

EMPLOYEE ASSISTANCE PROGRAM

EAP OPTIONS IN LEARNING

TRAINING GUIDE



Training topics include: Emotional Wellbeing, Healthy Living, Home and Family, Leadership, Working Well, and Specialty Trainings.



www.eap.calhr.ca.gov

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Magellan
HEALTHCARESM

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MEMBER SERVICES OVERVIEW

THE STATE OF CALIFORNIA EMPLOYEE ASSISTANCE PROGRAM (EAP)

From simple questions, like struggling with time management, to more difficult issues, like finding support after the loss of a loved one, the State of California is committed to providing a high-quality EAP to its employees and their eligible family members.

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Your EAP includes:

- *Member services that offer access to resources, tools, and clinicians to address emotional challenges and improve your health and wellbeing.*
- *Workplace support services offer help, assistance, and resources to managers and supervisors dealing with employees with performance and conduct problems.*

MEMBER SERVICES

EAP services are offered at no additional charge to employees and their eligible dependents. Services are completely confidential and available at any time, day or night.

Magellan provides posters, member brochures, flyers, and articles that can help increase awareness about EAP services. Please contact your EAP departmental coordinator to request materials.

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EAP counseling services

Members have access to licensed professionals who can help with emotional health issues, including:

- *Stress and anxiety*
- *Marital, relationship, and family concerns*
- *Workplace challenges*
- *Depression and sadness*
- *Substance abuse and addiction*

When a member calls Magellan, an intake specialist will assess the member's needs and evaluate the degree of risk of the caller. If someone is identified as in need of urgent help, he or she will be immediately connected with the appropriate person.

All Magellan network providers who provide EAP services are fully licensed and specialize in providing short-term EAP counseling. Providers include psychologists, licensed clinical social workers, certified alcohol and drug counselors, and licensed marriage and family therapists.

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Online tools and resources

The EAP website, www.eap.calhr.ca.gov, offers a wide range of tools and resources that empower members to take charge of their wellbeing and simplify their life. The website allows members to:

- *Search for an EAP counselor and begin the referral process.*
- *View EAP benefits.*
- *View pre-recorded webinars, podcasts, and videos that highlight emotional wellbeing topics.*
- *Access self-help tools, articles, and information for specific topics such as stress, anxiety, sleep, depression, legal issues, financial challenges, and more.*

Work-life resources

The work-life program offers helpful resources and tools for everyday challenges such as finding childcare, locating home renovation services, daily discounts, pet services, and informative articles about children, relationships, and more.

Get personalized assistance and support—in just one phone call.

Work-life specialists help members understand options and find local services—all with confirmed availability.

- Child and elder care needs assessment and referrals to childcare and eldercare providers.
- Assistance with available recommendations for daily needs such as travel assistance, home improvement contractors, local fitness centers, and more.
- Pet and animal care options and guidance.
- Education assistance including researching schools, programs, colleges, and more.

Legal, financial, and identity theft services

Legal services are available through EAP. Members can call and receive a 60-minute telephonic consultation or meet with a local attorney in-person at no cost. Consultations are available for issues relating to civil, consumer, personal and family law, financial matters, business law, real estate, estate planning, and more. (This program does not include advice on issues regarding the program, its employees, providers, or attorneys. This program covers one free initial in-person consultation per topic per year.)

Financial services are available to all members through EAP. Members can call and receive a 60-minute telephonic consultation at no cost. Consultations are available for issues relating to budgeting, credit and financial guidance, retirement planning, and taxes.

Identity theft assistance provides a variety of support services to guide members through fraud-related emergencies. Members receive unlimited telephonic consultations with a highly trained Fraud Resolution Specialist™ who can assist members with restoring their identity and good credit.

Wellbeing

EAP offers a robust wellbeing program to make it easier to bring healthy habits into daily living. By setting daily goals and tracking progress, members can participate in an online health and wellbeing program. Fitness activities are designed to help members feel better while losing weight, and online tools and resources provide a wide variety of information for members and their families.

WHAT'S INCLUDED AND WHAT COSTS EXTRA?

STATE OF CALIFORNIA FEE-FOR-SERVICE SCHEDULE

Organization guidance is included in EAP services. Please refer to the following fee-for-service schedule for other EAP services.

