



EAP: Life & Work

2025 Training Catalog

Training Catalog Overview



Health Advocate's EAP: Life & Work program offers a wide variety of trainings for managers and employees, including online courses, webinars, and workshops. These resources are designed to build skills, enhance well-being, and support both personal and professional development.

Online Courses and Webinars

Our free library of self-guided training courses and pre-recorded webinars is available 24/7 on the member website.



Workshops

We offer a variety of manager and employee workshops (on-site and webinar-based), typically at an additional cost. They provide strategic tools and resources for improving performance and accelerating personal and professional growth.



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Free Online Courses and Webinars



Employees have access to dozens of self-guided training courses and pre-recorded webinars on the member website. They cover a wide range of topics:

- Professional Development
- Personal Development
- Family Life
- Health and Wellness
- Legal
- Finances

Participants can print a personalized Certificate of Completion at the end of a course.

Visit the Learning Resources section on the EAP: Life & Work home page at

[eap.lifeandwork.com](#) to view the full list of offerings.

Health Advocate offers a wide range of additional resources for managers and employees, including:

- Short-term counseling and support
- Help achieving a healthy work/life balance
- Management Assistance Program
- Comprehensive EAP: Life & Work website
- Monthly newsletters and tip sheets
- Disruptive Event Management services

Employee

Workshops



The EAP: Life & Work program offers a variety of employee workshops (on-site or by webinar) on a wide range of personal and professional topics, typically at an additional cost.

Requests for workshops can be submitted online at eaptrainings.healthadvocate.com, via email at Workshops@HealthAdvocate.com, or by calling your EAP toll-free number.

A Healthier You: How Mental Health Affects Physical Health

More and more evidence continues to show the connection between our mental health and our fitness, nutrition, and physical health. Some examples include emotional under- or overeating, depression following a medical diagnosis, and exercising to improve mood. In this workshop, participants will learn how to focus on areas that impact both their minds and bodies. They will explore themselves from the inside out by considering the connection between their mental and physical health.

Anger Management

Anger is a completely normal and usually healthy human emotion. However, when it gets out of control and turns destructive, it can lead to problems at work, in personal relationships, at home, and in the overall quality of a person's life. This workshop helps participants understand common ways people express anger, such as being passive, aggressive, and passive-aggressive. It also explores more effective means of expressing anger and how to respond more effectively to others' anger.

Assertiveness

Assertiveness is the ability to confidently express one's thoughts, feelings, and actions without negatively impacting others. This workshop outlines strategies for becoming more assertive without becoming aggressive. Participants will learn the difference between assertive and aggressive behaviors, the rules for valuing themselves and others, new skills to become more assertive, and how to say "no" without offending others.

Avoiding Burnout

Employees who try to work too hard or do too much can become overly stressed. The final stage of this stress response is burnout, which is a concern for employers who want to maintain productivity in the workplace. This workshop teaches participants about the physiological and emotional dangers of stress and burnout, as well as how to develop healthier and more effective coping skills.

Being an Effective Team Member

Effective teams are key to providing quality service and remaining competitive. This interactive seminar focuses on each individual team member's responsibility to improve their productivity and increase value through the contribution of new ideas. The facilitator will define the purpose and characteristics of teams, discuss individual behaviors that contribute to or detract from team success, and outline specific tips and techniques for becoming a more effective team member.

Bullying in the Workplace for Employees

Unfortunately, bullying does not always stop on the playground. This workshop identifies the signs and different types of bullying and provides key statistics regarding its impact on workplace productivity and morale. Participants will learn best practices and strategies to effectively address and conquer this damaging behavior.

Business Etiquette

What is business etiquette, and what are some potential problems for workplaces that ignore this key behavior? This workshop reviews essential skills that staff in all work settings must learn to adopt and practice. Topics include best practices for telephone, cell phone, and email communications, dressing for success, and avoiding cross-cultural pitfalls.

Caring for the Caregiver

Few people are prepared for the challenges of caring for loved ones, such as aging parents, special needs children and adults, and those with chronic illnesses. This webinar stresses the importance of caring for yourself, provides self-care tips, and outlines strategies for coping with the many emotional challenges that come with being a caregiver. It also reviews the Caregiver's Bill of Rights.

