreements on work behavior.
- Know what to do when words fail.
- Provide support and encouragement.

Dealing with Difficult People

In both our business and personal lives, most of us have come across people we would label "difficult." This workshop examines what makes people "difficult," how difficult people activate our emotional triggers, and how to mitigate conflict in response to difficult behaviors.

Learning objectives:

After the workshop, participants should be able to:

- Identify typical workplace conflicts.
- Apply a problem-solving model for win-win results.
- Promote creativity using communication.
- Identify common behaviors of difficult people.

Resolving Conflict in the Workplace

Conflict in the workplace can stem from differing beliefs, ideas, values, and goals. Although conflict is natural and sometimes useful, most people avoid confrontation instead of understanding and resolving the situation directly. In this workshop, participants will examine conflict as a normal part of work and explore ways to find solutions.

Learning objectives:

After the workshop, participants should be able to:

- Apply a problem-solving model for win-win results.
- Promote creativity using communication.
- Identify different styles of dealing with conflict.
- Understand the benefits of constructive conflict.



Delivering Excellent Customer Service

Excellent service – for both internal and external customers – is important to every organization. Excellent customer service includes managing customers’ needs and expectations and dealing with difficult customer issues. This workshop examines how to handle these demands with sensitivity while managing personal stress.

Learning objectives:

After the workshop, participants should be able to:

- Understand why companies lose customers.
- Identify customers’ “hot buttons.”
- Know what customers want and don’t want.
- Handle complaints effectively.

Diversity: A Workplace Asset

Employees with unique skills, backgrounds and experiences bring value to an organization and to its customers. This workshop discusses the value each member brings to an organization, and the strength that comes with diversity. Participants will learn tips for communicating clearly and respectfully, overcoming stereotypes and appreciating the unique differences people bring to the workplace.

Learning objectives:

After the workshop, participants should be able to:

- Define “diversity.”
- Understand the benefits of a culturally diverse workplace.
- Understand what factors inhibit the creation of a diverse culture.
- Communicate respectfully.

Change Management

Change is a constant, so handling it effectively is critical to success and well-being. This workshop explains the change process and provides a positive framework for thinking about change. Participants are encouraged to explore and transform how they perceive and manage change.

Learning objectives:

After the workshop, participants should be able to:

- Find opportunity in change.
- Name elements of the change process.
- Identify losses associated with change.
- Take responsibility for choices.

Working in Teams

A team that works well together is likely to be successful and productive. This program examines the characteristics and dynamics of a successful team. Participants learn how to enhance their teams by building trust, clarifying goals, assessing progress, solving problems, defining roles, and communicating effectively.

Learning objectives:

After the workshop, participants should be able to:

- Understand how effective teams develop.
- Name the key elements of successful teams.
- Know the advantages of team problem-solving.
- Identify key skills for team members and leaders.



Ethics and Integrity in the Workplace

Maintaining an ethical workplace isn't just the responsibility of the leadership team – everyone can make a difference. In this workshop, participants examine their “real power” within their organization and how they can use that power to develop and maintain a culture of integrity.

Learning objectives:

After the workshop, participants should be able to:

- Understand the role of influence within the job scope.
- Apply information about ethical decision-making.
- Take steps to remedy an “ethics gap.”
- Develop a network of ethically-minded cohorts in the company.

Career Management and Career Planning

Career planning and management is a lifelong process – from choosing an occupation and getting a job to “growing” a job, navigating career transitions and eventually retiring.

This workshop covers strategies for planning and building a career. Participants will learn how to assess their talents and interests, create realistic educational goals, and develop the skills they need to succeed.

Learning objectives:

After the workshop, participants should be able to:

- Understand the career planning process.
- Describe their short-term and long-term career planning goals.
- Examine barriers to reaching goals.
- Develop a career action plan.



Understanding Your Personal Work Style

Over time, all of us have developed certain patterns of behavior – distinct ways of thinking, feeling and acting. Within the work environment, these behavioral patterns tend to fall into certain work style categories. Using the Work Style Inventory, you will develop an awareness of your own behavior tendencies and work style as well as those of others. In this workshop, participants will learn strategies to communicate and interact with others for maximum productivity and harmony in the work environment.

