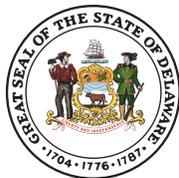




EAP+Work/Life™ Program

2016 Resource Catalog

Workshops for State of Delaware Employees and Managers



hms

A HealthAdvocate™ Company

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2016 EAP+Work/Life Program Resource Catalog Overview

HMS' EAP+Work/Life Program gives you and your employees access to a wide variety of resources including onsite workshops, free monthly webinars and online training courses.

Onsite Workshops. Typically offered for an additional cost, the onsite workshops for employees and managers address many aspects of work/life balance, allowing participants to learn new skills, modify behaviors, improve communication techniques and utilize resources that enhance personal and professional effectiveness.

Monthly Webinars. One-hour webinars are available once a month at no additional cost. They are also recorded and archived for those who are not able to attend. Please see the following Activity Guide for more information about webinar topics and other planned EAP outreach. For additional details and a complete list of offerings, go to hms.healthadvocate.com.

Online Training. Provides over 60 online trainings, personal growth and professional development courses, available anytime, 24/7. They cover a wide range of topics such as **Achieving Personal Goals** and **Dealing with Difficult Customers**. Many also include additional tips, tools, module summaries, completion certificates and other resources.



Go to hms.healthadvocate.com

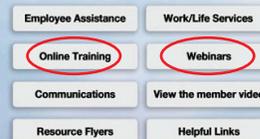
Additional Resources

Managers and employees also have access to the following resources:

- Short-term Assistance
- Management Assistance Program
- EAP+Work/Life website (hms.healthadvocate.com)
- Tip Sheets
- Newsletters
- Turnkey Communications

Introducing Your EAP+Work/Life Program

Click below to view the program's features, orientation video and other resources:



For more information contact your training coordinator at **800.343.2186** or workshops@healthadvocate.com.

EAP+Work/Life Activity Guide

Helping your employees achieve emotional well-being and a healthy work/life balance is an important, year-round initiative. This EAP+Work/Life Activity Guide can help you plan and promote successful initiatives in your workplace.

About the guide

This Guide is designed to be used all year long. The EAP+Work/Life Activity Calendar on the next page features our monthly EAP+Work/Life newsletter and webinar topics along with suggested activities to get your employees engaged in making healthy changes to support their well-being and create a better work/life balance. In many cases, we can also provide materials you need to announce and promote these activities within your organization.

Remember... this is only a guide—feel free to use some or all of the suggestions, switch up the activities, and add your own activities and concepts!

Emotional health begins now

Need help getting started? Your Account Manager is standing by to answer your questions and support you in creating a long-lasting culture of well-being and a healthy work/life balance.



January



Newsletter Topic
Banish Debt Stress

Webinar
Financial Resolutions

Suggested Activities:

- Hold a “financial fitness” day
- Encourage employees to seek free financial consulting through the EAP+Work/Life program
- Distribute flyer: Mind Your Money

February



Newsletter Topic
Avoid Caregiver Burnout

Webinar
Surviving Caregiver Stress

Suggested Activities:

- Refer employees to the EAP+Work/Life program for caregiver resources
- Survey employees about their caregiver challenges
- Distribute flyer: Self-care for the Caregiver

March



Newsletter Topic
Stop Worrying: Take Action

Webinar
Top Estate Planning Mistakes

Suggested Activities:

- Refer employees to the EAP+Work/Life program for free legal consultation
- Hold an extended lunch break day
- Distribute flyer: Stress Management

April



Newsletter Topic
Build Healthy Relationships

Webinar
Conflict Management in the Workplace

Suggested Activities:

- Refer employees to the EAP+Work/Life program for relationships issues
- Hold a Field Day for team-building
- Distribute flyer: Strengthen Your Relationships

May



Newsletter Topic
Master Life Transitions

Webinar
Benefits of Mindfulness

Suggested Activities:

- Encourage employees to get support for life changes from the EAP+Work/Life program
- Promote volunteer opportunities to learn resilience skills
- Distribute flyer: Coping with Change

June



Newsletter Topic
Take Leisure Seriously

Webinar
Finding Balance

Suggested Activities:

- Start a “Vacation Commitment Day” to encourage employees to use their vacation days
- Sponsor onsite chair massages
- Distribute flyer: Relaxation Techniques