Civility: Professionalism in the Workplace

This workshop defines what civil behavior is and is not, and clarifies why it is critical to exhibit professionalism in the workplace. Participants will test themselves to determine if they contribute to a respectful or disrespectful culture, identify what makes a behavior be perceived as civil or uncivil, and learn practical ways to create an environment of mutual respect.

Communication Improved; Conflict Reduced

Effective communication is essential not only for our professional lives, but for our personal lives as well. This interactive workshop focuses on non-verbal communication, active listening skills, and identifying barriers to effective communication. It explores how we can learn to effectively resolve conflicts and prevent conflict from occurring through a greater understanding of conflict styles and methods of communication.

Communicating with Your Teen

Does it feel like you and your teen are on different planets? Communication styles and timing might help close the gap. If you want to get through to your teen, you must think like a teen. In this session, we'll learn how to communicate with them, including when and how to address an issue or situation.

Compassion Fatigue in the Workplace

Compassion fatigue is a state of tension due to the suffering of the person being helped, resulting in secondary traumatic stress for the caregiver. This workshop will help those who help others learn how to manage burnout, recharge, and practice self-care skills. It is appropriate for general caregivers, healthcare workers, first responders, and anyone providing significant care for others. Workplaces will learn what employees may encounter, what to look for in an employee who may be struggling, and how to best support them.

Coping With Change

Change in the workplace is inevitable, and unfortunately, changing environments often produce stress and anxiety. This workshop explores the various stages of change and steps employees can take to achieve balance and acceptance, as well as increase their ability to more effectively cope with change in both their professional and personal lives.

Coping With Grief and Loss

This workshop examines the impact of grief and loss, with tips for coping with acute and ongoing emotions. It explores the factors that influence grieving and resources for additional support. This session is helpful for people who have lost a loved one, as well as those who are mourning other losses, such as a job, mobility, their home, etc.

Coping With the Effects of Shift Work

Shift work can cause both physical problems and mental fatigue, as well as increased rates of substance abuse, relationship issues, and mental health problems. This workshop offers proven strategies to deal with the physiological and psychological stress of shift work so employees can improve their quality of life both at work and at home.

Customer Service in Schools

People who work in schools are often required to solve multiple challenges while remaining calm and professional. Whether interacting with parents, teachers, administrators, or representatives from other schools, participants in this workshop will learn how to address communication barriers, gain strategies to become more active listeners, and project a more professional phone presence.

Depression, Anxiety, and Burnout: Moving Toward Hope and Health

For some people, feelings of depression, anxiety, and burnout may seem insurmountable. Those experiencing these conditions are far from alone, but recognizing when we need extra support for our emotional and mental well-being is critical. This discussion defines each of these conditions, including the signs and symptoms and ways to seek help when needed.

Developing a Customer-Focused Attitude

Customer service skills are key to providing a positive and productive experience. Not only do we deal with the external customer, but we also interact with internal customers—our coworkers. This workshop includes a self-test to help participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing difficult situations, and “the five foundations for a successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

Domestic Violence Awareness

Domestic violence occurs when one person in a relationship purposely hurts another person physically or emotionally. It often begins as threats and verbal abuse and then escalates to physical violence. Many people may not even recognize that their relationship is unhealthy, or they may be hopeful that their partner will change. This workshop is designed to raise awareness about this important topic and its impact not only on the victims but also on their families and jobs, including coworkers. Participants will learn steps for determining if they are in an abusive relationship and resources where they can go for help.

Drugs and Addiction: What Everyone Needs to Know

There are so many ways that addiction has ruined lives. No one is immune from the disease of addiction. Addiction has become an epidemic that impacts the workplace, our families, friends, and community. The best defense against addiction is knowledge. This seminar will provide education on being able to identify the signs and symptoms of substance abuse, the progressive pattern of addiction, the difference between abuse and addiction, the physical, emotional, and behavioral effects of addiction, why enabling behavior does not help, and what types of treatment and resources are available.