Learning objectives:

After the workshop, participants should be able to:

Time Management

Many employees are juggling extra responsibilities, working longer hours, and experiencing overload in their personal lives. Most would agree that there are not enough hours in the day. An effective strategy for time management can help us achieve our goals by doing more in less time, focusing on what is important, and feeling less stressed in the process. This workshop helps participants develop an individualized time management strategy.

Learning objectives:

After the workshop, participants should be able to:

- Lower their work stress.
- Develop a sense of control over their personal and professional productivity.
- Identify ways to do more in less time.
- Cultivate joy and achieve balance in their lives.
- Separate meaningful activities from meaningless activities.





Employee Assistance Program

Management/ Supervisory *Skill Development*

These programs teach the essential skills and competencies of effective management in today's challenging work environment. Managers and supervisors will gain knowledge and develop skills in team-building, managing performance and behavior, communicating effectively, managing change, and keeping the workplace safe.

Please see Workplace Safety and Protection (pg. 51) for safety-related workshops for managers and supervisors (such as DOT Substance Abuse, Workplace Violence Prevention, ADA Sensitivity in the Workplace, and Sexual Harassment Prevention in the Workplace).

Management/Supervisory Skill Development seminars range from two to four hours, depending on content depth and skill development needs.

Effective Workplace Communication

Effective communication skills are important for every employee in an organization, but they are especially critical for managers who want to improve employee productivity, performance, teamwork, and morale. Every interaction is an opportunity to have a positive impact on team members – personally and professionally. When people are heard and understood, they're better able to work through issues and develop win-win solutions. This workshop helps managers and supervisors learn essential communication skills.

Learning objectives:

After the workshop, participants should be able to:

- Identify important aspects of effective communication and develop techniques for positive interactions for workplace issues.
- Understand the process of effective listening.
- Describe the key components and activities of management communication.
- Discuss how to determine intervention strategies when providing feedback to employees.

Managing Change

Organizational change often means different things to employees than it does to their managers and supervisors. This program examines the change process and describes attitudes and behaviors that can enhance (or detract from) healthy responses to change. Participants will discuss typical employee responses to change, as well as strategies for addressing employee concerns.

Learning objectives:

After the workshop, participants should be able to:

- Understand how to manage during change.
- Effectively deal with employee reactions.
- Build acceptance to change.
- Understand how to support themselves and their employees during change.



Managing after Layoffs

After a downsizing, managers and supervisors face the difficult challenge of re-engaging layoff survivors.

Remaining employees may experience guilt, anxiety and stress – all of which can impact their health and productivity. This workshop teaches managers and supervisors how to model resiliency and optimism, provide direction, and maintain positive morale and productivity among their staff during a difficult transition.



Learning objectives:

After the workshop, participants should be able to:

- Describe the different aspects of surviving layoffs.
- Identify changes created by layoffs in the workplace.
- Recognize normal reactions to layoffs.
- Understand their management role and the new organizational realities.
- Understand ways to support themselves and others during the transition process.

Preparing for and Conducting a Layoff

The layoff process is painful for both the people being let go and for the managers and supervisors who deliver the news.

The challenge for management is to handle the process appropriately for those who need to be let go, while providing information and support to the remaining employees.

This workshop provides managers and supervisors with guidelines for planning and implementing the layoff process, including preparing for the notification meeting, conducting the meeting and following up with employees afterward.

Learning objectives:

After the workshop, participants should be able to:

- Understand management's role during the layoff process.
- Identify important aspects of preparing for the notification meeting.
- Identify key elements of the script for the layoff meeting.
- Understand how to manage employee reactions for both departing and remaining employees.

Building Resilience following Workplace Trauma

Sudden, accidental, unexpected, or traumatic events, such as a death, can leave employees feeling shaken, unsure and vulnerable.

Individuals need healthy coping strategies to manage these often painful reactions to trauma.

This workshop provides strategies for developing and enhancing personal resilience following a traumatic event in the workplace.

Learning objectives:

After the workshop, participants should be able to:

- Identify common causes and reactions to workplace trauma.
- Apply strategies to help themselves and others after traumatic events.
- Know about the warning signs of suicide and how to prevent it.
- Understand the characteristics of resiliency.
- Develop and enhance individual resilience.