1. Training (rate per hour)
 - EAP orientation for employees: \$230
 - EAP training for supervisors and managers: \$230
 - EAP training course: \$230
 - Training program development time: \$120 (rates include travel time unless a department requests a specific trainer located outside of the geographical area)

2. CHP Specialized Training (two hour sessions)
 - First-line Supervisor's Training: \$540 (travel not included)

3. Critical Incident Stress Debriefing (including reduction in force and other clinical onsite services) (rate per hour)
 - Face-to-face group session: \$250 (includes travel)
 - Face-to-face individual session: \$250 (includes travel)
 - Telephonic session: \$110
 - Critical incident stress debriefing - CHP: \$250 (travel time not included)

4. Organizational Development Consulting (rate per hour)
 - Onsite organizational consultation and assessments: \$250
 - Travel time: \$100

HOW TO ACCESS EAP SERVICES



EAP member services

Answered by a licensed professional at any time, day or night, seven days a week.

Members (employees and their covered dependents) are offered telephonic consultations as needed and face-to-face clinical counseling sessions.



EAP departmental coordinators

Contact EAP departmental coordinators to obtain printed materials, schedule training sessions, utilize organizational development services, or to increase employee engagement.



Workplace support services

Call a workplace support consultant at 1-866-327-4762.

Speak with a workplace support consultant regarding employee performance, or other team and organizational challenges.

Online tools and resources are accessible at anytime, day or night. View information, monthly webinar registration, articles, news, and more by visiting the EAP website at www.eap.calhr.ca.gov.

WORKPLACE SUPPORT SERVICES

EAP FOR MANAGERS AND SUPERVISORS

As a manager or supervisor, you want to have the most productive and effective work environment possible. Managing people can be a rewarding and overwhelming task. It is important to be aware of employees' personal reactions to events in the workplace and outside of the workplace, which can impact productivity and the work environment. Events outside the workplace, such as problems in a marriage, family issues or other challenges at home, can become a distraction for your employees and may impact their overall performance. As a supervisor, it is important to listen but to avoid giving advice or your opinion when discussing situations and issues. The following pages provide an in-depth look at our suite of client services:

- Organizational guidance
- Organizational development
- Training and skill development

Workplace Support Consultations

Magellan's workplace support consultations offer unlimited telephonic support to managers and supervisors on how to best address difficult workplace situations such as workplace performance issues, attendance problems, workplace violence, emotional health, and more. Workplace support consultants provide objective and professional assessments, and will make a professional recommendation for the employee. With this service, managers and supervisors are empowered to do their best for their team and employees.

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Types of referrals

Suggested self-referral. If you feel that an employee would benefit from EAP or an employee requests help in dealing with a personal concern, you can suggest that he or she contact EAP. As a supervisor, you can be a resource to help educate employees about EAP and what services are available.

Formal supervisor referral. A formal referral can be made by a supervisor when an employee's work performance has shown a pattern of decline. A formal referral is a way to make an attempt to address the performance of an employee. The formal referral is voluntary for the employee but it can be documented that an attempt was made by the supervisor to address the issue. EAP can help assist the employee to address personal problems that may be contributing to the decline in work performance.

The formal supervisor referral is a management tool used to improve work performance and resolve work-related problems. It is not intended as a disciplinary measure, nor does it replace the State of California's policies and procedures for dealing with poor performance or conduct.

Formal supervisor referrals are separate from corrective feedback and formal disciplinary actions such as adverse actions. EAP formal supervisor referrals, including contact information, should be done by a separate memo which is not retained in the employee's official personnel file.

CRITICAL INCIDENT STRESS DEBRIEFING (CISD)

WHAT IS A CRITICAL INCIDENT?

A critical incident in the workplace is a sudden, traumatic event that is overwhelming, emotionally charged, and often dangerous. Examples of critical incidents include:

- Natural disasters
- Bomb threats
- Robberies
- Death or injury on the job
- Assaults or threats of assaults
- Sudden, unexpected death of a co-worker
- Workplace violence
- Terrorism

HOW TO REQUEST A CISD

CISD is a comprehensive approach to managing critical incident stress. Crisis response services are provided by professionals nationwide with a minimum of a Master's degree and training and/or experience in trauma, grief, and crisis response.

Crisis response training includes International Critical Incident Stress Foundation (ICISF), Red Cross, and the Psychological First Aid model of critical incident response.

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How the CISD process works:

- Call and request that a provider respond in-person to a critical incident.
- You will be transferred to a workplace support incident EAP consultant, who will ask for additional information to assess the situation.
- Once the workplace support consultant has the necessary information, he or she will immediately begin searching for a provider to conduct CISD sessions at the requested time and place. CISD services are usually conducted 24 – 72 hours after an incident has occurred, or as deemed appropriate to meet the needs of the site.
- As soon as a provider is assigned, you will be contacted to make specific arrangements for the visit.