Drug- and Alcohol-Free Workplace Training for Employees

Absenteeism, low productivity, and on-the-job accidents resulting from substance abuse can impact the emotional and financial stability of everyone involved, and even threaten an organization's bottom line. Almost three out of four substance abusers hold jobs, and they are five times more likely to injure themselves or their coworkers. This workshop provides important information about the impact of substance abuse on the workplace, families, and society as a whole. It also explores the ongoing impact of the opioid epidemic. *Additional fees may apply.*

Emotional Intelligence: The Secret Superpower

Studies show that success in our careers is not necessarily based on our IQ but more often on our EQ, or Emotional Quotient. This workshop reviews the importance of understanding your emotional intelligence and the differences between your EQ and IQ. It also reviews the five basic emotional competencies: self-awareness, handling emotions, motivation, empathy, and social skills, as well as strategies for enhancing these competencies.

Emotional Well-Being for Employees

This workshop is designed to build awareness about emotional health and its impact on the workplace and provide tools to identify risk factors and other stressors. It is not intended to diagnose or treat mental health issues. It explores what emotional well-being is and the stigma surrounding mental illness. Participants will learn about common signs, symptoms, and behavior changes, resources for seeking help, and ways to help someone you may be concerned about by referring them to an EAP and other resources.

Employee Orientation to the EAP: Life & Work Website

This workshop offers a detailed overview of the Health Advocate Employee Assistance Program (EAP) benefit and the many ways the program can help with personal, family, and work-related issues. We also review the many resources available 24/7 on the EAP: Life & Work website to help employees better balance their work and life responsibilities.

Finding Balance in a Digitally-Driven World

From work to school to socializing, many people rely heavily on technology in their daily lives. It may no longer feel like we have the option to unplug, yet it's important to consider how to use technology in a way that enhances our mental health and well-being. This workshop reviews how to better understand this modern dilemma and explores strategies to find more balance and avoid technology burnout.

Finding Balance in Busy Lives

Finding balance between our personal and professional lives is something many people strive for. However, consistently striving to achieve total balance can lead to feelings of guilt. By setting and working toward attainable goals at work and home, we can find ways to reduce guilt and feel more balanced. This webinar offers daily tips and long-term strategies to find the work/life balance that works for you, minimizing stress in the process.

Finding the Time & Energy to Be Both a Parent and a Professional

There is perhaps no more delicate balance than being a parent and a working professional. Many of us struggle with how to divide our time, energy, and attention. This seminar examines the realities of the modern working landscape and how to approach and achieve balance in a new, more successful way. It also reviews strategies for time and household management and explores how to find the most elusive thing of all: quality time just for yourself.

Forgiveness and Empathy

Most of us know that internalizing anger, resentment, and grudges creates a negative impact on well-being. While many of us want to release negative feelings towards others, we struggle with how to do it. Forgiveness doesn't mean giving someone a pass; it means releasing yourself. In this seminar, we'll discuss how holding onto anger hurts us, how anger and resentment manifest in our minds and bodies, and how to take concrete steps towards lasting forgiveness. We'll offer skills and tools for a more peaceful mindset.

Get a Great Night's Sleep! Successful Tips and Tricks

Are you tired of tossing and turning at night? Technology, fast-paced lives, and stress can negatively impact our ability to get a good night's sleep. This interactive workshop teaches simple steps and strategies to turn restless nights into restorative sleep. In no time, waking up refreshed and energized can be your norm.

Get Your Bucket List Done

Whether it's running an Ironman, meeting the love of your life, or losing ten pounds, we all have that next thing we want to accomplish in life. However, it's easy to lose focus on personal growth in the rush of daily life. Get inspired and practical with strategies that increase your focus on that next bucket list item. Life without regrets is possible—you just need to get focused.

Grow Where You Are Planted: Making the Best of Situations

In life, sometimes it's time for a change, and other times it isn't. How do we know when to accept things as they are or when a change in perspective is needed? This seminar explores the typical flow of human reactions and responses and offers participants practical tips for enjoying and thriving in whatever stage they may be in. Learn about proven strategies including gaining clarity, creative brainstorming, re-framing, and parallel paths.

Handling Emotional Callers/Customers

Even the strongest customer service teams can be challenged by the intensity of callers who may be in a highly-charged emotional state. This webinar focuses on de-escalation strategies and the importance of safety, self-care, and decompression to prevent burnout. Learn about techniques for staying solution-focused will be discussed, including how adjusting our own expectations and communicating empathy and compassion can help with problem solving.

