



Training Catalog

2015–2016



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Customer training services



UnitedHealthcare® offers a wide range of programs and services designed to help organizations address workplace challenges by:

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

Training programs

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

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

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

- **Professional development for managers and supervisors** — Designed for managerial and supervisory personnel.
- **Human resources/workplace concerns and work skills** — Appropriate for all levels of professionals.
- **Wellness and work/life seminars** — Appropriate for most audiences.
- **Sampler programs** — 30-minute presentations designed to offer a brief “taste” of our training programs.
- **Web-based programs** — Web-based versions of a select number of our in-person/onsite trainings have been modified for a web-based training format. Training times may vary from the in-person training. The web-based training platform is to be provided by the client.

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

Training policies and department contact information



- **Scheduling:** Thirty days prior notification is required when scheduling training. Department staff members arrange all scheduling.
- **Contracted hours:** Contracted training/consulting hours are deducted in one-hour increments for all actual on-site time. This doesn't include travel or set-up time.
- **Fee for service:** If approved, organizations that want additional training hours — beyond those provided in their contracts — will be charged an additional fee.
- **Travel time and expenses:** No contracted hours are deducted for travel time. Travel expenses, if any, are billed additionally when preauthorized by the customer.
- **Canceled training:** When canceling scheduled training, five full business days' notification is required. Shorter notice will result in a deduction of contracted training hours or an applied fee.
- **Canceled travel:** Any non-refundable travel expenses incurred as a result of cancellation will be billed to the customer, regardless of when the customer cancels. When the training is being scheduled, the customer will be offered the option of refundable or lower-cost, non-refundable reservations.
- **Critical Incident Response Services (CIRS):** By special arrangement, contracted training hours also may be used for CIRS. Consult your account manager for specifics.
- **Language availability:** Currently we provide our training programs in English, but for a small fee they can be translated into Spanish.
- For each 30-minute program, one training hour will be deducted from your contracted hours or one training hour will be billed to your organization, if training is fee-for-service.

Quality assurance

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

How to order a training program



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

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

4. Be prepared to share any relevant workplace history, incidents or information — such as new policies or workplace changes — that will be helpful to the trainer.

You may submit your request by calling your [UnitedHealthcare account management team](#).

A cooperative effort

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

- Have a training space available to accommodate the expected number of participants.
- Agree to print the participant booklets, evaluation form, and with some topics there may be an additional document for printing.
- Have a flip chart or white board available and an overhead projector or LCD projector and laptop computer.
- If scheduling back-to-back sessions, build in a 10- to 15-minute break between sessions to allow time for the trainer to address any changes that may be needed.

If any of this will create a problem or hardship, please inform your account manager or training coordinator.

Professional development for managers and supervisors



Management development

- Building a safe place to work
- Building successful teams for managers
- Building trust in the workplace
- Chronic conditions in the workplace
- Dealing with conflict for managers
- Drug-free workplace for managers
- Improving communication skills for managers
- Keeping employees engaged during a harsh economy
- Managing change for managers
- Managing stress for managers
- Managing trauma
- Meeting facilitation
- Preventing sexual harassment for managers
- Preventing sexual harassment, California
- Renewing your human resources
- Science of goal setting
- Substance abuse in the workplace for managers
- Using your management consultation services
- Workplace engagement

Performance management

- Addressing performance concerns
- Behavioral interviewing
- Building motivation and morale in the workplace
- Coaching and development techniques
- Effective performance appraisals
- A manager's first-aid guide
- Managing people effectively
- Managing the pregnant employee
- Managing strong emotions for managers
- Managing teleworkers for managers

Corporate consultation/special circumstances

- Leadership certificate program
- Corporate reorganization
- External resources:
 - Behavioral disaster preparedness for businesses
 - Take your child to work
 - Transgender issues in the workplace
- Management consultation
- Grief and loss
- Critical Incident Response Services

Management development

Building a safe place to work

3 hours

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

Program highlights:

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

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

Building successful teams for managers

3 hours

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

Program highlights:

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

Building trust in the workplace

3 hours

Also available in a web-based format 1 hour

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

Program highlights:

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

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

Chronic conditions in the workplace

1 hour

Also available in a web-based format

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

Program highlights:

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

Dealing with conflict for managers

3 hours

Also available in a web-based format 2 hours

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

Program highlights:

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

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

Drug-free workplace for managers

2 hours

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

Program highlights:

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

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

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

Improving communication skills for managers

2 hours

Also available in a web-based format

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

Program highlights:

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

Keeping employees engaged during a harsh economy

2 hours

Also available in a web-based format

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

Program highlights:

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

Managing change for managers

2 hours

Also available in a web-based format 1.5 hours

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

Program highlights:

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

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

Managing stress for managers

30, 60 or 90 minutes

Also available in a web-based format

This seminar will equip managers with tools to identify stressors, both good and bad; work expectations, relationships, nutrition, exercise, sleep, finance, and time management. Managers will learn how to create a healthy lifestyle, which ultimately benefits work and home.

Program highlights:

- Identifying triggers
- How do you know you are stressed?
- Good stress — bad stress
- Best practices
- Visual exercise

Managing trauma

2 hours

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

Program highlights:

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

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

Meeting facilitation

3 hours

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

Program highlights:

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

Preventing sexual harassment for managers

2 hours

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

Program highlights:

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

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

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

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

Preventing sexual harassment, California

2 hours

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

Program highlights:

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

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

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

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

Renewing your human resources

30, 60 or 90 minutes

Also available in a web-based format

This class is meant to cover work burnout, depression and the blues. It's a real motivational pep talk; it teaches self-care and the importance of self-motivation on a daily basis.

Program highlights:

- Definition of burnout
- Recognize how burned out you are
- How to recognize burnout in others
- Consequences of burnout
- Basic self-care — including good sleep habits
- Strategies to overcome burnout
- Strategies to help others overcome burnout

Science of goal setting

30, 60 or 90 minutes

Also available in a web-based format

This class examines goal setting as a brain function. We'll look at how the brain works, creating an awareness of the mental process, thus making it easier for us to create new habits in relation to goal setting.

Program highlights:

- Goals and your brain
- Key components
- Setting goals
- Are you Alice in Wonderland?
- Your road map for goal setting
- Get busy!
- Useful tools

Substance abuse in the workplace for managers

2 hours

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

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

Program highlights:

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

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

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

Using your management consultation services

1.5 hours

Also available in a web-based format 1 hour

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

Program highlights:

- Understand management consultation services
- Learn how to make a referral
- Identify troubled employees
- Be able to intervene with troubled employees and reintegrate them into the workplace
- Practice applying the theories presented

Workplace engagement

2 hours

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

Program highlights:

- Understand what employee engagement is
- Appreciate why employee engagement is important to the entire organization
- Identify the factors that make up employee engagement
- Gain tools for getting employees engaged
- Identify resources for assisting in implementing and maintaining an employee engagement program
- Develop an action plan for establishing, implementing and maintaining an employee engagement program

Performance management

Addressing performance concerns

2 hours

Also available in a web-based format

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

Program highlights:

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

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

Behavioral interviewing

2 hours

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

Program highlights:

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

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

Building motivation and morale in the workplace

2 hours

Also available in a web-based format 1.5 hours

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

Program highlights:

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

Coaching techniques

3 hours

Also available in a web-based format 2 hours

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

Program highlights:

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

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



Effective performance appraisals

2 hours

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

Program highlights:

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

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

A manager's first-aid guide

2 hours

Also available in a web-based format 1.5 - 2 hours

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

Program highlights:

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

Managing people effectively

3 hours

Also available in a web-based format 2 hours

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

Program highlights:

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

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

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

Managing the pregnant employee

30, 60 or 90 minutes

Also available in a web-based format

Managing a pregnant employee means balancing concerns of the pregnant employee, pregnancy and ADA laws, and reasonable accommodations. Discussion will include supporting your entire team through the employee's transitions during maternity leave and her return.

Program highlights:

- Concerns of the pregnant employee
- Pregnancy and ADA laws
- Reasonable accommodation
- Supporting your entire team
- Transitions

Managing strong emotions for managers

30, 60 or 90 minutes

Also available in a web-based format

Preventing outbursts has become one of our most important tasks. Learn how to read your employees to keep strong emotions under control. Additionally, learning how to teach appropriate strategies will be outlined in this class.

Program highlights:

- Define strong emotions
- Identify strong emotion in ourselves and in employees
- Look at triggers of strong emotions
- Be a role model
- Distractions/soothing techniques
- When to use caution
- Learn why managing our emotions is one of the most important skills used

Managing teleworkers for managers

30, 60 or 90 minutes

Also available in a web-based format

This class addresses the unique challenges that managers of teleworkers face. We'll discuss reservations of allowing work from home; realities of today's workplace; the characteristics of good tele-managers and good candidates; potential benefits to managers and challenges.