**NOTE: Some State of California departments have their own internal CISD process. Please follow your department's procedures prior to initiating a CISD request.*

TRAINING AND SKILL DEVELOPMENT

Investing in your employees' personal and professional development can lead to greater productivity, enhanced work-life balance, and increased job satisfaction. Magellan's training program includes benefit training and health fair support to raise awareness of EAP services among employees.

The professionals in our national network of trainers and consultants are selected for their solid understanding of behavioral health 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 wellbeing.

READY TO SCHEDULE A TRAINING?

- **Make a reservation.** For existing training courses, please contact Magellan at least three weeks in advance. Custom training courses will require 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 one week notice. Non-refundable travel expenses will be billed to the client.

FREQUENTLY ASKED QUESTIONS

How are the courses in the Options in Learning Training Guide delivered?

Courses can be delivered in a variety of ways:

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

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

How soon in advance should I request a course?

Classroom-based: At a minimum, 15 business days advance notice is optimal to ensure we locate a trainer with experience in your course topic. Four to six weeks is needed to create a classroom-based course that is customized for your department. *Additional fees may apply.*

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

Legal/Financial trainings: These trainings are conducted by a legal/financial professional. To ensure the availability of an appropriate trainer, please request legal/financial trainings at least 5 – 7 weeks in advance, especially if customization is requested. *Additional fees may apply.*

Webinars: Due to their popularity, a minimum of 15 business days advance notice is also optimal for requesting webinars. Four to six weeks is needed to create a webinar that is customized to your department. *Additional fees may apply.*

Once I’ve selected a course, how do I request it?

Follow your department’s approval process, then call EAP at 866-327-4762. Let us know the course selected, how many employees will be participating, and the day and time you would like the course to be held.

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

The training department can create a course to address your needs. *Customization fees may apply.* Please keep in mind additional lead-time may be needed for customization. **Please note—Magellan does not create trainings in compliance with any state regulations and/or requirements.**

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

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

How long are the courses?

- Classroom based courses vary in length depending on topic, but most are between 60 and 90 minutes.
 - Webinars also vary in length but are generally between 45 and 60 minutes.
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What if I need to change the content or length of a training?

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

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

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

- What's going on in the workplace that led me to inquire about a Magellan course? (e.g. organizational change, employee stress)
- What do I want employees to gain from this course? (e.g. strategies to balance work and personal life, strategies to cope with stress)
- What area(s) are a majority of employees talking about? (e.g. financial strain, locating quality child/elder care)
- Do I want employees from multiple sites to participate at the same time?
- What learning format works best with our employees? (e.g. classroom-based, webinar)

LIST OF COURSES

EMOTIONAL WELLBEING

Addiction Awareness

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|------------------|--------------------|--------------------|----------------|
| General Audience | EAEA | In-person, Webinar | 1 hour |

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Addressing Negative or Difficult Relationships

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|------------------|--------------------|--------------------|----------------|
| General Audience | ENDR | In-person, Webinar | 1 hour |

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Beyond Finances: Preparing Emotionally for Retirement

While most retirement planning information deals with financial matters, this training raises questions and offers suggestions for the personal and emotional areas of retirement. People have the chance to discuss the intangible benefits of work and the importance of friendship networks, and to plan for the personal adjustments that occur upon retirement.

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|------------------------------------|--------------------|--------------------|----------------|
| Employees preparing for retirement | RRET | In-person, Webinar | 1 hour |

Create a Positive Outlook

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

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|------------------|--------------------|--------------------|----------------|
| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | ECPO | In-person, Webinar | 1 hour |

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Coping with Grief

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EEGF | In-person, Webinar | 1 hour |

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Enhance Your Relationships with Better Communication

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | ERBC | In-person, Webinar | 1 hour |

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Five Fast Fixes to Reduce Stress

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EFFF | In-person, Webinar | 1 hour |

Gaining Control of Your Health and Financial Stress

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EGCF | In-person, Webinar | 1 hour |

Managing Your Stress for Health and Wellbeing

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | ESHW | In-person, Webinar | 1 hour |

Overcome Worry

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EWOR | In-person, Webinar | 1 hour |

Relaxation for Mind-body Connection

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EMBS | In-person, Webinar | 1 hour |

The Art of Mindfulness

In this training, participants will learn the difference between mindlessness and mindfulness. Participants will understand the importance and benefits of being mindful, and have the opportunity to practice mindfulness meditation techniques.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EAMO | In-person, Webinar | 1 hour |