Having Difficult and Sensitive Conversations

There's a belief that it's possible to talk to anyone about anything if the tone and timing are right. This seminar will discuss how to be strategic in our most sensitive conversations. We'll work to better understand and articulate our own motivations, increase our empathy and awareness toward others, and improve confidence, clarity, and kindness.

Hitting the Reset Button: Goal Setting

Whether it's a new year, month, or quarter, let today be an opportunity to refresh your mindset and set realistic goals for the road ahead. Throughout this training, we will discuss how to proactively create goals and routines that can strengthen our mental health and well-being. Discussion will include the importance of managing our goals and expectations, along with embracing gratitude.

Holiday Game Plan: Strategies to Manage the Holiday Season

What if you approached the holiday season a little differently this year? What if you went into the season with a plan that's open to taking shortcuts, discovering back roads, and simply going with the flow when situations call for it? In this session, we'll not only share steps for creating a holiday game plan, but also address the fact that even the best-laid plans can go awry. Join us as we discuss preparing for the holidays by changing our mindset, managing our stress, and having a happy holiday season.

How Volunteering Helps You and the Cause

Volunteering not only helps a cause but brings personal gratification. In this session, we will explore the benefits of volunteering. Providing service for free certainly helps others, but many people don't realize you can gain a lot by helping, too! We'll discuss the physical and emotional benefits of volunteering in depth. We will also provide a deeper understanding of both the personal and professional benefits of volunteering in this session.

Managing Conflicts in the Workplace

When people come together, they often bring their differences with them, making it possible for conflicts to occur. In today's challenging environment and with regularly added pressures, these factors can exacerbate and contribute to increased disagreements and miscommunications, both personally and professionally. This webinar explores how to more effectively manage interpersonal conflict at work and at home, as well as how to employ skills and strategies to increase open and effective conflict resolution.

Managing Emotional and Mental Health

Life brings about many challenges, causing high stress levels, uncertainty, and anxiety, impacting our mental and emotional health. Recognizing when you or a loved one needs support is the first step to connecting with resources to help. It is equally important to normalize and de-stigmatize seeking mental health support. This session explores strategies to manage our emotional and mental health and identify resources to help when we need extra support.

Managing Holiday Stress

Stress is stress, but for some reason, it seems to quadruple around the holidays! This workshop addresses the multiple causes of holiday stress and provides tips on how to reduce these stressors so participants can maintain their productivity, achieve a better balance, and more fully enjoy the holiday season with friends and loved ones.

Managing Time and Setting Boundaries

Whether working from home, traveling to the office, or a combination of both, managing your time, setting boundaries, and having structure in place is key to maintaining productivity and reducing stress and anxiety. This session focuses on proven strategies to improve time management skills and build a more structured and consistent environment, including setting and maintaining realistic boundaries and expectations.

Maximizing Your Life by Minimizing Worry

Are you a worrywart? Nineteen million Americans are chronic worriers, and 38 percent report worrying every day. We all worry at times, but if you constantly stress over everything in your life, you may be developing a chronic worry habit that can lead to physical and mental health difficulties, including stress-related illnesses, generalized anxiety disorder, and depression. In this session, we will assist you in analyzing the root cause of worry and exploring strategies to break the cycle of worry.

Mental Health and Me

This session provides an opportunity to reflect, understand, and explore how to care for your mental and emotional well-being. It is important to prioritize your own health before you can support and help others. We will explore strategies to manage your mental and emotional health, as well as identify and utilize available resources to help. The discussion will also take a look at early warning signs to seek help and techniques to maintain positive mental health and wellness.

Mind Your Own Business: Confidentiality, Rumors and Gossip

While workplace gossip can begin for a number of reasons, it is a dangerous practice that can decrease productivity, distract people from their work, create barriers between co-workers, compromise customer service, and cause pain and resentment for its targets. This workshop offers strategies for dealing with rumors, gossip, and confidential information proactively, reducing the impact on productivity and morale.