July



Newsletter Topic
Raise Successful Adults

Webinar
Know Your Parenting Style

Suggested Activities:

- Refer employees to the EAP+Work/Life program for parenting issues
- Sponsor a family-oriented charity run
- Distribute flyer: Prepare for a Successful School Year

August



Newsletter Topic
Improve Partner Communication

Webinar
Dreaming of Retirement

Suggested Activities:

- Refer employees to the EAP+Work/Life program for couple support
- Distribute flyer: Managing Conflict

September



Newsletter Topic
Family Substance Abuse

Webinar
Emotional Intelligence

Suggested Activities:

- Refer employees to the EAP+Work/Life program for substance abuse support
- Distribute flyer: Do You Have a Substance Abuse Problem?

October



Newsletter Topic
Prevent Domestic Violence

Webinar
Long-Term Care Essentials

Suggested Activities:

- Refer employees to the EAP+Work/Life program for help with partner abuse
- Display Domestic Violence poster
- Send flyer: Recognizing Abuse

November



Newsletter Topic
Defeat Depression

Webinar
Relaxation Techniques for Well-Being

Suggested Activities:

- Encourage employees to contact an EAP+ Work/Life Counselor for emotional challenges
- Hold a “stress less” day
- Send flyer: Feeling Depressed?

December



Newsletter Topic
Strive for Positivity

Webinar
Goal-Setting

Suggested Activities:

- Encourage employees to write “thank you notes” to coworkers
- Distribute flyer: Staying Positive through Setbacks

2016 **Employee** Onsite Workshops

As part of your EAP+Work/Life Program, HMS offers fully-customizable onsite workshops for employees that provide practical knowledge and useful strategies to help with problem-solving and improving relationships. The workshops are typically available for an additional charge. To schedule a workshop, contact your training coordinator at 800.343.2186.

Anger Management (1 hour)

Anger is a completely normal, usually healthy, human emotion. When it gets out of control and turns destructive, however, 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 styles of expressing anger such as passive, aggressive, and passive/aggressive. It also explores more effective means of expressing anger and how to respond effectively to other people's anger.

Assertiveness (1 hour)

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

Avoiding Burnout (1 hour)

Burnout happens when an individual tries to work too hard or do too much. It can lead to cognitive distortion of the importance of an issue. The final stage of the stress response is burnout, which is a concern for employers who want to maintain employees' productivity at work. This workshop is designed to teach employees about the physiological and emotional dangers of stress and burnout, as well as help them develop effective coping techniques.

Balancing Work/Family/Life (1 hour)

Balancing your work and home life can seem impossible in our busy world. Feelings of guilt and turmoil are stirred by the demands of work and home, and the lack of personal time and time for family and friends. Through open discussion, this workshop outlines how to work toward attainable personal and professional goals, while reducing stress levels. It also offers effective workday tips for reducing discomfort and guilt, and successfully “keeping it all together.”

Benefits of Humor in the Workplace (1 hour)

Humor can be an extremely useful tool for success. When used properly, it can reduce stress, improve communication and create a more comfortable work environment. This is an upbeat workshop that encourages participants to actively promote the reduction of stress and increased team-building, by incorporating more humor in the workplace.

Bullying in the Workplace (1 hour)

Unfortunately, for some people, bullying does not stop on the playground. This workshop defines bullying, provides startling statistics of its impact, and helps identify the different signs and types of bullying in the workplace. Strategies are presented to help employers and employees effectively combat this dangerous and child-like behavior in the workplace.

Business Etiquette (1 hour)

What is business etiquette, and what are the potential problems for workplaces that ignore this expectation? This workshop reviews skills that staff in all work settings must learn to adopt. Topics covered include best practices for telephone, cell phone and email communication, dressing for success, and avoiding cross-cultural pitfalls. It also stresses the importance of professionalism in the workplace.

Caring for the Caregiver (1 hour)

Few people are prepared for the responsibilities and tasks involved in caring for the elderly, and many do not have a choice. The primary necessity of being a good caregiver is learning to take care of yourself. This workshop outlines strategies for caring for the caregiver. It will help participants understand the types of caregiver stress, review and prepare a checklist for the care-receiver and caregiver, and learn tips and coping strategies for the caregiver. The workshop reviews the grieving process, as well as the Caregiver's Bill of Rights.