The Mind-body Connection: Healthy Aging and the Brain

Learn how the health of our mind affects our body and vice versa. Participants will learn about the mind-body connection as it relates to aging and ways to keep the aging brain healthy.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HLAB | In-person, Webinar | 1 hour |

The Power of Resiliency

If you are going to make it in today's work world, you need to be resilient. Nowadays it isn't uncommon for a person's job description to change on a weekly basis in order to meet the demands of the workplace! Sometimes it is hard to know what is expected of us, but being personally resilient can help us navigate any change that comes our way. Knowing the traits of resilient individuals and how to increase your own resiliency level is the major focus of this training.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EPRW | In-person, Webinar | 1 – 1.5 hours |

When it's More Than the Blues

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EMTB | In-person, Webinar | 1 hour |

Are You Prepared to Quit Smoking?

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|---|--------------------|--------------------|----------------|
| Tobacco users considering quitting or thinking about quitting | HLRQ | In-person, Webinar | 1 hour |

Breaking Free from Tobacco

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|-----------------------------|--------------------|----------------|----------------------------|
| Tobacco users ready to quit | HLBF | In-person only | 6 weeks, 2 hours each week |

Keeping the Mind Young

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|------------------|--------------------|--------------------|----------------|
| General Audience | HLMY | In-person, Webinar | 1 hour |

Maximizing Your Attention

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
|------------------|--------------------|--------------------|----------------|
| General Audience | HLMA | In-person, Webinar | 1 hour |

Surviving the Holidays

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HLSH | In-person, Webinar | 1 hour |

Take Control of Your Wellbeing for Total Health

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HLGT | In-person, Webinar | 1 hour |

Transform Your Thoughts for Weight Loss Success

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HWWL | In-person, Webinar | 1 hour |

Adolescent Substance Use: What You Need to Know

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HASN | In-person, Webinar | 1.5 hours |

An Orientation to your Employee Assistance Program

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | EOSO | In-person, Webinar | 45 minutes |

From New Parent to Working Parent

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| New parents | HNMW | In-person, Webinar | 1 hour |

Improving Communication with Your Teen

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HICT | In-person, Webinar | 1 – 1.5 hours |

Parenting and the Power of Positive Discipline

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HPPD | In-person, Webinar | 1 hour |

Planning and Caring for an Aging Loved One

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HPCL | In-person, Webinar | 1 hour |

The Sandwich Generation

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | HSGC | In-person, Webinar | 1 hour |

A Leader's Guide to a Drug-Free Workplace

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LDFW | In-person, Webinar | 1 – 1.5 hours |

A Leader's Guide to Understanding the Impact and Prevention of Workplace Violence

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LUIP | In-person, Webinar | 1.5 hours |

A Leader's Orientation to EAP

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | EOSO | In-person, Webinar | 1 hour |

An Introduction to Leadership

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| New Managers/Supervisors | BNSM | In-person, Webinar | 1 hour |

Building a Winning Team

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LBWT | In-person, Webinar | 1 hour |

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Bullying and Harassment: The Workplace Responds

The workplace can not tolerate employees who contribute to or create an abusive work environment through bullying and harassing colleagues. Leaders will learn about the impact that bullying and harassment can have on the workplace and will explore strategies to prevent or address bullying and harassing behaviors. It is recommended that a human resources representative be present during this training to discuss your department's specific policy on harassment and abuse. Please note—this training is general in nature and does not meet specific state requirements.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LDBH | In-person, Webinar | 1 hour |

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U.S. Department of Transportation (DOT) for Leaders

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LDOT | In-person, Webinar | 2 – 2.5 hours |

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From Manager to Coach

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LMCS | In-person, Webinar | 1.5 hours |

Helping Employees Manage Job Stress

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

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| Manager/Supervisor/HR Rep | LEMS | In-person, Webinar | 1 hour |

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Helping Employees Navigate Change

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LNCW | In-person, Webinar | 1 hour |

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Leading During Times of Downsizing and Job Loss

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Supervisor/Manager | LDJL | In-person, Webinar | 1.5 hours |

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Performance Feedback: Having an Impact

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LPFB | In-person, Webinar | 1 hour |

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Resolving Conflict Creatively as a Leader

This course addresses how to resolve conflict amongst individual employees and groups of employees.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LRCC | In-person, Webinar | 1 hour |

Strategies for Managing Challenging Behaviors

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

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| Manager/Supervisor/HR Rep | LDAB | In-person, Webinar | 1 hour |

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Understanding and Assisting the Depressed Employee

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

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| Manager/Supervisor/HR Rep | LSDE | In-person, Webinar | 1 hour |