Mindfulness

When faced with stressful situations, it is natural to feel scattered or overwhelmed. Mindfulness can help us sort through the mental clutter and clear our minds. Taking intentional steps to bring awareness to these feelings can help us identify the source and shift our mindset. By attending this webinar, participants will learn how to practice mindfulness to reduce stress, cope more effectively with negative thinking, and move forward in a productive and healthy way.

Mindfulness: An Experiential Workshop

Mindfulness can reduce stress and improve concentration, focus, health, efficiency, and accuracy. In this workshop, participants will review the key principles of mindfulness and be guided through real-life exercises that demonstrate its impact on many different stressors, challenges, and situations.

Our Aging Parents

Aging is part of life. Preparing to care for the changing needs of an aging parent, though, may not be easy or simple. Sometimes we need help identifying what kind of assistance a parent might need. We may have trouble altering our expectations or understanding how to help our parents adjust. Whether it's regarding household chores or duties, financial assistance, or dealing with family conflicts, there are ways to age flexibly and with ease.

Power of the Positive: Cultivating Optimism

This session explores ways to cultivate authentic optimism that enhances resiliency and helps individuals and groups navigate change. Participants will gain a better understanding of what optimism is and is not and, ultimately, how to put it to work to promote more positivity in colleagues and others. The overall goal is to enhance self-assurance through the power of optimism and develop strategies for maintaining a positive approach to work and life.

Raising Resilient Kids

As parents, we all want the best for our children and work hard to build a nurturing, protective foundation for them. Yet, as they face life's challenges, our own expectations and vulnerabilities can influence their growth. How can we ensure that our beliefs and actions are creating the best foundation for them to thrive? Join us as we explore the complexities of parenting, our unique relationships with our children, and evidence-based strategies to foster resilience.

Resiliency: Moving Forward in Changing Times

Stress can impact us both personally and professionally, yet these challenges can also create opportunities. Developing or strengthening resiliency can be invaluable in helping chart the path forward. Practicing resiliency can also help adjust your mindset so you can find a new perspective to successfully move ahead. This session discusses strategies to build resiliency so participants can protect themselves against high stress levels, making stress more manageable and allowing them to determine the best next steps.

Respect and Harassment Awareness for Employees

Harassment and disrespect are serious workplace issues. This workshop reviews the legal definition of sexual harassment and the Title VII law, the consequences of violating company harassment policies, and the impact on employees and the organization. It is designed to be a high-level overview of the law as it applies in all states. Participants will learn what constitutes harassment, why it is so difficult to report it, and how it can be reported with assurance of non-retaliation, resulting in a safer and more productive workplace. *Additional fees may apply.*

Respect in the Workplace

All employees have the right to work in a respectful environment. And while most agree that they are responsible for creating and maintaining this environment, do they know what it really means and understand the benefits that a respectful workplace provides? This workshop explores all of these important topics and illustrates the positive impact of mutual respect on employee stress and productivity.

Retirement Planning: An Emotional Perspective

A major concern for many people is how they will handle the emotional stages of retirement. How will they create a new identity? This workshop explores the six phases of retirement from a social perspective: everything from pre-retirement planning to the honeymoon phase, and ultimately to reorientation and development of a new lifestyle. This workshop reviews all of the stages, which can span 5 to 15 years before retirement and up to 15 years or more after retirement.

Single Working Parents - Survival Skills!

Parenting solo means double the time and, sometimes, double the hassle. However, with a few simple tips and tricks — like mealtime shortcuts, night-before-school prep, and the magic of carpooling — it can be a lot less overwhelming. Participants will learn how to make their single parenting life easier with simple and proven approaches.

Staying Healthy and Happy While Working from Home

Join us for a 45-minute webinar on working from home. In this session, we will discuss topics including five tips for adjusting to working from home, managing time and setting boundaries, staying visible and connected when working from home, and working from home with children. We will discuss best practices and practical advice to help you stay connected. We will discuss starting your day off right, creating a dedicated workspace, creating a schedule, setting boundaries, rule-setting for children, children's activities, communication expectations, and much more!

Strategies for Coping with Grief, Trauma, and Beyond

News and social media are full of negative, disturbing, and tragic events that can have an impact on our well-being and productivity. In addition to reminding you about the many benefits of the EAP, this session offers strategies, including how to stay engaged at work, how to respond to coworker comments about disturbing events, and how to recognize and minimize the impact of technology and “information overload.”