Suicide Prevention

Suicide is the eleventh most common cause of death in the United States. People may contemplate suicide when they feel hopeless and can't see any other solution to their problems. Often, suicidal thoughts can be triggered by depression, alcohol or substance use, or a major stressful event. During this workshop, managers and supervisors will learn warning signs for suicide risks and strategies for suicide prevention.

Learning objectives:

After the workshop, participants should be able to:

- Understand the prevalence of suicide.
- Identify factors related to suicides and suicide attempts.
- Recognize some important warning signs of suicide and how to assist others who may be considering suicide.
- Identify common causes of and reactions to suicide.
- Understand the characteristics of resilience.
- Develop and enhance individual resilience.



Managing Challenging Workplace Behaviors

Managing employee performance is the most important part of a manager's or supervisor's job. However, sometimes problems continue to surface even when management tries to help an employee succeed. This workshop discusses techniques for managing challenging behaviors and creating a productive, respectful working environment.

Learning objectives:

After the workshop, participants should be able to:

- Describe the key components and activities of the management role.
- Address challenging workplace behaviors and determine intervention strategies.
- Identify important aspects of effective communication and develop techniques to address workplace issues.
- Understand how to use effective listening when interacting with a troubled employee.
- Identify internal and external resources for help managing challenging workplace behaviors.

Essential Skills for Effective Management

Research continues to show that an employee's direct manager or supervisor has an enormous impact on morale and job satisfaction. This workshop will examine the multiple roles and responsibilities of effective management – such as coach, team leader and change agent.

Learning objectives:

After the workshop, participants should be able to:

- Understand the roles and responsibilities of the supervisor.
- Understand the qualities, skills and aptitudes of an effective manager.
- Provide constructive feedback and motivation.
- Identify common management pitfalls.

Building Effective Teams

Successful teams don't just happen – They require planning, skill and careful execution. Managers and supervisors will learn to identify the characteristics of effective teamwork and recognize the signs of a team in trouble. This workshop examines the components of successful team building in the workplace.

Learning objectives:

After the workshop, participants should be able to:

- Know how to develop effective teams.
- Identify key elements of successful teams.
- Identify key skills for team members and leaders.
- Modify work styles for team effectiveness.

Behavior-Based Interviewing

The most accurate predictor of future job performance is past performance in similar situations. The behavioral interview technique is a highly valid selection interview format based on this premise. The interviewer identifies the experiences, behaviors, skills, abilities, and knowledge that are desirable for the open position, and then uses those criteria during the interview to determine the applicant's potential for success.

Learning objectives:

After the workshop, participants should be able to:

- Discuss the importance of behavioral interviewing in selection and hiring.
- Identify job competencies and develop questions and probes.
- Prepare for and conduct a behavior-based interview.
- Highlight techniques for scoring, evaluating and selecting the best candidate.

Communicating Effectively When the Stakes Are High: Dealing with the Elephant in the Room

It can be tempting for managers, supervisors and employees to avoid discussing difficult issues facing the organization. Though the issue may be on everyone's mind, people fear that addressing it would be awkward or confrontational. However, with tact, compassion and effective communication, we can deal with the elephant through direct and open discussions. Addressing difficult issues may not make them go away, but it can enhance team trust, cohesion and effectiveness.

Learning objectives:

After the workshop, participants should be able to:

- Understand what or who the elephant is.
- Know when the elephant exists.
- Address the elephant: risks and rewards.
- Communicate effectively and strategically when both emotions and the stakes are high.





Creating a Positive Work Environment

It is the responsibility of managers and supervisors to maintain an environment in which individuals are supported, work gets done efficiently, and employees treat one another with respect. This workshop helps supervisors and managers create a workplace environment that encourages the best from their employees.

Learning objectives:

After the workshop, participants should be able to:

- Identify elements of a positive workplace.
- Understand the four kinds of consequences for behavior.
- Identify roadblocks to success.
- Understand how authority differs from delegation.

Managing Personal and Employee Stress

Managers and supervisors have a responsibility to do what they can to enhance employee well-being by responding to concerns and minimizing unnecessary strains. This workshop will focus on techniques for helping employees manage workplace stress and will discuss management's role in enhancing stress resilience.

Learning objectives:

After the workshop, participants should be able to:

- Identify contributors to workplace stress.
- Name aspects of a stress-hardy personality.
- Apply stress management techniques to their own lives.
- Enhance employee stress management, motivation and feedback.