Civility: Professionalism in the Workplace (1.5 hours)

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

Communication Improved; Conflict Reduced (1 hour)

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

Conflict Resolution (1 hour)

When people come together they bring their differences with them, and it is inevitable that conflicts will occasionally occur. Dealing with interpersonal conflict is an essential job skill. This workshop encourages employees to identify their individual conflict management styles, as well as the characteristics of different styles that are present in coworkers. Employing active listening and speaking with intent can increase open and effective conflict resolution, as well as lead to a more productive work environment.

Coping With Change (1 hour)

Change in the workplace is inevitable. However, a changing environment can often produce stress or anxiety. Change and the resulting stress derive from both positive and negative events. This workshop explores the various stages of change, and steps employees can take to achieve acceptance. Through awareness, participants can increase their ability to cope with change in both their professional and personal lives.

Creating a Healthier You Series (3 hours)

Understanding Food and Nutrition (1 hour)

With complex and conflicting information about nutrition being reported almost daily, it can be difficult to understand which foods are good or healthy for us, and which are not. This workshop helps participants navigate the myriad of nutritional information available, and weed through the myths and facts to create a sensible and healthy eating plan.

Understanding Health and Exercise (1 hour)

Few of us take advantage of the closest thing that we have to a magic bullet for preventing a myriad of health issues—exercise. It is hard to incorporate yet another time-consuming activity into our lifestyles, but research has shown that regular physical activity lengthens our lifespan. This workshop helps participants recognize that a good exercise program does not have to be vigorous and painful in order to achieve long-term health benefits.

Managing Stress and Overeating (1 hour)

We all have stress in our lives, and many of us handle it with overindulgence in our favorite foods. One well-known author says that “life causes obesity, food is the vehicle, and we become the victim.” This workshop helps participants understand their emotional relationship with food, as well as identify effective strategies to combat “stress eating.”



Coping With the Effects of Shift Work (1 hour)

Shift work can cause employees to have physical problems and mental fatigue. Statistics reveal that ineffective coping with the effects of shift work can lead to higher rates of substance abuse and divorce, and the potential for mental and emotional problems. This workshop offers tips on effectively dealing with the physiological and psychological aspects of shift work, so employees can improve their quality of life at work and at home.

Creating a Positive Outlook (1 hour)

If positive energy is so important, and we all agree that the research demonstrates that it works, then why aren't people more positive? Why aren't people skipping through the halls, smiling at their coworkers and loving their jobs? This workshop provides tools to help participants live life in a more positive way, even when faced with negative people and experiences. They will better understand the causes of negativity, learn how self-talk affects attitudes, and gain tips to be their best selves possible!

Customer Service in the Schools (1 or 1.5 hours)

School personnel are often required to solve problems and handle multiple challenges, while remaining calm and professional. Whether dealing with parents, teachers, administrators, or representatives from other schools, participants will address barriers to communication, and identify ways to become an active listener and project a polished phone voice. They will also gain tools to help them present a confident, credible, and capable image.

Dealing With Difficult People (1.5 hours)

We all work with a variety of personalities in the workplace. Coworkers or clients who are difficult or impossible to work with can affect your job and productivity. Effectively coping with difficult people is an invaluable skill. This workshop addresses how focusing on the issue, not on the anger or strong emotions conveyed by others, can lead to a more productive work environment. Clear and open communication, as well as customer satisfaction, can be increased through active listening and being more assertive in difficult situations.

Developing a Customer-Focused Attitude (1 hour)

It is critical to evaluate the effectiveness of our customer service skills. Not only do we deal with the external customer, but we also spend time interacting with internal customers, our coworkers. This workshop includes a self-test, which helps participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing a difficult situation and “five foundations for a successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

Domestic Violence Awareness (1 hour)

This workshop is designed to raise awareness regarding this serious societal problem. Startling statistics demonstrate the impact of domestic violence not only on the victims, but also the ramifications for everyone in their lives, including coworkers. Participants are educated about steps they can take to prevent or curtail instances of domestic violence.