Strategies to Manage Stress and Uncertainty

Modern life means living in challenging times, which makes it more important than ever to learn to cope with uncertainty, unpredictability, and stress. Making sound decisions can also be overwhelming, especially when it's unknown what tomorrow will bring, let alone next week or next month. This webinar explores techniques to help relieve stress so participants can make decisions they feel comfortable with, which are critical elements in managing these feelings now and in the future.

Strengthening Relationships

We all want strong, loving relationships, but why can it be difficult to keep them that way? This workshop addresses what can go wrong in relationships and explores common destructive patterns that can interfere with them. Participants will learn strategies to recognize red flags so they can better sustain a healthy and loving connection with their partner.

Suicide Prevention: What to Know and How to Help

Suicide affects people from all walks of life. Knowing the warning signs and risk factors for suicide and feeling confident about how to help someone who is at risk can be the difference between life and death. Join us for this important session where we will differentiate myths from facts, identify risk factors and warning signs, review questions to ask and steps to take, and provide supportive resources and strategies.

Supporting Your Kids: Identifying and Addressing Signs of Stress

Most of us experience stress and uncertainty, and kids are not immune to this. The effects of this stress and current events make it more important than ever to support children as they navigate their school life and daily routines. This webinar discusses how to identify signs of stress in children of all ages and provides strategies to support them through challenging times.

The Art of Listening

Many people believe that to be a good communicator, you need to be a good speaker. While speaking clearly is important, it's also critical to be a good listener. After all, conversations are not one-sided, so at least half of your focus should be on listening. In this training, you will learn the techniques of effective listening, tools for applying a wide range of active listening skills, and methods for eliciting and listening to feedback.

The Journey to Happiness

Learn how to bring more happiness to your personal and professional lives! Research supports the idea that happy people feel better, do better, and live better. While this is great news, it still begs the question: Why? And more importantly, how? During this session, we will explore the history and research behind the concept of happiness, how it relates to the various facets of your life, and what intentional activities you can do to increase your satisfaction and fulfillment. There are many pathways to happiness, so let's get your journey started!

Unconscious Bias for Employees

Unconscious bias is an innate part of human nature. When we bring these biases to the workplace, however, they can impact our decision-making and the diversity, culture, and ultimately the success of the organization. This session defines unconscious bias, reviews its potential consequences in the workplace, and outlines strategies for “tipping” the unconscious to the conscious to promote a more inclusive work environment.

Unplugging After Work

For many of us, it's easy to get caught up in work. We sit for eight to ten hours staring at the same screen, hardly stopping for food or water, and spend our weekends catching up on emails instead of spending time with friends or family. However, this can put us on the path to burnout! This training addresses the signs and symptoms of burnout and how unplugging after work can help you avoid it.

Valuing Different Generations

For the first time in American history, there are four different generations working at the same time, each bringing value to the jobs that they do. This seminar includes a discussion of the characteristics commonly associated with each generation so participants can learn and appreciate different generational workers and improve teamwork and productivity.

Working through Stressful and Changing Times

Change is everywhere, and without it, we would be stagnant as individuals and organizations. People respond differently to what we call “change,” so how can we make it work for everyone? This workshop examines what change means for employees and organizations and how they can get on the same page when discussing and understanding its attributes, benefits, and pitfalls. For most people, adjusting their perception and viewpoint can help them adapt more successfully to changing roles and environments.

Working Well with Different Personality Styles

Whether working onsite or remotely, we will undoubtedly encounter a variety of personalities in the workplace. When someone has a different communication style or personality type, it can create conflict, affecting your job and productivity. Finding ways to meet the other person and situation where they are, and adjusting as needed, is an invaluable skill to help reduce conflict in the workplace. This webinar explores effective techniques to bridge personality differences and find common ground to enhance communication and productivity.



Interested in a topic you don't see listed?

Contact the Training Department at Workshops@HealthAdvocate.com to let us know!

Manager Workshops



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Applying Leadership Basics

Applying leadership skills in the workplace and in life will set you apart as someone who is in charge, capable, and driven. Being in a position of leadership puts you where others watch what you do, look to you for direction, and notice if your actions align with your beliefs. Making your intentions known clarifies the team's goals and inspires those you are directing to tune in to your vision. This workshop defines sound leadership, discusses the characteristics of effective leaders, and explains what they do well. It also identifies potential leadership pitfalls.