Leadership and Leading

There is no “one best way” to be a leader – Leaders depend on many different resources and skills to do their work well. To be effective, it is important for a manager or supervisor to understand his or her leadership style. In this workshop, participants discuss the components of leadership, the varied roles of a leader, and skills to develop for leadership positions.

Learning objectives:

After the workshop, participants should be able to:

- Define “leadership.”
- Manage and lead more effectively.
- Describe the different leadership styles.
- Understand the roles and skills of the leader.

Ethics and Integrity in the Workplace

An organization builds and sustains an ethical culture by making sure that its values are aligned with its processes. To create an atmosphere of integrity and ethics, management must “walk the talk,” providing employees with examples of, and opportunities for, ethical behavior.

Learning objectives:

After the workshop, participants should be able to:

- Demonstrate ethical decision-making.
- Identify organizational preconditions necessary for ethically congruent leadership.
- Name the steps for development of ethically congruent companies.
- Understand anticipated likely outcomes of ethics program implementation.

Bringing “Heart” to Corporate America

In today’s business world, it is dangerous for an organization to be seen as insensitive in the way it treats people.

Companies should treat their employees, shareholders, suppliers, local communities, and the environment with the same respect they give to their customers. Inconsiderate behavior can result in a loss of reputation and revenue. This program examines strategies for enhancing corporate compassion.

Learning objectives:

After the workshop, participants should be able to:

- Identify the characteristics of corporate compassion.
- Describe the human factor that it takes to move any project or career forward.
- Implement “heart” in different aspects of business practices.
- Plan future developments for good business practices.



Returning Military Staff

The transition from a war-related deployment back to home and work is challenging for most National Guard and Reserve service members. An employee returning from military service faces unique personal and professional stressors, as he or she comes back to “business as usual.” This workshop discusses the special challenges that returning service members confront along with the immeasurable benefits they bring to the organization.

Learning objectives:

After the workshop, participants should be able to:

- Understand the multiple adjustment issues that returning military face.
- Support a colleague or employee coming back to work after active duty.
- Avoid over-care or interference.
- Assist the employee in the job skills transition process.

Expatriate Workplace Reintegration

As expatriates and their families return from a foreign assignment, many find that their homes are not what they remembered, and their homecomings are not what they had anticipated. In fact, repatriation is sometimes referred to as reverse or re-entry culture shock. This program presents the issues that expatriates face when they return to work and offers strategies for successful repatriation.

Learning objectives:

After the workshop, participants should be able to:

- Recognize personal and professional issues in repatriation.
- Manage expectations in the repatriation experience.
- Develop strategies for successful reintegration.
- Understand the role of the company in repatriation.





Intergenerational Communication in the Workplace

For the first time in American history, there are five different generations working side-by-side in the workplace. With this age diversity comes the issue of distinct generations – the Traditionalists, the Baby Boomers, Gen X, Gen Y, and Gen Z – working together and sometimes colliding as their paths cross. This workshop addresses how to deal with the unique communication issues that can arise when the different generations (with diverse values, ideas and ways of getting things done) come together in the workplace.

Learning objectives:

After the workshop, participants should be able to:

- Identify the five generations in the workplace, and define them by experiences and events.
- Know the similarities and differences in values and potential outcomes of generational interaction.
- Apply strategies for effective cross-generational communication.
- Identify important aspects of effective communication and develop techniques for positive workplace interactions.

Diversity: A Workplace Asset

While diversity – of culture, ethnicity, gender, or other factors – can add value to an organization and its customers, these differences can pose a challenge in the work environment. This workshop helps managers and supervisors understand the strengths and challenges of managing a diverse work group. Participants will learn how to develop communication skills, overcome stereotypes and recognize the paradox of “unity through differences” in the workplace.

Learning objectives:

After the workshop, participants should be able to:

- Understand the emerging workplace.
- Understand the benefits of a culturally diverse workplace.
- Manage cultural diversity more effectively.
- Distinguish between the traditional and emerging workplace.

Conducting Effective Performance Appraisals

Performance appraisals are a valuable tool in providing feedback on employees' work performance. Without this formal feedback, employees may find it difficult to develop their skills, meet management's expectations and add value to their organization.

This workshop teaches managers and supervisors how to prepare fair and accurate evaluations, offer helpful feedback and development information to employees, create performance plans, and monitor results.