Program highlights:

- Define teleworkers
- Realities of today's workplace
- Characteristics of good tele-managers and candidates
- Potential benefits to managers
- Identify manager challenges
- Helping the teleworker succeed

Corporate consultation/ Special circumstances

Leadership Certificate Program

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

- Improving communication skills for managers
- Managing people effectively
- Coaching techniques
- Addressing performance concerns

Corporate reorganization

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

External resources

Disaster preparedness

The Federal Emergency Management Agency website offers information to businesses and families about preparing for disasters. To access this information, go to www.ready.gov. If you're interested in an in-person presentation on disaster preparedness, please contact your local Red Cross.

Take your child to work

If you're interested in obtaining information about planning for "Take Your Child to Work" Day, please refer to <http://www.daughtersandsonstowork.org/wmspage.cfm?parm1=369>. This site offers materials that can be downloaded. And it has information that can be used for planning and organizing an event. Contact your account manager for more information. We recommend that you begin planning in January for this April event.

Transgender issues in the workplace

The Human Rights Campaign Foundation offers tools and resources at www.Hrc.Org/resources/entry/resources-for-transgender-employees and www.Hrc.Org/resources/entry/workplace-discrimination-policies-laws-and-legislation.

Management consultation

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

Grief and loss

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

Critical Incident Response Services (CIRS)

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

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

To arrange for CIRS, please call UnitedHealthcare using your Care24 Employee Assistance Program phone numbers and listen for the prompt.

Human Resources/Workplace concerns and work skills



Change

- Career transitions
- Managing change for employees
- Surviving mergers and acquisitions
- Survivors guide to downsizing

Communication

- Building successful teams for employees
- Effective one-on-one conversations
- Effective presentation & public speaking skills
- How to take the edge off giving feedback
- Improving communication skills for employees
- Nonverbal communication
- Respect and positive interaction in the workplace
- The art of negotiation

Conflict

- Dealing with conflict for employees
- Dealing with difficult behaviors
- Dealing with the elephant in the room
- Dealing with negativity in the workplace

Customer service

- Building customer satisfaction
- Business etiquette
- Ethics & values in the workplace
- Managing customer expectations
- Meeting the challenge of the difficult customer

Diversity

- Fostering inclusion in the workplace
- Unconscious bias
- Valuing differences
- Workplace issues — Sexual identity

Healthy workplace

- Bullying in the workplace
- Creating a healthy workplace
- Crossroads & intersections (dealing with boundaries)
- Find what works; Build from there
- Generations @ work
- Health & well-being in the workplace
- Interacting with ill co-workers
- Interacting with ill employees
- Polite practices in the workplace
- Preventing sexual harassment

Safety

- Benefitting from ergonomics
- Building a safe place to work
- Domestic abuse visits the workplace
- Drug-free workplace for employees
- Substance abuse in the workplace for employees

Workplace stress

- Avoiding burnout
- Building resiliency
- Managing career success
- Managing multiple priorities at work
- Managing stress for success
- Managing strong emotions for employees
- Navigating the rapids of upheaval and crisis
- Workplace uncertainty

Etc.

- Critical thinking
- Depression in the workplace
- Handling death in the workplace
- How financial stress affects the workplace
- Improving processes
- Managing social connections
- Managing your boss
- Peer mentoring
- Professional writing & email etiquette
- Shifting priorities: being your best on a shift schedule
- So, you want to be a leader?
- Stick with it
- Successful telecommuting
- Suicide prevention
- The new resume



Change

Career transitions

30, 60 or 90 minutes

Also available in a web-based format

Career transitions are inevitable. Facing them because of downsizing, mergers and relocations takes courage and planning. Regardless of the reason for job change, moving forward can be a satisfying personal journey. This seminar looks at all the aspects of job changing — emotional, self-evaluation, networking and resourcing opportunities. Participants will gain the tools and attitude to build a bright, satisfying future.

Program highlights:

- Discuss reactions to downsizing in organizations and give constructive ways for dealing with your current situation
- What's next for me? Career planning
- Job search strategies
- Successful interviewing

Managing change for employees

1 hour

Also available in a web-based format

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

Program highlights:

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

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

Surviving mergers and acquisitions

30, 60 or 90 minutes

Also available in a web-based format

In this seminar participants will learn what to expect in the midst of organizational change, learn ways to navigate through the process, review the five phases of dealing with change as well as the opportunities. It will also examine the importance of self-care, and making a commitment to the new business structure and culture.

Program highlights:

- Learn what to expect in the midst of organizational change
- Learn ways to navigate through the process
- 5 phases of dealing with change
- Opportunities
- Self-care
- Making a commitment

Survivors guide to downsizing

30, 60 or 90 minutes

Also available in a web-based format

Companies are under economic pressure to remain competitive and survive. Downsizing or “rightsizing” is happening rapidly everywhere — from one day to another, from one minute to another. The major purpose of this workshop is to help move you to action.

Program highlights:

- Discuss normal reactions to downsizing in organizations
- Give you some constructive ways for dealing with the current situation



Communication

Building successful teams for employees

2 hours

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

Program highlights:

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

Effective one-on-one conversations

30, 60 or 90 minutes

Also available in a web-based format

It's our goal to be understood when conversing with another person. We'll examine why the conversation is happening, what needs to happen and how to achieve your goals effectively.

Program highlights:

- Goal of the conversation
- During the conversation
- After the conversation
- Social media
- Barriers
- Best practices

Effective presentations and public speaking skills

30, 60 or 90 minutes

Also available in a web-based format

Having excellent presentation skills is essential for success. In this seminar participants will learn how to plan for successful presentations, build confidence, practice verbal and body language elements, and learn how to build rapport with an audience to keep them engaged. We'll also discuss how to use humor in presentations and manage adversity.

Program highlights:

- Simple truths
- Purpose
- Be confident
- Know yourself
- Know your audience
- Communication techniques
- Best practices

How to take the edge off giving feedback

30, 60 or 90 minutes

Also available in a web-based format

The objective of this course is to teach participants how to give constructive feedback. It sounds easier than it is. Some techniques to be reviewed include the reasons to give someone feedback and why we avoid it. Additionally, participants will learn an effective feedback model and how to avoid value judgments.

Program highlights:

- Introductions
- Why give someone feedback?
- Why do we avoid giving feedback?
- An effective feedback model
- Group practice of the feedback model
- Reframing value judgments
- Takeaways and wrapup

Improving communication skills for employees

1 hour

Also available as a sampler program and in a web-based format

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

Program highlights:

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

Nonverbal communication

1 hour

Also available as a sampler program

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

Program highlights:

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

Respect and positive interaction in the workplace

2 hours

Also available in a web-based format

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

Program highlights:

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

The art of negotiation

30, 60 or 90 minutes

Also available in a web-based format

There is no job that doesn't use negotiation; it's the key to our career success since we all know that no one gives us anything for free. It's all about give and take. This is a motivating class where individuals learn to strengthen their own personal negotiation techniques.

Program highlights:

- Why we negotiate
- The characteristic of a successful negotiator
- The rules of negotiation
- Communication techniques
- Best practices



Conflict

Dealing with conflict for employees

1 hour

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

Program highlights:

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

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

Dealing with difficult behaviors

1 hour

Also available as a sampler program and web-based format

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

Program highlights:

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

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

Dealing with the elephant in the room

30, 60 or 90 minutes

Also available in a web-based format

Dealing with the elephant in the room is a communications development seminar in which participants learn the skills to talk to anyone about anything. Participants begin by identifying the uncomfortable issues and realities they face at work and at home. Then they learn how to confront such issues with tact, empathy and clarity. Dealing with the elephant in the room increases productivity and improves relationships by addressing problems, conflicts or misunderstandings proactively.

Program highlights:

- Learn what “dealing with the elephant in the room” means
- The origination of the phrase
- How to deal with your elephant in the room
- Tact and empathy
- What is off-limits
- How to address the elephant in the room
- Help others overcome negativity

Dealing with negativity in the workplace

1 hour

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

Program highlights:

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

Customer service

Building customer satisfaction

1 hour

Also available in a web-based format

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

Program highlights:

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

Business etiquette

30, 60 or 90 minutes

Also available in a web-based format

Good manners and business etiquette have always been based on common sense and thoughtfulness. Social skills can help us build more productive relationships and project a positive image. This class will include an interactive discussion on the do’s and don’ts of business etiquette, including email etiquette.

Program highlights:

- Basic business etiquette tips
- Making introductions
- Networking
- Corporate image
- Conversation starters
- Key words to remember
- Email etiquette

Ethics and values in the workplace

30, 60 or 90 minutes

Also available in a web-based format

What a changing world we live in. What are the core values and ethics of our business world? How do we live by them and why are they important? This workshop addresses the philosophical aspects of ethics and values, as well as hands-on, practical approaches to apply them to personal and professional life. We’ll also address how to show your manager/partner/child that you are a person of ethics and values.