Battling Bullying in the Workplace for Managers

Workplace bullying is complex because the victim does not always fall into a protected class or category, and the bully can display a wide range of behaviors, from subtle to more obvious, such as physical altercations. This workshop helps participants understand bullying and how it differs from harassment, and reviews the risks and costs to organizations that ignore it. It also presents a multifaceted approach to eliminating bullying from the workplace, including incorporating an anti-bullying message into the organizational culture through written policies and training. Additionally, it teaches managers and supervisors how to prevent and identify bullying and properly address it when it occurs.

Building a Successful Team

Why is it that some teams are successful while others are not? This session drills down on the stages and dynamics of team building. The focus is on how to get your team to FORM, STORM, NORM, and PERFORM, resulting in more motivated and encouraged team members. Participants also learn the importance of respecting different opinions, approaches, and styles, and how to effectively manage conflict.

Coaching and Counseling

This workshop reviews the differences and benefits of coaching and counseling. Participants will explore case situations to determine which approach is most appropriate, as well as common early warning signs that may indicate a need for intervention. They will also receive tips for dealing with angry or difficult employees, and understand the necessary steps to take, including proper documentation and feedback.

Courageously Authentic Leadership

Authentic leadership is a style that aligns with a leader's personality and core values—one that is honest, ethical, and practical. At the heart of authentic leadership is having the courage to be fully human, take risks, care deeply, and act even in the midst of change and uncertainty. In fact, leadership might be defined as courage in action. The principle of leadership is: "Before you decide to lead others, learn to lead yourself well." This workshop begins by defining authenticity, then discusses the qualities of a courageous and authentic leader and how to develop them.

Drugs and Alcohol—Reasonable Suspicion Training for Managers

Drug and alcohol abuse can severely affect family and social relationships, finances, and productivity. This workshop provides legal and policy actions that supervisors can exercise. Participants will receive general information on drug and alcohol abuse, including common signs and symptoms, and the ongoing opioid crisis. The session includes case studies to illustrate steps, dos and don'ts for managers when confronting employees suspected of being under the influence, and addresses enabling behaviors and barriers to confrontation.

Additional fees may apply.

Drugs and Alcohol - Training for Supervisors of DOT Regulated Employees

The Department of Transportation (DOT) Regulation 382.603 requires employers to ensure that any person designated to supervise DOT-regulated employees receives at least 60 minutes of training on alcohol abuse and an additional 60 minutes on controlled substance use. This training helps supervisors and managers determine whether reasonable suspicion exists to require an employee to undergo screening. Participants will also learn about the latest information on the opioid epidemic and receive a Certificate of Completion for this training.

Additional fees may apply.

Effective Communication Skills for Managers

Effective communication skills are crucial for managers. This seminar addresses barriers to communication and offers strategies for improvement. It includes managing challenging employees, building confidence, and having successful and sensitive conversations. Participants will also learn strategies to improve communication across teams and enhance their confidence as leaders.

Engage & Empower: Communication Strategies for Leaders

This training focuses on the supervisor's role in the Employee Assistance Program (EAP) referral process. The goal is to present the EAP as an effective, preventive resource for employees whose work performance may be impacted by personal problems. The workshop covers the basics of the EAP, including how to make referrals, techniques for reaching out to employees with support, and handling different reactions employees may exhibit when approached. It also addresses obstacles to successful interventions and the dangers of enabling. Additional fees may apply.

Fostering an LGBTQIA+ Inclusive Workplace

Even with recent successes in social justice and popular culture, some lesbian, gay, bisexual, transgender and gender non-conforming employees still face bias, homophobia, and discrimination in the workplace. The resulting fear and stress not only affect work performance but overall morale in environments that are not accepting or inclusive in varying degrees. In this workshop, we will clarify sexual orientation and gender identity to better prepare all participants to collectively foster an inclusive working environment for all LGBTQ and gender non-conforming employees.