Learning objectives:

After the workshop, participants should be able to:

- Be familiar with the performance appraisal document and process.
- Identify how to prepare fair and accurate evaluations.
- Know how to use the performance appraisal meeting as a development opportunity.
- Describe how to create performance plans and monitor results.

Managing the Layoff Process

Managers play an integral role in maintaining workplace effectiveness during reductions in force. They are responsible for communicating organizational changes to their employees, validating normal staff reactions, maintaining productivity levels, and easing the transition for laid-off employees. This program explores strategies for managers during the layoff process to ensure a smooth transition.

Learning objectives:

After the workshop, participants should be able to:

- Understand the layoff process.
- Describe the manager's role during the layoff process.
- Identify important aspects of preparing for the layoff process.
- Apply communication strategies before, during and after the layoff notification process.

Transgender Transition Issues in the Workplace

During the last few decades, as many as 200,000 people have gone through a transition from one gender to another in the United States. Although this situation presents some unique challenges for both managers and employees, there are many parallels with other employment diversity issues. The same guidelines for respect and professionalism in the workplace apply. This workshop prepares employees and managers to respond effectively to workplace concerns raised by an employee's gender transition.

Learning objectives:

After the workshop, participants should be able to:

- Understand the business case for assisting transgender employees in their transition.
- Know about the transition process.
- Be familiar with legal and workplace guidelines to support transitioning employees.
- Identify communication strategies to maintain work group effectiveness during the employee's transition.

Creating a Respectful Work Environment

A positive, respectful work environment is critical to job performance, satisfaction and well-being. Managers and supervisors are role models who set the tone and show employees which behavior and communication styles are and are not acceptable. This workshop addresses the manager's need to set work group expectations and maintain employee accountability for respectful, professional and productive workplace behaviors.

Learning objectives:

After the workshop, participants should be able to:

- Discuss the benefits of a professional, respectful work environment.
- Build awareness of personal behavior in the workplace and communicate clear behavioral standards.
- Review relevant employment policies/guidelines.
- Identify behaviors that enhance workplace respect and model behaviors of appropriate workplace conduct.
- Maintain employee accountability and address issues as they arise.



Effective Facilitation Techniques

Facilitation is the art of bringing people together to achieve a common goal – helping them explore, learn and change. As a tool for improving a group’s process and structure, effective facilitation is a valuable skill for managers and supervisors. This workshop will enhance managers’ knowledge and skill sets as facilitators.

Learning objectives:

After the workshop, participants should be able to:

- Discuss the basics of the group facilitation process.
- Review communication and effective listening techniques.
- Learn about different group facilitation techniques.
- Identify potential problem areas (and their remedies) in facilitating the group dynamic.

Setting Performance Expectations

Managing employee performance is a key part of effective leadership. Collaboratively setting and communicating performance and behavior expectations provides mutual understanding for both employees and their managers. This process encourages managers to provide regular and ongoing performance feedback to their team members. In turn, employees are better able to develop their skills, meet management’s expectations and add value to their organization. This workshop assists managers and supervisors in creating and communicating effective performance expectations, as well as providing feedback and development information to employees.

Learning objectives:

After the workshop, participants should be able to:

- Provide tools for setting both performance and behavioral expectations for staff and supporting professional growth and development.
- Demonstrate how supervisors and staff should collaborate to articulate and ensure mutual understanding of expectations.
- Discuss strategies on how to provide ongoing feedback in real time whenever exceptional or poor performance is observed.
- Present a communication model so that supervisors and staff can discuss performance issues and adjust if needed.

Resolving Conflict in the Workplace

Managers and supervisors should expect that conflicts will arise in the workplace, often because of differing beliefs, ideas, values, and goals. When it is dealt with appropriately, conflict can help employees transform and grow. The manager's ability to model and coach effective problem solving is imperative to team success. Effective managers can help employees navigate conflict dynamics and learn to resolve issues independently.

Learning objectives:

After the workshop, participants should be able to:

- Identify and define causes and types of workplace conflicts.
- Understand the role of effective communication and conflict resolution styles in dealing with workplace conflicts.
- Develop a personal strategy for responding to workplace conflict in a proactive and professional manner.
- Explore the roles and responsibilities that supervisors and managers have in effectively managing conflict in their work group.