Program highlights:

- Ethics definition
- Knowing what is right
- Doing what is right
- Skills of the ethical vs. unethical employee
- Case studies
- Quotes to live by
- Resources

Managing customer expectations

2 hours

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

Program highlights:

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

Meeting the challenge of the difficult customer

1 hour

Also available in a web-based format

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

Program highlights:

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



Diversity

Fostering inclusion in the workplace

30, 60 or 90 minutes

Also available in a web-based format

Inclusive work environments are productive environments! This seminar discusses how employees and managers can create an inclusive workplace. Participants will learn to identify activities, attitudes and assumptions that exclude co-workers. Then they'll explore ways to include others in ways that enrich the office as well as personal lives.

Program highlights:

- Examine the factors influencing communication in different cultures
- Identify the values that emerge from those factors
- Apply practice scenarios to become familiar and comfortable with a different communication style
- Explore ideas to enhance the American experience for the entire family

Unconscious bias

30, 60 or 90 minutes

Also available in a web-based format

Are we on top of our biases, or might we be harboring some prejudices that lie outside of our awareness? This program will define unconscious bias and give us a framework in which to understand it. With numerous discussion opportunities, participants will explore biases; examine the conflict that arises between one's natural inclination to categorize and the conscious drive towards diversity; look at how unconscious bias is measured; and identify ways to overcome these biases.

Program highlights:

- What is unconscious bias?
- How we measure/determine unconscious biases
- How to overcome these unconscious biases

Valuing differences

4 hours

Also available in a web-based format 1 hour

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

Program highlights:

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

Workplace issues — Sexual identity

30, 60 or 90 minutes

Also available in a web-based format

This seminar is for managers and covers transgender identity and the changing of genders. For situations where an employee is in the process of gender change, this class helps the leadership team learn about this and be educated to guide and answer questions from staff, and promote diversity and acceptance in the workplace.

Program highlights:

- Present information and frame the sexual identity in the workplace
- Create a good environment for all
- Issues that have many aspects — how they affect us, our colleagues, our families, our children

Healthy workplace

Bullying and violence in the workplace

30, 60 or 90 minutes

Also available in a web-based format

Workforce environments are experiencing increased bullying and violence. Regardless of the contributing factors — stress due to downsizing, sandwich generation issues and/or financial strains — bullying and violence negatively impacts productivity. This class will discuss the warning signs and strategies for both employees and employers to cope with bullying and violence in the workplace.

Program highlights:

- Define workplace violence
- Know the warning signs
 - Behavioral
 - Physical
- How to respond
- What your company can do
- What you can do
- Cost to companies
- What is workplace bullying?
- Bullying warning signs impact on the company and employees
- Who gets targeted?
- Why bullying persists
- Developing a policy against workplace bullying
- What to do if you are targeted

Creating a healthy workplace

2 hours

Also available in a web-based format 1 hour

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

Program highlights:

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

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

Crossroads and intersections — Boundaries in the workplace

30, 60 or 90 minutes

Also available in a web-based format

This class is about “getting it” in the workplace before it gets you. In ever-changing local and global environments, reading signals correctly is key to staying on course by understanding how to find opportunities and identify risks. Failure to “read the signals” can result in poor utilization of team members and external relationships. This class examines the tools necessary to find, receive and send signals effectively including communications, business etiquette, setting boundaries and evaluating outside influences.

Program highlights

- Boundaries and signals
- Motivation and communication
- Justify and explain
- Etiquette
- Time management
- Difficult situations

Find what works; Build from there

2 hours

This program combines pieces from four of our current offerings: healthy workplace, dealing with negativity in the workplace, improving communication skills, and respect and positive interaction in the workplace. It’s designed to help employees feel empowered to deal with issues they may have little — or no — control over, and enhance co-worker relationships.

Program highlights:

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

Generations @ work

1 hour

Also available in a web-based format

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

Program highlights:

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

Health and well-being in the workplace

30, 60 or 90 minutes

Also available in a web-based format

Discover how to enhance your health, well-being and productivity by relieving stress with simple relaxation techniques. Explore ergonomics and learn how to prevent on-the-job injuries from lifting, repetitive stress, (such as carpal tunnel syndrome), and computer-related injuries (headache, eyestrain and back pain). The discussion will include work/life balance, how to establish priorities, and the importance of healthy eating and regular exercise.

Program highlights:

- What are health and well-being
- Definition of stress
- Types of stress
- Responding to stress
- What is your work style
- Tips for creating a healthy workplace
- Balance in work and life
- Making smart choices
- Eating well & exercise

Interacting with ill co-workers

30, 60 or 90 minutes

Also available in a web-based format

Having a seriously ill employee in the workplace can be difficult for both the employee and their co-workers. The situation can create stress and awkward conversations. This class is meant to ease the stress of these interactions by teaching real strategies, do's and don'ts.

Program highlights:

- Coexisting with ill employees who continue to work or are out of workplace
- Tips for dealing with ill co-workers
- Handling the return-to-work transition

Interacting with ill employees

30, 60 or 90 minutes

Also available in a web-based format

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Program highlights:

- Coexisting with ill employees who continue to work or are out of workplace
- Tips for dealing with ill co-workers
- Handling the return-to-work transition

Polite practices in the workplace

1.5 hours

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

Program highlights:

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

Preventing sexual harassment for employees

1 hour

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

Program highlights:

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

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

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

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

Safety

Benefitting from ergonomics

30, 60 or 90 minutes

Also available in a web-based format

Ergonomics is about aligning our work stations/sites/tasks and our bodies. This program examines the impact of poor ergonomics on both the worker and the workplace, and identifies common risk factors and types of injuries. Participants will have an opportunity to identify problems with an office station set up and discuss common factory issues. This program will also offer suggestions for properly setting up an office station.

Program highlights:

- Definition
- Impact on workplaces
- Impact on workers
- Identifying risks
- Improving environments
- Posture practices
- Determine what changes you can make to improve your own ergonomics

Building a safe place to work

2 hours

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

Program highlights:

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

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

Domestic abuse visits the workplace

1 hour

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

Program highlights:

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

Drug-free workplace for employees

1 hour

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

Program highlights:

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

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

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

Substance abuse in the workplace for employees

1 hour

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

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

Program highlights:

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

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

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

Workplace stress

Avoiding burnout

1 hour

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

Program highlights:

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

Building resiliency

1.5 hours

Also available in a web-based format 1 hour

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

Program highlights:

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

Managing career success

1 hour

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

Program highlights:

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

Managing multiple priorities at work

30, 60 or 90 minutes

Also available in a web-based format

The goal of this seminar is to give you some tools for making decisions about managing multiple priorities whether they're another person's priorities or your own. We'll discuss the challenges of managing multiple priorities at work and learn new approaches for managing these multiple priorities.

Program highlights:

- What is a priority?
- Questions to ask about your work
- Dealing with interruptions
- Learning to say "no"
- Difficulty delegating?
- Perfectionism
- Procrastination
- Best practices

Managing stress for success

1.5 hours

Also available in a web-based format 1 hour

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

Program highlights:

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

Managing strong emotions for employees

30, 60 or 90 minutes

Also available in a web-based format

Strong emotions are inevitable. This class goes beyond identifying emotions to managing and controlling ourselves when all of our buttons have been pushed. We need real strategies to say and do the right thing. Discussed will be new, state of the art techniques that will ensure you'll keep your cool.

Program highlights:

- Identify some of the different types of strong emotions in ourselves
- What is to be expected
- Look at triggers of strong emotions
- Distractions/soothing techniques
- When to use caution
- Learn why managing our emotions is one of the most important skills used

Navigating the rapids of upheaval and crisis

1 hour

Also available in a web-based format

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

Program highlights:

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

Workplace uncertainty

1 hour

Also available in a web-based format

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

Program highlights:

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

Etc.

Critical thinking

1 hour

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

Program highlights:

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

Depression in the workplace

1 hour

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

Program highlights:

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

Planning tip: October is national mental health and depression month.

Handling a death in the workplace

30, 60 or 90 minutes

Also available in a web-based format

There are many ways people handle grief and death. The challenge is to be able to handle all of the personal coping behaviors and not be judgmental during times of high emotion at the workplace. Participants delve into handling awkward, uncomfortable interactions at work and acknowledging variable relationships between co-workers.

Program highlights:

- Five stages of grief
- Ways of handling notification
- Things to be conscious of
- Ways to help
- Helpful questions to ask
- No-nos
- Policies and procedures
- Other tips

How financial stress affects the workplace

30, 60 or 90 minutes

Also available in a web-based format

The past years have proven financial stress is here to stay. New financial pressures have come about which can spill over to work performance. By examining the stressors, participants will begin to take charge of financial aspects of their lives.