Drug- and Alcohol-Free Workplace Training for Employees (1 hour)

Absenteeism, low productivity and on-the-job accidents that result from substance abuse in the workplace can threaten an organization’s bottom line, as well as the emotional and financial stability of everyone involved. Almost three out of four substance abusers hold jobs. They are five times more likely than other workers to injure themselves or their coworkers. This workshop provides important information on substance abuse and its impact on the workplace, families, and society.

Employee Orientation to EAP and Work/Life Website Services (.5 hour)

Occasionally, all of us are troubled by personal, family or work problems. These concerns may be minor. However, if they weigh on your mind, they can affect your relationships and daily work performance. Before that happens, it’s wise to seek help. This workshop provides an overview of the Employee Assistance Program (EAP) benefit, and the numerous ways that the EAP can help. We also review the Work/Life website, highlighting the many tools and resources available 24/7. Confidentiality of the program is stressed.

Grow Where You Are Planted: Making the Best of Situations (1 hour)

There may be times when we wish things were different at work and/or in our home 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? Do your employees want to be promoted faster, or are they restless? This seminar explores the typical flow of human reactions and responses, and suggests practical tips for enjoying whatever stage participants are experiencing. Proven strategies such as gaining clarity, brainstorming creatively, re-framing and parallel paths are some of the useful tools participants will learn about.

Keeping Your Financial Focus (1 hour)

Although the economy may be improving, it may not be the case for every individual. It is time to focus on our "financial decision-making and planning." This workshop addresses money management and how to set a budget, practical tips to stretch a dollar, and how to handle unexpected expenses. It also reviews resiliency and the personal characteristics that helped us survive the prolonged dip in the economy, and how we can achieve even greater success now that the economy is improving.

Managing Holiday Stress (1 hour)

Stress is stress, but 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 enjoy the holidays.

Mind Your Own Business: Confidentiality, Rumors and Gossip (1 hour)

Rumors are flying. People are talking about each other, and sharing confidential issues related to other employees. Gossip can spring up in organizations for a variety of reasons. Gossip decreases productivity, distracts people from their work, creates dividers between those who work together, compromises customer service, and can cause pain and resentment for people who are the targets. This workshop presents strategies for dealing with rumors, gossip, and confidential information in the workplace.

Mindfulness at Work (1 hour)

This workshop reviews the principles and benefits of mindfulness. It includes activities to help participants learn how to apply helpful, stress-reducing practices in their daily lives, benefiting both the workplace and their home lives.

Power of The Positive: Cultivating Optimism (1 hour)

This session explores ways to cultivate an 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 in their life to influence co-workers and others to become more optimistic. The overall goal is to enhance self-assurance through the power of optimism and learn specific techniques for maintaining the awareness of the power of a positive approach to work and life.

Resiliency: Secrets of Successful Employees (1 hour)

Studies have found that when the same events happen to different people, it's the individual's response that makes a difference in terms of staying healthy, and using the experience in a positive way in order to grow and thrive—also known as resiliency. What's the secret? This seminar explores this dynamic and what we can learn from those who are successful at surviving whatever life throws their way and developing their resiliency. The good news is, resiliency can be learned, and many examples exist where it has made all the difference. Participants will leave with tips and techniques for maximizing their own resiliency and positively influencing those around them.

Respect and Harassment Awareness for Employees (1 hour)

Harassment and disrespect can have a detrimental effect on the workplace. This workshop reviews the legal definition of sexual harassment and the Title VII law. It also addresses how behaviors, attitudes or actions can escalate into potential workplace violence. Consequences of violating a company's harassment policy and the impact on both employees and the organization are reviewed. Participants will learn what constitutes harassment, why it is so hard to report it, and how it can be reported with assurance of non-retaliation, resulting in a less stressful and more productive workplace.

Respect in the Workplace (1 hour)

Most employees agree that they are responsible for creating and maintaining a respectful work environment. However, do they know what that is? Do they understand the benefits that a respectful workplace provides? All employees have a right to work in a respectful work environment. This workshop addresses all of these important topics, including how environments that are more respectful, less stressful and more fun can result in improved performance and productivity.

Retirement Lifestyle Planning (1 hour)

This workshop reviews 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. For many people, a major concern is how they will handle the emotional stages of retirement. How will they create a new identity? This workshop reviews all of these stages, from the imagination stage (which can begin 5-15 years prior to retirement) to the reconciliation stage (which can last up to 15 years or more after retirement).