Employee Assistance Program

Workplace Safety *and* Protection

MHN's workplace safety and protection workshops and seminars can build awareness and teach skills to all employees to help create and maintain a safe work environment. Examples of topics include substance use awareness, violence prevention, workplace bullying, and disability awareness.

Workplace safety and protection seminars range from two to four hours, depending on content depth and skill development needs.

Understanding Critical Incidents in the Workplace

Industrial accidents, workplace violence, natural disasters, vehicle accidents, or other unexpected events can trigger traumatic responses that may affect the health and productivity of your workforce. This workshop explores common reactions following a traumatic event and how to minimize post-traumatic stress through critical incident stress debriefing and other forms of support.

Learning objectives:

After the workshop, participants should be able to:

- Identify examples of critical incidents in the workplace.
- Understand normal reactions to critical incidents in the workplace.
- Know how to bring their workplace back to pre-incident functioning after a critical incident.
- Identify what they can do for themselves and others.
- Find resources for support.

Safeguarding the Workplace during Downsizing

After a reduction in force, managers, supervisors and employees who have survived the layoff may feel anxious about their safety in the workplace. While workplace violence resulting from layoffs is less common than generally believed, disruptions and threats must be taken seriously. Early intervention can help prevent more serious incidents. In this workshop, managers and supervisors learn about the early warning signs of workplace violence, strategies to defuse potentially violent situations and more.

Learning objectives:

After the workshop, participants should be able to:

- Understand what their organization can do to reduce the risk of violence during layoffs.
- Recognize the types and levels of workplace violence.
- Identify strategies to address challenging behaviors and potential conflicts.
- Identify resources to enhance workplace violence prevention.

Managing Critical Incidents in the Workplace

A “critical incident” is an unexpected event that causes an unusually intense stress reaction. This stress can make it hard for employees to cope, and can have effects that ripple through the workplace. Managers and supervisors have the important role of providing resources and support to their employees after a traumatic event, as well as maintaining reasonable performance expectations. This workshop explains the critical incident stress debriefing process and other methods that can mitigate the effects of post-traumatic stress.

Learning objectives:

After the workshop, participants should be able to:

- Identify examples of critical incidents in the workplace.
- Understand normal employee reactions to critical incidents in the workplace.
- Know how to bring their workplace back to pre-incident functioning after a critical incident.
- Follow internal policies and pre-incident preparedness guidelines.
- Understand management’s role in post-incident response.
- Identify resources for coping with a critical incident.

Substance Abuse Awareness (for Employees)

Substance use can be a problem for individuals that can also impact work environments. Thousands are addicted, and thousands more – including family members, friends and co-workers – feel the effects of substance use. Education can help employees confront and combat this problem.

Learning objectives:

After the workshop, participants should be able to:

- Review the dangers of drug and alcohol use.
- Determine when drug use is out of control.
- Identify behaviors that support continued use.
- Understand the benefits of being drug-free.



Substance Abuse Prevention (for M/S)

This program prepares supervisors and managers for their role in maintaining a drug-free workplace – including implementing appropriate rules and regulations and intervening early to ensure workplace safety. In this workshop, participants will learn more about the effects of alcohol and other abused drugs and the impact of employee substance use on the workplace. The workshop will also discuss organizational policies and procedures, strategies for addressing performance issues, and options for available resources.

Learning objectives:

After the workshop, participants should be able to:

- Understand the negative impact of substance use.
- Understand the organization's policies.
- Understand the process for constructive confrontation.

DOT Substance Abuse (for Employees)

Substance use in the workplace damages the work environment and can create life-threatening situations. This workshop covers the substance use material required by the U.S. Department of Transportation (DOT) and meets DOT requirements for training employees subject to DOT regulations.

Learning objectives:

After the workshop, participants should be able to:

- Identify the guidelines and regulations of the DOT.
- Understand the prevalence and impact of alcohol use.
- Understand the prevalence and impact of drugs and other substances.

DOT Substance Abuse (for M/S)

This workshop covers the substance use content required by the U.S. Department of Transportation (DOT) and meets DOT requirements for training employees subject to DOT regulations. Participants will discuss different types of substances (alcohol and other drugs) and the impact of substance use in the workplace.