Program highlights:

- Understand employees are under financial stress and its consequences
- Discuss the causes and triggers of financial stress
- Identifying action steps for managers

Improving processes

2 hours

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

Program highlights:

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

Managing social connections

30, 60 or 90 minutes

Also available in a web-based format

Managing social connections is essential for workplaces to be environments of appropriate work relationships between direct reports, employees and supervisors. In a competitive world, savvy searchers can discover corporate strategy that's unintentionally disclosed through network communication on social networks. Workers may expose themselves and companies to harassment, wrongful termination or other legal actions through inappropriate communications. Participants will learn how to protect their reputations and productivity of their company.

Program highlights:

- The positive and negative facts of social media in the workplace
- Time management
- Keeping work safe and productive
- What to share and what to always remember
- Difficult situations
- Social media do's and don'ts

Managing your boss

30, 60 or 90 minutes

Also available in a web-based format

Is your boss brilliant and focus-challenged or a procrastinator who makes thoroughness impossible? The answer to these and other challenges is to manage your boss. This seminar will give participants tools to analyze their skills and work habits as well as their boss'. Participants will be able to create a game plan, including communication tools, to make work meaningful and productive.

Program highlights:

- The “new” operating paradigm for employer/employee relationships is interdependence
- Why you should strive to become your boss’ right-hand person
- Learn the following 12-step formula and you will become your boss’s new “go to” girl or guy in no time flat!

Peer mentoring

30, 60 or 90 minutes

Also available in a web-based format

Explore your potential through peer mentoring. Peer-to-peer mentoring involves solution-based conversation and discussion; the focus is on the individual. Conversations can be as diverse as office policies and politics to work-life balance. This program will offer tips for finding a good mentor for you.

Program highlights:

- Definition of peer mentoring
- Mentoring vs. coaching
- Best communication practices
- Planning a mentoring session
- How to set up a program and its impact
- Personal benefits of peer mentoring

Professional writing and email etiquette

30, 60 or 90 minutes

Also available in a web-based format

How do you ensure your email will be read? This program identifies the do’s and don’ts of email and offers suggestions for writing them in a way that captures the attention of the recipient and gives them all the pertinent information. The presentation includes information about subject line, format, content, emotion, grammar and punctuation, signature and the use of CC and BCC.

Program highlights:

- Why do we email?
- How to introduce yourself through email
- Email preparations and its importance
- Explanation of the multiple parts of an email and their importance
- Virtual emotions and how to control them
- The do’s and don’ts

Shifting priorities: Being your best on a shift schedule

30, 60 or 90 minutes

Also available in a web-based format

Changing to a shift schedule can be a dramatic change for you and your family. Variable schedules pose challenges, but the benefits can be positive too. In this class we'll show that a little planning combined with family cooperation goes a long way to making the most of the opportunities of shift work.

Program highlights:

- Plan transition to new or variable work hours
- Learn coping strategies
- Maintain health
- Develop skills to help at home
- Identify the benefits

So, you want to be a leader?

1 hour

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

Program highlights:

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

Stick with it

30, 60 or 90 minutes

Also available in a web-based format

What dreams/goals do you harbor that seem out of reach? In this program participants will gain tips and insights about making those dreams a reality using plans, anticipating, saying "yes," identifying obstacles and the accompanying myths, determining techniques for starting and exploring motivators, flexibility, and how to keep going.

Program highlights:

- Dream
- Plan, anticipate
- Nip fear of failure in the bud
- Start
- When you fall down
- What are your motivators?
- Become more flexible
- How to keep going

Successful teleworking for employees

30, 60 or 90 minutes

Also available in a web-based format

This seminar is designed especially for those considering or currently working from home. We'll discuss what teleworking is, who's impacted, how to document your arrangement, and communication arrangements as well as the potential impact that telework can have on home life. We'll review challenges and all important self-care.

Program highlights:

- What is teleworking?
- Who is impacted?
- Document your arrangement
- Work hours and availability
- Communication arrangements
- Potential impact
- Challenges
- Dealing with backlash
- Self-care
- Call it a day

Suicide prevention

30, 60 or 90 minutes

Also available in a web-based format

In today's world, knowing the early warning signs of suicide is of critical importance. In a considerate manner, this seminar will explore the best ways to handle this topic.

Program highlights:

- Importance of suicide prevention
- Who can help prevent suicide?
- What are the warning signs?
- Assistance and information about how to implement suicide prevention programs at work and in the community

The new resume

30, 60 or 90 minutes

Also available in a web-based format

If you haven't looked for a job within the last five years, you may not know that the entire job search process is completely different. Consequently, the role of the resume is different. In this class we'll learn how to create the "new resume," a suite of documents in print and online that establishes you and your "brand."

Program highlights:

- New role of the resume
- A suite of documents
- Think like a hiring manager
- Resume formats
- Do's and don'ts
- How to distribute your resume

Wellness and work/life seminars



Parenting/family

Aging

- Advanced directives
- Coping for caregivers
- Managing eldercare issues
- Navigating eldercare resources
- The sandwich generation
- Understanding Alzheimer's disease and related dementias

Parenting

- Adolescence 101: The preteen/early teen years
- Bullying
- Children & divorce
- Children & stress
- Developing capable kids
- Dual-career relationships
- Growing healthy families
- Handling a family crisis
- Internet information for parents
- Parenting your teen: At risk behavior
- Parenting your teen: Career & life goals

- Parenting your teen: Communicating
- Parenting your teen: Finances
- Parenting your teen: Friends & family
- Parenting your teen: Giving back
- Parenting your teen: Managing conflict — problem solving
- Parenting your teen: Relationships
- Parenting your teen: Sibling rivalry
- Parenting your teen: Social issues
- Parenting your teen: Success in school
- Parenting your teen: Teens & sports
- Parenting your teen: Test anxiety
- Parenting your teen: Tips for parents of drivers
- Parenting your teen: Understanding important health issues
- Planning for college
- Planning a patchwork summer
- Raising responsible children
- Successful single parenting
- Survival skills for new parent
- Surviving & thriving through divorce
- Violence in schools: Parental awareness and tips for prevention

Wellness and work/life seminars Continued



Healthy lifestyle

Making healthy choices

- Cafeteria shopping
- Emotional eating
- Fitting fitness into your busy day
- Food in the fast lane
- Getting started
- Healthy food on a budget
- Healthy holiday eating
- Natural energy boosters
- Raising healthy kids in a junk food world
- Why diets don't work
- Workday workouts

Stress

- Stress and life balance
- Stress management 101
- Stress management: Additional techniques
- The 5 Buckets Principle™

Wellness

- Alternative medicine: Fact or fiction
- Breast cancer awareness
- Conquering fear and anxiety
- Coping with a chronic condition
- Forgiveness
- Healthy aging
- How to speak to your physician
- Learning about headaches
- Men's health 101
- Smoking cessation
- Taking charge of your health care
- Wellness and you
- Women's health 101
- Understanding your immune system
- Your healthy heart

Etc.

- Healthy relationships
- The art of feng shui

Life skills

Financial

- Adjustable rate mortgages
- Charge it right
- College tuition:
Understanding financial aid
- Estate planning
- Holiday budgeting
- Home buying, the best investment
- HSAs: Three ways to win
- Identity theft
- Investment basics
- Importance of having a will
- Living off your paycheck
- Managing money in tough times
- Mind over money
- Managing your finances
- Money basics
- Pay yourself first
- Personal financial future
(3-part series)
- Tax tips

Personal growth/challenges

- Creating passion
- Creative thinking
- Dealing with grief and loss
- From negative to positive you
- Lightening your life with laughter
- Living in an unpredictable world
- Maximizing your brains potential
- Power of positive thinking
- Successful retirement
- Temperature's rising: Lessons in anger
management
- What's your emotional IQ?



Time

- Managing priorities to maximize your day
- Simplify your life
- Slowing down in a sped-up world

Etc.

- Green tips for the home
- New Year's resolutions
- Putting the "happy" back in the holidays
- Power of volunteering
- Suicide prevention
- Women & depression

Parenting/family

Aging

Advance directives

30, 60 or 90 minutes

Also available in a web-based format

It's often difficult to discuss the future with aging parents and other older relatives. This seminar will guide you through the important discussions concerning your relatives' health concerns, emotional issues, financial and legal issues, as well as housing options and support services at home and in their communities.

Program highlights:

- Define advance directives and identify the benefits
- Learn about a living will and durable power of attorney for health care
- Learn tips for preparing an advance directive
- Identify strategies for communicating with older relatives about the need for advance directives
- Identify resources that can help you complete your advance directives

Coping for caregivers

2 hours

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

Program highlights:

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

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

Managing eldercare issues

1 hour

Also available in a web-based format

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

Program highlights:

- Heighten awareness of in-home, community and institutional resources
- Learn about financial and legal issues
- Become familiar with the “care management planning guide”
- Review an eldercare case study

Planning tip: this program offers more specific information around some of the issues discussed in the coping for caregivers program.