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Workplace Preparedness

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| Manager/Supervisor/HR Rep | LWWP | In-person, Webinar | 1 hour |

Achieve Professional Success through Emotional Intelligence

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WPSE | In-person, Webinar | 1 hour |

Active Listening

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WALS | In-person, Webinar | 1 hour |

Bringing out the Best in Others

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WBBO | In-person, Webinar | 1 hour |

Cultural Competency in the Workplace

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WCCW | In-person, Webinar | 1.5 hours |

U.S. Department of Transportation (DOT) for Employees

Our work and/or personal lives may be affected greatly by drug and alcohol abuse. Alcohol and Drug Awareness training helps participants become more aware of that impact, first on a personal level, then from the perspective of workplace issues, including company policies and DOT regulations regarding alcohol and drugs. Please note—this training is general in nature and does not meet specific state requirements.

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | WDOT | In-person, Webinar | 2 hours |

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Drug-Free Workplace

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | WDFW | In-person, Webinar | 1 hour |

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Effective Workplace Communication Across Generations

Today's workforce is cross-generational, and each generation has different attitudes and behaviors. The different characteristics of these distinct generations can have an impact on communication in the workplace. This training will focus on four generations currently in the workforce—Traditionalists, Baby Boomers, Generation X, and Generation Y. You will learn how generational differences impact the workplace and how to improve communication among all generations.

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| General Audience | WECCG | In-person, Webinar | 1 hour |

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Employees Respond to Bullying and Harassment in the Workplace

It is difficult for employees to function in a hostile work environment, especially if they are being bullied or harassed. Employees will learn how to characterize bullying behaviors, harassment, and abusive work environments in order to help support a bully-free, harassment-free workplace. It is recommended that a human resources representative be present during this training to discuss your department's specific policy on harassment and abuse. Please note—this training is general in nature and does not meet specific state requirements.

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | WBHR | In-person, Webinar | 1 hour |

Foundations of Team Building

A team is more than just a group of people in the same area of an organization. Qualities like common purpose, complimentary skills, trust, and commitment are essential to a team. This hands-on course will have participants involved in activities that address these important qualities with a focus on communication skills, trust, team success, and key questions for a team to answer.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WFTB | In-person, Webinar | 2 hours |

Goal Mapping for Success

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WGMS | In-person, Webinar | 1 hour |

Managing Workplace Stress

Stress is a normal part of life. Some stress can help us to be more productive and push us to reach our goals. However, excessive stress can interfere with productivity and cause physical and emotional problems. When pressures and demands at work increase, we need a way to manage the stress. In this training, employees will learn the signs and symptoms of excessive workplace stress and effective ways to manage workplace stressors.

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WMJS | In-person, Webinar | 1 hour |

Navigating Change in the Workplace

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WNCW | In-person, Webinar | 1 hour |

Navigating Downsizing and Job Loss

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WWDJ | In-person only | 1.5 hours |

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Principles of Assertive Living

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WPAL | In-person, Webinar | 1 hour |

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Resolving Conflicts Creatively

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

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| General Audience | WRCC | In-person, Webinar | 1 hour |

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Task Management

We cannot manage time, but we can manage and organize our tasks and priorities to fit into our shifting schedules. The basic idea is to not have a day without planning because daily planning will save time. The areas addressed in this training include prioritizing, managing email, creating a to-do list, and self-awareness.

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| General Audience | WWTM | In-person, Webinar | 1 hour |

Work-life Satisfaction

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

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| General Audience | WPPS | In-person, Webinar | 1 hour |

Special Instructions:

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

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Workplace Violence: Impact and Prevention

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

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| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
| General Audience | WVIP | In-person, Webinar | 1.5 hours |

SPECIALTY TRAININGS

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

Dreaming of Retirement

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | GLDR | In-person, Webinar | 1 hour |

Estate Planning Basics

Planning for the future, whether for ourselves or helping a family member, can provide us with a sense of security as we transition through life's changes. Participants are given the skills and tools to protect valuable assets through estate planning with wills and trusts.

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | GLEP | In-person only | 1 hour |

Identity Theft: Prevention and Resolution

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | GLIT | In-person, Webinar | 1 hour |

Money Basics: Spending, Borrowing, and Saving

Put your money to work for you. In this training, participants learn tools and resources to assist them in developing and adhering to a budget, building a saving account, and managing debt.

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | GLMW | In-person, Webinar | 1 hour |

When Pay Periods Change

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

| <i>Audience:</i> | <i>Order code:</i> | <i>Format:</i> | <i>Length:</i> |
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| General Audience | GLPH | In-person, Webinar | 1 hour |