Learning objectives:

After the workshop, participants should be able to:

- Understand the negative impact of substance use in the workplace.
- Comply with policies and mandates on substance use testing for DOT-covered employees.
- Understand the prevalence and impact of alcohol use.
- Understand the prevalence and impact of other substances.
- Comply with policies and processes when confronting employees for reasonable suspicion.



Workplace Violence Prevention (for Employees)

Workplace safety has become a major concern for management and employees. While workplace violence is less common than is popularly believed, disruptions and threats must be taken seriously. Early intervention helps prevent more serious acts. This workshop discusses common behaviors associated with workplace violence, ways employees can help reduce the risk of violence in the workplace and strategies they can use to obtain help.

Learning objectives:

After the workshop, participants should be able to:

- Recognize the types and levels of workplace violence.
- Understand what employees can do to reduce the risk of violence.
- Apply strategies to address challenging behaviors and potential conflict situations.
- Identify internal and external resources to enhance workplace violence prevention efforts.



Workplace Violence Prevention (for M/S)

Workplace safety has become a major concern for management and employees.

While workplace violence is less common than is popularly believed, disruptions and threats must be taken seriously. Early intervention helps prevent more serious acts.

In this workshop, managers and supervisors will learn about common behaviors associated with workplace violence, how to reduce the risk of violence in the workplace, and strategies for defusing potentially violent situations.

Learning objectives:

After the workshop, participants should be able to:

- Recognize the types and levels of workplace violence.
- Understand what the organization can do to reduce the risk of violence.
- Apply strategies to address challenging behaviors and potential conflict situations.
- Identify internal and external resources to enhance workplace violence prevention efforts.

Creating a Safe and Healthy Campus Environment (for Faculty, Staff and Administration)

The impact of untreated mental illness on a student's life can be devastating. Undiagnosed mental illness can cause students to withdraw socially, drop out of school, engage in substance use, or exhibit other troubling behaviors. Faculty and staff on campus can help students by learning to recognize warning signs of mental health issues, and by offering referrals to resources and support. This workshop provides information about the impact of student mental health on campus and provides guidelines on how to help.

Learning objectives:

After the workshop, participants should be able to:

- Describe issues relating to mental health among students on college campuses.
- Understand their unique role as a member of a college community in helping students potentially in distress.
- Identify warning signs of distress in students and increase awareness of common distress signals.
- Enhance skills and strategies to approach and refer students to the appropriate campus resources.

ADA Sensitivity in the Workplace/ Disability Awareness (for M/S and Employees)

What may seem like small details in language and behavior can reinforce the barriers people with disabilities face in the workplace. Though people without disabilities may not understand their significance, these details often reinforce inaccurate assumptions and can cause offense. Organizations have the power to create an environment that supports people with disabilities by changing patterns of communication, improving the way people with disabilities are portrayed, and modifying problematic features of the work environment. This program presents strategies for making the workplace more welcoming for employees with disabilities.

Learning objectives:

After the workshop, participants should be able to:

- Identify legal directives relating to individuals with disabilities.
- Understand an organization's responsibility to provide disability services and accommodations.
- Understand how to enhance disability awareness in themselves and others.



Student Disability Awareness (for Faculty, Staff and Administration)

What may seem like small details in language and behavior can reinforce the barriers students with disabilities face on campus. These details may seem insignificant to those without disabilities, but they often reaffirm inaccurate assumptions.

Colleges and universities can create an environment that supports people with disabilities by changing patterns of communication, improving the way students with disabilities are portrayed, and modifying problematic features of the campus environment. This program presents strategies for making classrooms and campuses more welcoming for students with disabilities.

Learning objectives:

After the workshop, participants should be able to:

- Identify legal directives relating to students with disabilities.
- Understand the responsibility of colleges and universities to provide disability services and accommodations.
- Name examples and uses of universal design principles.
- Enhance disability awareness in themselves and others.

Domestic Abuse in the Workplace (for Employees)

Domestic abuse is an issue that affects many employees. The impact of domestic violence can spill over into the workplace, by affecting employee performance and productivity and raising concerns about security and liability. When an employee is experiencing domestic abuse, management and employees need to work together. This workshop provides information about issues surrounding domestic abuse and offers guidelines on how to seek assistance and/or protection.

Learning objectives:

After the workshop, participants should be able to:

- Understand the prevalence of domestic abuse.
- Recognize the types and signs of domestic abuse.
- Identify the individual responsibilities and legal guidelines for providing workplace protections to the victim and other employees.
- Apply strategies on how to approach a co-worker or management to help provide assistance to a suspected victim.