Navigating eldercare resources

1 hour

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

Program highlights:

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

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

The sandwich generation

30, 60 or 90 minutes

Also available in a web-based format

Most employees today will face having to take care of an elderly relative while they're still taking care of their own families. This is known as the “sandwich generation.” This class will discuss how to collect information, communicate with compassion, be proactive and respectful, and cope with the issues that sandwich generation people must face.

Program highlights:

- Collect information
- Communicate with compassion
- Be proactive
- Be respectful
- Opt out for independence whenever possible
- Seek out resources who can help

Understanding Alzheimer's disease and related dementias

1 hour

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

Program highlights:

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



Parenting

Adolescence 101: The preteen/early teen years

1 hour

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

Program highlights:

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

Bullying

30, 60 or 90 minutes

Also available in a web-based format

In this class parents will begin by looking at current statistics about bullying to understand what bullying is. We'll discuss how to know if your child is a bully or being bullied. Participants will learn family risk factors that can influence bullying. We'll also cover cyberbullying.

Program highlights:

- What is bullying?
- Myths
- How to know if your child is being bullied
- Family risks that increase bullying
- What to do if your child is being bullied
- Can I "bully-proof" my child?
- Is your child a bully?

Children and divorce

30, 60 or 90 minutes

Also available in a web-based format

This class will discuss many issues affecting children and divorce, including how to tell your children, reassuring them, and how to deal with self-blame. We'll look at their basic needs at this time, how to achieve continuity while living in multiple homes and helping children communicate.

Program highlights:

- Telling your children
- Reassuring
- Self-blame and fault
- Basic needs
- How to live apart with children
- Helping children communicate
- Custody and visitation
- Life after divorce

Children and stress

30, 60 or 90 minutes

Also available in a web-based format

Stress impacts children as young as 7 years old. How can we help children have a happier and more balanced childhood? This workshop outlines the causes and signs of stress. When should parents be alarmed? What are the red flags to look for in our children? We'll discuss the symptoms of stress in children and techniques that will help children on an everyday basis.

Program highlights:

- Define stress for a child
- Facts
- Not seeing eye to eye
- What are the signs?
- What triggers stress for your child?
- Behaviors for parents to avoid
- Strategies to combat stress
- Important how to's
- Best practices
- Resources

Developing capable kids

1 hour

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

Program highlights:

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

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

Dual-career relationships

30, 60 or 90 minutes

Also available in a web-based format

Dual-career relationships are here to stay. They require special attention to remain healthy, productive and loving. Recognizing that we may not have grown up with a dual-career model to cope with today's challenges, this program gives participants tools to evaluate where they are, what they need to do and how to keep communication channels open.

Program highlights:

- Values of the couple
- For couples with children
- What works well
- All about communication
- Competing priorities
- Always try to...
- Why is it hard to be nice?
- Be a good partner
- Best practices

Growing healthy families

1 hour

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

Program highlights:

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

Handling a family crisis

30, 60 or 90 minutes

Also available in a web-based format

For those who may be going through a family crisis or simply want to prepare, this class will cover managing expectations and guilt. Learn how to cope with financial challenges and what to expect during transition times. This class can also be geared toward managers supporting employees going through a family crisis.

Program highlights:

- Define a crisis
- Managing expectations
- Managing guilt
- Financial challenges
- Transition times
- Employee & manager roles
- Best practices

Internet information for parents

30, 60 or 90 minutes

Also available in a web-based format

This class will look at the realities of the Internet as well as the benefits. We'll discuss the importance of learning the language of the Internet and how to identify concerns and risk. Participants will learn strategies to increase safety online with instant messaging, social networking and chat rooms. A list of resources and monitoring software will be provided.

Program highlights:

- The realities
- Benefits
- Learn the language
- Identify concerns and risks
- Learn strategies to increase safety online
- Instant messaging, social networking, chat rooms
- Resources and monitoring software

Parenting your teen: At-risk behavior

30, 60 or 90 minutes

Also available in a web-based format

This session addresses the realities of today — the good and bad news. We'll discuss essential facts of at risk behavior and give parents the chance to have frank discussions about their fears. Learn what we really need know, what to do and what not to do.

Program highlights:

- Good news — realities of today
- Bad news — essential facts
- Bottom line — what we really need to know
- What not to do
- What to do

Parenting your teen: Career and life goals

30, 60 or 90 minutes

Also available in a web-based format

This module is meant to help parents discuss career and life goals with their teens in a positive way by looking at their teen's personal values, interests and work skills. Parents will learn to help teens discover their true passions.

Program highlights:

- What are your personal values?
- What are your work skills?
- What are your transferrable skills?
- What is your passion?

Parenting your teen: Communicating

30, 60 or 90 minutes

Also available in a web-based format

Feel like you and your teen are talking different languages? In this seminar we'll discuss how to create a comfortable climate for parent/teen communication, review the basic rules, do's, don'ts and best practices — so you and your teen can communicate better.

Program highlights:

- Creating a comfortable climate
- Basic rules
- Don'ts
- Best practices

Parenting your teen: Finances

30, 60 or 90 minutes

Also available in a web-based format

Learning about money at a young age is very important. As a parent you can teach your teen about finances by determining how your money values impact your teen. Learn how to teach them financial goals and develop autonomy with money.

Program highlights:

- Money values
- Goals
- Autonomy

Parenting your teen: Friends and family

30, 60 or 90 minutes

Also available in a web-based format

This class helps parents of teens understand the distinction between the teen/family and teen/friend relationships. We'll discuss communication breakdowns, reward, and the importance of communication, as well as best practices and advice for families of teens.

Program highlights:

- Understanding the teen family relationship
 - What are “blockers”
 - What are rewards
 - Communication is key
 - Best advice for families
- Understanding the teen friend relationship
 - Best practices
 - The teen perspective

Parenting your teen: Giving back

30, 60 or 90 minutes

Also available in a web-based format

Researchers say that people who offer love, caring and support to others have better mental and physical health, less chronic pain, less depression, and a better overall sense of well-being than those who are less altruistic. The goal of this seminar is to help parents foster a sense of giving back in their teens.

Program highlights:

- The benefits of helping
- Different ways to volunteer
- Specific ideas
- Volunteerism as a parental responsibility
- Resources

Parenting your teen: Managing conflict & problem solving 30, 60 or 90 minutes

Also available in a web-based format

Conflict between parents and teenagers is a fact of life. In this seminar, parents explore ways to help their teenager resolve conflicts and establish guidelines for acceptable behavior. The goal is for your teen to become a mature young adult who is capable of making good decisions independently in order to manage his/her life in appropriate autonomous ways.

Program highlights:

- Pick your conflicts
- Parent's role
- Three-step model
- What NOT to do

Parenting your teen: Relationships

30, 60 or 90 minutes

Also available in a web-based format

Adolescence is a time when peer relationships intensify, teacher and work relationships grow in significance and parental relationships are routinely challenged. This module will define relationships, review best strategies and discuss conflict resolution techniques to share with your teen.

Program highlights:

- Define relationships
- Best strategies
- Conflict resolution
- Have fun together

Parenting your teen: Sibling rivalry

30, 60 or 90 minutes

Also available in a web-based format

Many parents suffer with sibling rivalry in their households. In this seminar we'll discuss how to lessen tensions between siblings, and even both parents. We'll examine what habits may encourage rivalry.

Program highlights:

- Research about relationships
- Philosophies
- Best strategies
- Fostering healthy relationships

Parenting your teen: Social issues

30, 60 or 90 minutes

Also available in a web-based format

To understand teen social issues you have to learn what's important to your teen and what's important to you. We'll review best practices for "the biggies" and give you some important takeaways as well as some resources to deal with your teen.

Program highlights:

- Learn what is important to your teen
- Learn what is important to you
- Best practices for "the biggies"
- Takeaways

Parenting your teen: Success in school

30, 60 or 90 minutes

Also available in a web-based format

Parents will learn which healthy habits are important to school success, how to help teens deal with teachers and academics and how to help teens get organized. Learn to know when your teen is over-involved or under-involved, and how to deal with peer pressure and handle discipline.

Program highlights:

- Learn which healthy habits are important to school success
- Helping teens deal with teachers and academics
- Helping teens get organized
- When your teen is over-involved or under-involved?
- Dealing with peer pressure
- Handling discipline
- Best practices

Parenting your teen: Teens and sports

30, 60 or 90 minutes

Also available in a web-based format

Teens today are exposed to multiple entertainment avenues that foster inactivity, such as video games, television and other media devices. Obesity rates among teens are rising at an alarming rate. Participation in organized sports is a great solution — but when is it too much? In this class we'll discuss the importance of providing our teens with balance and perspective for the activities they choose.