Helping Employees Through Challenging Times

We all face difficult times in our lives, and it's normal for these challenges to affect our job performance. However, when an employee's performance begins to decline, supervisors might be tempted to overlook the issue or avoid consequences in an attempt to help. This seminar discusses how to recognize concerning behaviors, determine the best course of action, and support employees in getting back on track.

Holiday Game Plan for Supervisors & Managers: Strategies to Manage the Holiday Season

What if you approached the holiday season differently this year? Instead of focusing solely on productivity, what if you developed a plan that emphasizes support, encouragement, inclusivity, and fun? This session offers a game plan specifically designed for supervisors and managers to support their teams during the holidays. It also addresses the reality that even the best-laid plans can encounter challenges and highlights the importance of self-care.

Leading Effectively in Changing Times

In today's uncertain environment, leaders face unique challenges. Whether working remotely or on-site, employees look to managers and supervisors to navigate these challenges effectively. This session explores strategies for leading by example, setting a positive tone, and managing change with empathy and accountability. Learn how to plan ahead, address potential hurdles, and support your team through challenging times.

Management and Leadership Skills

This workshop reviews fundamental management and leadership skills, including relationship building, essential communication and listening skills, and conducting performance reviews and advisory meetings. It is valuable for new managers or those with limited formal management training, providing practical tools to enhance their effectiveness.

Managing a Multi-Generational Workforce

Today's workforce is more diverse than ever, with employees spanning several generations. This workshop explores the values and work preferences of different generations, from young people entering the workforce to those working longer due to financial or health reasons. Participants will examine both shared values and generational differences that can lead to workplace conflicts, and learn strategies to manage and leverage this diversity effectively.

Managing and Motivating for a Successful Workplace

Designed for leaders, this workshop addresses the challenges of supervising others and the traits of successful leaders. Through role-playing scenarios, participants will explore how effective leaders handle performance issues, build relationships, and maintain mutual respect during workplace confrontations. This session aims to enhance leadership skills and promote a positive work environment..

Managing Emotional Health & Employee Well-Being

Discussing mental health remains a challenge in many workplaces, despite its impact on productivity and safety. This workshop aims to educate and empower managers to identify and support employees experiencing emotional health issues. Participants will learn about emotional (mental) health, recognize objective warning signs, and collaborate with resources like the EAP to address and manage these issues effectively.

Mental Health Awareness in the Workplace

This training addresses the current mental health crisis and offers guidance on supporting employees facing mental health challenges. It provides managers with tips for recognizing signs of mental health issues, understanding their impact on work performance, and engaging in supportive conversations with employees. Attendees will also receive a list of resources for further support.

Respect and Harassment Awareness for Managers

Harassment and disrespect can significantly impact the workplace environment. This workshop reviews the legal definition of sexual harassment and the Title VII law, providing a high-level overview applicable across states. It explores how unaddressed behaviors can escalate to workplace violence and highlights common mistakes managers make when addressing harassment and discrimination. Participants will learn what constitutes harassment, the challenges of reporting it, and how to handle such issues effectively. Additional fees may apply.

Strategies to Help Employees Cope with Grief, Trauma, and More

In today's world, employees are frequently exposed to distressing news and social media content, which can affect their well-being and work performance. This workshop equips managers with strategies to identify and support employees dealing with grief, trauma, or other unexpected events. The session includes guidance on maintaining engagement at work, responding to coworker comments on disturbing events, and managing the impact of technology and information overload. Participants will also be reminded of the benefits of the EAP and learn additional strategies for supporting employees through challenging times.

Unconscious Bias for Managers

Unconscious bias affects everyone and can impact decision-making, diversity, and organizational success. This session for managers explores the types of biases and their effects on the workplace. It emphasizes the importance of raising awareness about bias, both personally and among employees, and provides strategies for reducing its impact. Participants will learn how to recognize and address both their own biases and those of their team members, fostering a more inclusive work environment.

Violence Prevention in the Workplace for Managers

Workplace violence is a critical issue that requires proactive measures for prevention. This session helps managers understand what constitutes workplace violence and the contributing factors. Participants will learn to identify early warning signs of potential violence and techniques for diffusing situations before they escalate. The workshop aims to provide practical tools and strategies for minimizing risk and maintaining a safer work environment.



Interested in a topic you don't see listed?

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