Domestic Abuse in the Workplace (for M/S)

Domestic abuse is an issue that affects many employees. The impact of domestic violence can spill over into the workplace, by affecting employee performance and productivity and raising concerns about security and liability. A manager or supervisor who has been made aware of a potential threat has an obligation to respond in order to protect employees. This workshop provides information about issues surrounding domestic abuse and the workplace, and offers guidelines on resources for providing assistance and protection.

Learning objectives:

After the workshop, participants should be able to:

- Understand the prevalence of domestic abuse and its impact on the workplace.
- Recognize the types and signs of domestic abuse.
- Identify the manager's responsibilities and legal guidelines for providing workplace protections to the victim and other employees.
- Apply strategies on how to approach a victim and provide assistance, using internal and external resources.



Sexual Harassment Prevention in the Workplace (for Employees)

Everyone has a right to work in an environment free from sexual harassment or intimidation. This program examines what constitutes sexual harassment and what to do if sexual harassment occurs. It also reviews the way sexual harassment may affect employee morale and increase legal and financial risks.

A California AB 1825-compliant version of this workshop is also available for employees.

Learning objectives:

After the workshop, participants should be able to:

- Be acquainted with legal definitions, court cases and liability guidelines.
- Know how sexual harassment impacts the work environment.
- Understand the “gray areas” of harassment.
- Understand why victims don't report offenses.
- Apply strategies for preventing harassment behavior.
- Know about remedies available to harassment victims.



Sexual Harassment Prevention in the Workplace (for M/S)

This training uses both interactive exercises and direct instruction to teach managers and supervisors about their vital role in creating a respectful, harassment-free work environment. Management will also learn techniques for effectively intervening to stop inappropriate workplace behavior. A California AB 1825-compliant version of this workshop is also available for managers and supervisors.

Learning objectives:

After the workshop, participants should be able to:

- Comply with applicable state and federal laws.
- Describe the legally defined types of sexual harassment.
- Identify behaviors that may constitute harassment.
- Understand supervisory responsibilities and liability.
- Know about EEO guidelines for nondiscrimination, non-harassment, and available remedies to victims.

Maintaining Personal Safety

Every employee has a right to feel safe before, during and after work. While acts of extreme workplace violence are less common than is popularly believed, disruptions and threats are a serious concern. Through preparation and personal awareness, employees can support management efforts to maintain a safe workplace. This workshop highlights potential risks in the workplace and provides strategies to enhance safety on and off the job.

Learning objectives:

After the workshop, participants should be able to:

- Recognize the types and levels of workplace violence.
- Understand what employees can do to reduce the risk of violence.
- Address challenging behaviors and potential conflict situations.
- Identify internal and external resources to enhance workplace violence prevention efforts.

Preventing Workplace Bullying (for Employees)

Workplace bullying – defined as the repeated mistreatment of one or more employees with a malicious mix of humiliation, intimidation and sabotage of performance – is a growing concern for organizations. Workplace bullying can negatively impact productivity, well-being and morale. Organizations can support employees and develop clear guidelines to prevent and address workplace bullying.

Learning objectives:

After the workshop, participants should be able to:

- Define workplace bullying.
- Describe the difference between workplace bullying, illegal discrimination and harassment.
- Know why it is important to confront workplace bullying.
- Address offensive bullying behavior.

Addressing Workplace Bullying (for M/S)

Workplace bullying – defined as the repeated mistreatment of one or more employees with a malicious mix of humiliation, intimidation and sabotage of performance – is a growing concern for organizations. Employers have a responsibility to prevent and address workplace bullying because of its costs for the individual and for the organization – health issues, low morale, absenteeism, and reduced productivity. This workshop provides supervisors and managers with resources and strategies to effectively confront and stop incidents of workplace bullying.

Learning objectives:

After the workshop, participants should be able to:

- Define workplace bullying.
- Describe the difference between workplace bullying, illegal discrimination and harassment.
- Provide reasons why it is important to:
 - Address workplace bullying.
 - Communicate clear behavioral standards.
 - Model behaviors of appropriate workplace conduct.
 - Maintain employee accountability.
- Present ways for managers and supervisors to end offensive bullying behavior.



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