Program highlights:

- Learn the health, social and academic benefits
- Learn the long-term benefits
- Finding balance
- Encouraging your teen
- What to look out for

Parenting your teen: Test anxiety

30, 60 or 90 minutes

Also available in a web-based format

Test anxiety is a reality for many teens that prevents them from demonstrating their competencies academically. This seminar will give parents tools to assess whether their teen has test jitters or test anxiety. Parents will also learn how to help teens manage the anxiety with proactive exercises.

Program highlights:

- Definition of test anxiety
- Causes
- Who is vulnerable
- Best practices to alleviate test anxiety

Parenting your teen: Tips for parents of teenage drivers

30, 60 or 90 minutes

Also available in a web-based format

In this seminar we'll review statistics on teen driving, learn the major causes of accidents and how to prevent them. We'll help parents understand the factors to determine driving readiness as well as discuss proven strategies for parents to manage and guide their teen with this milestone of independence.

Program highlights:

- Review statistics on teen driving
- Know major causes of accidents
- Understand factors to determine driving readiness
- Strategies for parents

Parenting your teen: Understanding important health issues **30, 60 or 90 minutes**

Also available in a web-based format

This candid seminar will help parents understand the physical changes of boys and girls during puberty and how to cope with these changes. We'll discuss the importance of supporting your teen's mental health and physical health.

Program highlights:

- Understand the physical changes of boys during puberty
- Understand the physical changes of girls during puberty
- Coping with change
- Supporting your teen's mental health
- Emphasize physical health
- Are you an approachable parent?
- A teen's perspective

Planning for college

1 hour

Also available in a web-based format

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

Program highlights:

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

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

Planning a patchwork summer

1 hour

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

Program highlights:

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

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

Raising responsible children

1 hour

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

Program highlights:

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

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

Successful single parenting

1 hour

This workshop offers a basic discussion of the difficulties of raising children alone. Techniques for caring for your children's needs while still having time for you and your needs will be covered. We will discuss how to enjoy life even if it has become different than you had expected.

Program highlights:

- What children of single parents need
 - Taking care of you
 - Taking care of your children
 - Nipping guilt in the bud
 - The good news
-

Survival skills for new parents

1 hour

Also available in a web-based format

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

Program highlights:

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

Violence in schools: Parental awareness and tips for prevention

1 hour

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

Program highlights:

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

Etc.

Healthy relationships

1 hour

Also available in a web-based format

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

Program highlights:

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

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

The art of feng shui

30, 60 or 90 minutes

Also available in a web-based format

The term feng shui has grown in popularity recently, but what is it? This program defines and explains it while exploring the tools used, and examining what it does. During the course of this presentation, participants will look at the impact of clutter, the role of color and the five elements associated with feng shui. They will also leave with suggested resources to learn more about the concept.

Program highlights:

- Introduce the art of feng shui — what is it?
- Tools of feng shui
- What feng shui does for our minds and bodies...
- The bagua
- Clearing clutter
- Strengthens our health
- Use of color
- 5 elements

Healthy lifestyle

Making healthy choices

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

Cafeteria shopping

30, 60 or 90 minutes

Also available in a web-based format

For many people, trying to eat healthy during the work day seems unachievable. This webinar workshop will lead you through the typical cafeteria choices to help you create a personal “shopping list” of foods for better health.

Program highlights:

- Key tips
- Smart choices — prepared food
- What to avoid
- Making healthy meals
- Drinking calories

Emotional eating

30, 60 or 90 minutes

Also available in a web-based format

Are you an emotional eater? This program will define it and identify reasons for it. Participants can explore their own personal food history and examine the relationship between mood and cravings. They’ll also look at questions to heighten awareness of and determine their own eating behavior. For those who want to move out of emotional eating, there are identified steps, best practices and resources.

Program highlights:

- What is emotional eating?
- Your mood and cravings
- Changing the mindset
- Best practices for emotional eating
- Resources

Fitting fitness into your busy day

1 hour

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

Program highlights:

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

Food in the fast lane

1 hour

Also available in a web-based format

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

Program highlights:

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

Getting started

1 hour

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

Program highlights:

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

Healthy food on a budget

1 hour

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

Program highlights:

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

Healthy holiday eating

1 hour

Also available in a web-based format

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

Program highlights:

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

Natural energy boosters

1 hour

Also available in a web-based format

Here’s an opportunity to look at strategies to increase your energy and perk up your life. Participants will gain useful and accurate information regarding healthy eating practices. And, they’ll learn which snacks to reach for when a boost is needed.

Program highlights:

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

Raising healthy kids in a junk food world

1 hour

Also available in a web-based format

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

Program highlights:

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

Why diets don't work

1 hour

Also available in a web-based format

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

Program highlights:

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

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



Stress

Stress and life balance

1 hour

Also available as a sampler program and in a web-based format

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

Program highlights:

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

Stress management 101

1 hour

Also available as a sampler program and in a web-based format

How do you know you are stressed? Do you recognize the symptoms of stress? Explore the newest research, what experts are saying about good and bad stress. Participants will gain the tools to manage stress including mindful communication.

***New versions with CISD, Tragedy and Veterans available

Program highlights:

- Real facts about stress
- Newest research
- Good stress vs. bad stress
- How to tell when others are stressed
- Tool bag
- Mindful communication

Stress management: Additional techniques

1-3 hours

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

Program highlights:

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

Five Buckets Principle™

30, 60 or 90 minutes

Also available in a web-based format

Is it possible to meet the competing demands of job, family, friends, school and work? The resounding answer is yes! In this fun, interactive seminar, participants will learn the 5 Buckets Principle™ of work/life balance to get the tools to prioritize what is and should be important to them. They'll learn how to think about the BIG PICTURE without ignoring the little things that matter. We'll show them how to find the time to manage it all — including time for themselves and time for fun by identifying priorities, making choices and managing expectations.

Program highlights:

- Learn the Five Buckets Principle™ of work/life balance
- Obtain the tools to prioritize what is and should be important
- Think about the BIG PICTURE without ignoring the little things that matter

Wellness

Alternative medicine: Fact or fiction

30, 60 or 90 minutes

Also available in a web-based format

Learn the basics of the most commonly utilized alternative and complimentary healing arts including: chiropractic, homeopathy, herbal and Chinese medicine, naturopathy, acupuncture, and therapeutic massage. See how these healing arts can contribute to and enhance your overall health and wellness.

Program highlights:

- Define complementary and alternative medicine
- Integrative medicine
- Review the principles of CAM
- Examples of CAM
 - Healing
 - Mind-body
 - Manipulation
 - Energy
- Is alternative medicine for you?

Breast cancer awareness

30, 60 or 90 minutes

Also available in a web-based format

The purpose of this seminar is to educate and empower participants regarding breast cancer. It's for informational purposes only; it's not intended to give medical advice, to diagnose, or make treatment recommendations. Breast self-exam demonstrations can be added.

Program highlights:

- Causes and risk factors
- Early warning signs
- Breast self-exams and diagnostic tests
- What happens after a breast cancer diagnosis?
- Kinds of treatment and treatment expectations
- Coping and getting support
- How to prevent cancer in the first place, or having it recur

Conquering fear and anxiety

30, 60 or 90 minutes

Also available in a web-based format

Fears and anxieties are made up of thoughts that are based upon either personal experiences or beliefs. Pretending that these thoughts/fears don't exist or aren't that bad can actually make them worse. In this class we'll learn how to talk through our thoughts to realize that our fears and anxieties are manageable and controllable.

Program highlights:

- Learn the most common childhood and adult fears
- The root of fear and anxiety
- Understand the power of your thoughts
- What is mindfulness/acceptance?
- Suggestions and soothing techniques to try

Coping with a chronic condition

1 hour

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

Program highlights:

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

Forgiveness

30, 60 or 90 minutes

Also available in a web-based format

We all carry around grudges — some small, some huge. These scars can possibly leave lasting effects. Consequences of living with grudges are negative relationships, weight gain, jealousy towards others and even difficulty achieving success at work. The art of forgiveness allows us to “let go” and move on.

Program highlights:

- Understand forgiveness
- Learn the health benefits
- Decide to forgive
- How to's
- Live forgiving

Healthy aging

30, 60 or 90 minutes

Also available in a web-based format

There's a saying that “60” is the new “40”. The way our society looks at age is changing, reflecting a longer life span and conditions never experienced before. The manner in which we relate and interact with our surroundings makes a huge difference in our individual perception of the aging experience. In this class we'll discuss age state of mind and our relationship with our surroundings.

Program highlights:

- Introduction to healthy aging
- Trends in our society
- Challenges
- Residential considerations
- Quality of life matters
- Positive mental attitude
- Nutritional tips from Dr. Weil
- Move it, or lose it
- Rest, restore and renew
- Next steps

How to speak with your physician

30, 60 or 90 minutes

Also available in a web-based format

This seminar is necessary due to all the changes anticipated in health care. Doctors really don't have adequate time to spend with every patient; thus every second and minute with a physician counts. This seminar is designed to give patients a set of specific tools to optimize visits, including pre-appointment preparation, and communication during and after an appointment.

Program highlights:

- Trends
- The new doctor-patient relationship
- Doctor-patient dynamics

Learning about headaches

30, 60 or 90 minutes

Also available in a web-based format

If you or a family member is a headache sufferer you know how it can disrupt your work and life. In this class we provide you with an overview of the types of headaches, what causes them, and helpful ways to prevent and eliminate them.

Program highlights:

- What is a headache?
- Types of headaches
- Description and causes
- Prevention
- Remedies
- Coping

Men's health 101

30, 60 or 90 minutes

Also available in a web-based format

In this class we'll look at the leading causes of illness and death for men that make men's health different. We'll discuss risk factors, which screenings should be part of men's health routine and how to find a doctor.

Program highlights:

- Facts — men vs. women
- Leading causes of death
- What makes men's health different
- Finding a doctor
- Risk factors
- Know your numbers
- Screenings
- Stress
- Lung cancer
- Diabetes prevention
- Injury prevention
- Prostate cancer
- Skin cancer
- Colorectal cancer
- Steps to a healthier you

Smoking cessation

1 hour

Also available in a web-based format

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

Program highlights:

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

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

Taking charge of your health care

1 hour

Also available in a web-based format

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

Program highlights:

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

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

Wellness and you

1 hour/2 hours

Also available as a sampler program

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

Program highlights:

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

Women's health 101

30, 60 or 90 minutes

Also available in a web-based format

In this class for women we'll discuss leading causes of illness and death in women. We'll focus on how to prevent or manage major health conditions. Additionally, participants will review scheduling of important screenings.

Program highlights:

- Leading causes of death in women
- Causes of heart disease, stroke
- Heart attacks and women
- Risk factors
- Cancer prevention
- Osteoporosis
- Importance of screenings
- Menopause

Understanding your immune system

30, 60 or 90 minutes

Also available in a web-based format

The immune system is complex, intricate and interesting. In this seminar, we'll take a look at how your immune system works so you can understand what it's doing for you each day, as well as what it's not. We'll also explore the effects nutrition; exercise, sleep and stress have on your immune system.

Program highlights:

- Why the immune system is important
- How the immune system works
- Disorders of the immune system
- Factors that compromise our immune system
- What you can do to optimize your immune system

Your healthy heart

30, 60 or 90 minutes

Also available in a web-based format

Paying attention to your heart health is one of the best things you can do to improve your quality of life, longevity and overall health. In this seminar we'll touch on the various terms and factors you need to know for better heart health.

Program highlights:

- Heart health facts
- Risk factors
- Terms to know
- Measurements to know
- Living a heart healthy lifestyle
- Recognizing heart attacks and strokes
- The 411 on statins

Life skills

Financial

401(k) savings fundamentals

30, 60 or 90 minutes

Also available in a web-based format

The goal is to provide you with the fundamental understanding of the power of retirement savings and why it is so important to save now. Although these are the key topics, learning how to invest in 401(k) savings will not be such a daunting problem once you learn the fundamentals. By starting early in the plan, you will have the advantages of building up wealth accumulation for retirement. Finally, we will provide you information on resources.

Program highlights:

- Why participate in a 401(k) savings plan
- Why save now?
- Tax-deferral advantages
- Employer match (free money)
- How the plan operates
- Savings and investing flexibility
- Typical investment options
- Dollar cost averaging
- Power of compounding
- Portability of savings accounts
- Protected & regulated
- Loan & distributions
- How do I start?
- Resources

Adjustable rate mortgage

30, 60 or 90 minutes

Also available in a web-based format

Adjustable rate mortgages provide distinct advantages and risks for home buyers. This seminar will examine the variety of adjustable rate mortgages available to assist home buyers in making educated decisions about their home financing.

Program highlights:

- What is an ARM?
- Types of ARMs
- What you need to know
- Factors that affect ARMs
- What to watch for

Charge it right

1.5 hours

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

Program highlights:

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

College tuition: Understanding financial aid

30, 60 or 90 minutes

Also available in a web-based format

Financial aid is an umbrella term that includes many different types of grants, loans and other assistance to pay tuition. This seminar helps parents understand the college financial aid process, which can make a high tuition college more affordable than you imagined. Participants learn how to apply as well as how to understand what the financial aid package means to the financial life of you and your child.

Program highlights:

- Financial aid options
- Acronyms
- Misconceptions
- How to calculate expected financial aid
- Completing the FAFSA
- Understanding EFC (Expected Family Contribution)
- Grants
- Federal loans
- Repayment options

Estate planning

30, 60 or 90 minutes

Also available in a web-based format

This seminar does not offer legal advice but does explain the documentation needed for estate planning. You'll learn the terms for will planning, guardianships and trusts, as well as review the pros and cons of various options.

Program highlights:

- Introduce types of estate planning documents
- Review advance directives
- Learn terms for will planning, guardianships and trusts
- Discuss the pros and cons of various options
- Consider estate planning costs

Holiday budgeting

30, 60 or 90 minutes

Also available in a web-based format

We may have our budget under control during the year, but at the holidays it can get blown out of control. This class will help you avoid waking up on January 2 thinking, “How could I have spent that much and eaten that much!” This motivational class teaches a skill set to keep the holidays in balance.

Program highlights:

- The big picture
- Psychology of money
- Making changes
- Traditions
- The art of gift-giving
- Budgeting

Home buying: The best investment

30, 60 or 90 minutes

Also available in a web-based format

In today’s economy there are few investments that offer as good a return as a home. In this seminar we’ll explain the process of buying a house and the preparation necessary for such a major, long-term investment. We’ll cover terminology and provide you with resources so you can make informed decisions when buying a home.

Program highlights:

- Why a home is a good investment
- What to consider before buying
- Types of ownership
- How much house can you afford?
- Types of homes available
- Your credit score
- What type of mortgage is best for you?
- Closing costs
- Points and APR
- Tax advantages

HSAs: Three ways to win

30, 60 or 90 minutes

Also available in a web-based format

Health savings accounts offers three ways to win at savings and managing health care costs — a tax-advantaged way to manage your health care costs, increased choice over who you pay and how you pay for your services, as well as a tax- efficient tool for retirement savings. Learn how to manage your HSA to boost your savings.

Program highlights:

- Learn the major benefits of an HSA
- HSAs: The “brilliant basics”
- Tax advantages
- Benefits for participants with high health care expenses
- Benefits for medium HSA users
- Advantages for occasional HSA account users
- Allowable HSA expenditures

Identity theft

1 hour

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

Program highlights:

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

Importance of having a will

30, 60 or 90 minutes

Also available in a web-based format

You work hard for your money and should make sure it and your other assets end up where you want when you die. There's much confusion about what you need to do to preserve your wealth and intentions. Participants will leave with an understanding of the pieces and alternatives.

Program highlights:

- Understand basic will terminology
- Understand why a will is important
- Cost of wills and estate planning
- Pros and cons of various options

Living off your paycheck

30, 60 or 90 minutes

Also available in a web-based format

Common sense — no-nonsense advice for making ends meet. This seminar will cover goal setting — how your money beliefs can affect the way you save and spend. We will discuss how to reduce debt, learn the difference between “meat vs. gravy” and how to increase your wealth.

Program highlights:

- The psychology of money
- Goal setting
- Credit and debt
- Meat vs. gravy
- Tips for saving
- Budgeting

Managing your finances

1.5 hours

Also available in a web-based format 1 hour

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

Program highlights:

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

Managing your money in tough times

30, 60 or 90 minutes

Also available in a web-based format

For years we've heard that if you follow sound financial practices and stick to a plan with a solid foundation you'll come out ahead. Financial times today have changed not only the rules, but how we need to react. In this session we'll try to give you new ways to think and new actions to implement to not only survive tough financial times, but also come out even, if not ahead.

Program highlights:

- Make it a family affair
- Do an annual credit check
- Reduce your debt
- Look at your spending
- Reset goals

Mind over money

30, 60 or 90 minutes

Also available in a web-based format

This class examines your personal history with money, discusses money and emotions, and explores healthy vs. unhealthy attitudes and best practices in dealing with money decisions.

Program highlights:

- Information and tools to better understand your thoughts and behaviors about money
- Learn the basics so we can conquer our money fears

Money basics

30, 60 or 90 minutes

Also available in a web-based format

In this class we will discuss money, spending and saving. Included will be information on various types of credit including secured, unsecured; understanding credit scores and how to manage your bill paying.

Program highlights:

- Banking information
- Picking the right account
- Know your fine print
- Learning online banking
- Get organized
- Financial calculators

Pay yourself first

1.5 hours

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

Program highlights:

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

Personal finance boot camp

3 hours

Also available in a web-based format

This comprehensive 3-hour program puts all the pieces of the financial puzzle on the table in terms anyone can understand. It gives participants the knowledge and tools to move forward to relieve financial stressors created by ignorance and confusion. With tools in hand participants will leave with their own personal financial priorities to make smart decisions for a lifetime.

Program highlights:

- Balance sheet, cash flow and budgeting
- Debt management
- Goal setting
- Basics of retirement planning
- Asset allocation
- Estate planning
- Insurance
- The “brilliant basics”

Tax tips

30, 60 or 90 minutes

Also available in a web-based format

This class will help you understand the secrets of reducing your taxable income, and how to break down the federal tax reporting system and remove the mystery of the tax return. You'll learn how to use deductions and exemptions to reduce your taxes. Discover simple changes to what you're already doing and the four strategies to save tax dollars.

Program highlights:

- Understand the secrets of reducing your taxable income
- Break down the federal tax reporting system
- Remove the mystery of the tax return
- Learn how to use deductions and exemptions to reduce your taxes
- Discover simple changes to what you are already doing
- Use four strategies to save tax dollars
- Efficiently plan for future purchases and events

Personal growth/challenges

Creating passion

1 hour

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

Program highlights:

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

Creative thinking

1 hour

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

Program highlights:

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

Dealing with grief and loss

1 hour

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

Program highlights:

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

From negative being to positive you!

30, 60 or 90 minutes

Also available in a web-based format

The goal of this high-energy class is to learn how to lose a “why me?” outlook. Learn to build confidence and self-esteem with mindfulness and hard work based on processes that build competence. Motivation techniques will be discussed to make lifelong change that will help you at work and home.

Program highlights:

- Lose the “why me”
- The past is done
- Becoming competent and a learner
- Confidence and self-esteem builders
- Keeping motivated and will power
- Hard, hard work

Lightening your life with laughter

30, 60 or 90 minutes

Also available in a web-based format

Look at life in a way that takes some of the stress out of it. This informative and enjoyable workshop shares proven techniques of how to use laughter to reduce stress in your life. The history, practices and beliefs of this therapy and how to become more positive will be explored. This seminar reminds participants about the wonderful energizer called “laughter” with its many therapeutic benefits.

Program highlights:

- What is stress?
- Laughter therapy
- Facts about laughter
- Self-esteem
- Benefits of laughter
- How to laugh more

Living in an unpredictable world

1 hour

Terrorism, mother nature, war...all of these events have the ability to jolt our world, heighten our vigilance and leave us feeling as if we're living on the edge. This prolonged sense of uneasiness is unfamiliar to most of us and it takes a toll. This training program combines “dealing with the aftermath” and “coping with stress in uncertain times” to help identify and normalize reactions to these events, explore the broad emotional impact and look at healthy ways to cope.

Program highlights:

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

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

Maximizing your brain's potential

30, 60 or 90 minutes

Also available in a web-based format

Making the most of your brainpower for work and fun means taking care of all of you. Learn how everything you do, including learning, impacts your brainpower. This program draws on ongoing research in neuroplasticity, the brain's ability to continue to grow.

Program highlights:

- Explore the mind-body connection
 - Examine the foundations of brain health
- Encourage life-long healthy habits to maximize brain fitness
 - Minimizing stress and establishing work/life balance
- Unleash your brain power at work

Power of positive thinking

30, 60 or 90 minutes

Also available in a web-based format

Although not everyone believes in the power of positive thinking, it's a field that's been around for centuries, around the world. Today scientists understand why attitudinal approach — positive versus negative — dramatically impacts us and our relationships with others. In this class we'll discuss our ability to benefit from the power of positive thinking by making changes in our thought process and perspective.

Program highlights:

- Background/history
- Pursuing happiness
- Persuasive reasons
- Best practices
- Role models
- Must do's and how to's
- Case studies
- Power of praise

Strengthening your resources

1 hour

This program uses a resource inventory to determine the strength of the participants' emotional, mental, financial and spiritual resources as they face the challenges and opportunities in life. They will also learn methods for strengthening those resources.

Program highlights:

- Define necessary resources for adult living
- Identify present resources
- Identify resources that need strengthening
- Develop strategies for strengthening needed resources

Successful retirement

1 hour

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

Program highlights:

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

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

Temperature's rising: Lessons in anger management

1 hour

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

Program highlights:

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

What's your emotional IQ?

2 hours

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

Program highlights:

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

Time

Managing priorities to maximize your day

30, 60 or 90 minutes

Also available in a web-based format

To keep up in today's dynamic and fast-paced business environment, people continually need to improve their planning and prioritizing skills. Feeling overwhelmed by competing priorities, tight deadlines, meetings, emails and interruptions can derail professional growth, impair team performance and lead to stress and burnout. The focus of this program is on obtaining practical skills, tools and techniques to maximize collective gains in effectiveness and increase productivity. Through interactive participation and analysis of their own data, participants will learn a set of tools they can apply on a continuing basis to achieve better results.

Program highlights:

- Work smarter
- What is a priority?
- Questions to ask about your work
- Dealing with interruptions
- Learning to say "no"
- Difficulty delegating
- Perfectionism
- Procrastination
- Best practices

Simplify your life

1 hour

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

Program highlights:

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

Slowing down in a sped-up world

1 hour

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

Program highlights:

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

Etc.

Green tips for the home

30, 60 or 90 minutes

Also available in a web-based format

This seminar provides an overview of practical actions one can take to reduce your carbon footprint while saving money, in addition to detailing the advantages of using organic and natural products. Learn how to increase thermal efficiency and save electricity. The curriculum demystifies many elements of the ecological lifestyle, to start participants on the road to going green in their own lives.

Program highlights:

- Learn the ecological and economic benefits of going green
- Learn tips to make your home greener, saving both money and the environment
- Going organic
- Be aware of chemicals and toxins found in everyday household products
- Understand your global footprint
- Gain strategies to limit the waste we produce

New Year's resolutions

30, 60 or 90 minutes

Also available in a web-based format

Even though this class is meant for January 1, every day can be like January 1! This is a fact-filled class about resolutions which, when done properly, can truly change our lives. This seminar offers help, encouragement and guidance. The class is meant to be extremely interactive and participatory.

Program highlights:

- Facts
- Learn the history of resolution making
- Introspection — see resolution making as a process for improving our lives
- Guidelines for success
- Don'ts
- Staying the course

Power of volunteering

30, 60 or 90 minutes

Also available in a web-based format

This class explores why volunteering benefits individuals and organizations. Physical, intellectual and emotional benefits of volunteering are discussed in depth. Participants will gain deeper understanding to both the personal and professional benefits of volunteering.

Program highlights:

- Learn the definition of a volunteer
- Where to volunteer
- Top 10 reasons we need to give back
- Explore the benefits of volunteering
- Some top resources to consider

Putting the “happy” back in the holidays

1 hour

Also available in a web-based format

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

Program highlights:

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

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

Suicide prevention

30, 60 or 90 minutes

Also available in a web-based format

In today’s world, knowing the early warning signs of suicide is of critical importance. In a considerate manner, this seminar will explore the best ways to handle this topic.

Program highlights:

- Importance of suicide prevention
- Who can help prevent suicide?
- What are the warning signs?
- Assistance and information about how to implement suicide prevention programs at work and in the community

Women and depression

30, 60 or 90 minutes

Also available in a web-based format

Discover the depth of this illness and its effects on your life, professionally and personally. We’ll discuss the signs, causes and ways to cope and get help. Classes for both employees and managers are available on this topic.

Program highlights:

- Causes of depression
- Symptoms of depression
- Factors contributing to depression in women
- Impact of depression
- Ways to give help

Sampler programs

Sampler programs are 30-minute sessions designed to give customers a “taste” of our training programs. These brief sessions are perfect for worksites with scheduling and time constraints. Sampler programs count as one hour against your allotted training hours or, if fee-for-service, the cost of one training hour will be billed to your organization.

All sampler programs are available in a web-based format.

Communicating without words: Actions speak!

30 minutes

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

Program highlights:

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

The communication model: Building bridges

30 minutes

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

Program highlights:

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

Difficult behaviors: Taking the thorn out of my side

30 minutes

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

Program highlights:

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

Getting what you need: Asserting your rights without damaging others'

30 minutes

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

Program highlights:

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

Healthy living: A primer

30 minutes

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

Program highlights:

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

Life balance: Too many balls, not enough bounce

30 minutes

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

Program highlights:

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

Stress: Dialing it down

30 minutes

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

Program highlights:

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

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