Strengthening Your Relationship (1 hour)

We all want a strong, loving relationship, but why can it be so difficult to keep it that way? This workshop reviews what goes wrong in relationships, and explores the destructive patterns that can interfere. Participants will gain a greater understanding of how to sustain a loving, healthy, and long-lasting relationship.

Stress Management (1 hour)

It is natural to become stressed when the demands on time and energy have become too great. This can happen both at home and at work, and can severely limit productivity and effectiveness. This workshop shows the physiological stages of stress development, and its harmful effects on the body. It also addresses the defining symptoms and different sources of stress. This useful information is incorporated with helpful stress relievers and imagery techniques.

Team Building (1.5 hours)

Every workplace is filled with different personality types, all of whom are trying to work together to achieve a common goal for the company. This workshop demonstrates how effective team-building can increase productivity through open communication, respect, support and leadership. It discusses the characteristics of an effective team, including maintaining and enhancing the self-esteem of coworkers. It also helps team members and leaders become more meaningful contributors to their team, so they can achieve their common goals.

Time Management (1 hour)

Time management can be very difficult, due to the many obstacles and distractions that occur in our everyday lives. This workshop illustrates how people struggle to effectively manage their time, and addresses common things they do every day, without realizing how time-consuming they can be. It also stresses the importance of organization when trying to manage time more efficiently. The session includes a test that helps participants gauge how effectively they use their time, and provides ways to improve time management skills. Procrastination is also addressed, as it can affect productivity and work assignments.

Understanding Emotional Intelligence (1 hour)

Studies show that success in the workforce does not necessarily depend on an individual's IQ, but more often on their 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.

Valuing Diversity for Employees (1 hour)

Organizations that embrace our county's changing demographics benefit from a diverse and inclusive workforce. This workshop introduces participants to primary and secondary diversity relationships, as well as statistics that display the various ethnic and social groups that are becoming predominant contributors in today's workplace. The history of diversity and some of the negative consequences in attempts to achieve a more diverse workforce are also reviewed. The workshop ends by outlining the benefits of a diverse workforce, and the importance of maintaining an inclusive and productive workplace.

Working through Stressful and Changing Times (1 hour)

Change is all around us, and without it we would be stagnant as individuals and organizations. We all respond differently to what we call “change,” so how can we make it work for us? 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.



For more information about the resources available through the HMS EAP+Work/Life Program, contact your training coordinator at **800.343.2186** or **workshops@healthadvocate.com**.

2016 **Manager** Onsite Workshops

Your EAP+Work/Life Program offers fully customizable onsite workshops that address the special needs of managers and supervisors. These workshops are typically available for an additional charge. To schedule a workshop, contact your training coordinator at 800.343.2186.

Applying Leadership Basics (1 hour)

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

Battling Bullying in the Workplace for Managers (1 hour)

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 physical. This workshop helps participants understand bullying and how it differs from harassment, and reviews the risks and cost 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 workplace culture through written policies and training, and teaching managers and supervisors how to prevent bullying and properly address it when it occurs.

Building a Successful Team (1 hour)

What is it about some teams that make them successful, while other teams are not? This session will drill down on the stages and dynamics of Team Building. The focus will be on how to get your team to FORM, STORM, NORM and PERFORM, resulting in more motivated and encouraged team members. Managers will learn the importance of respecting different opinions, approaches, styles and how to manage conflict effectively.

Coaching and Counseling (1 hour)

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

Drugs and Alcohol—Reasonable Suspicion Training for Supervisors (1.5 - 2 hours)

Drug and alcohol abuse has a severely degenerative effect on family and social relationships. It can also have a devastating effect on finances and productivity. This workshop provides legal and policy actions that can be exercised by supervisors. General information on drug and alcohol abuse is reviewed, as well as the signs and symptoms of that abuse. Case studies are used to illustrate steps, and do's and don'ts managers can use to confront employees who they suspect of being under the influence. Barriers to confrontation and enabling behaviors are also addressed.

Drugs and Alcohol—Training for Supervisors of DOT Regulated Employees (2 hours)

The Department of Transportation (DOT) Regulation 382.603 requires that employers ensure that any person designated to supervise an employee falling under DOT guidelines receive at least 60 minutes of training on alcohol abuse, and an additional 60 minutes of training on controlled substance use. This training is designed for supervisors and managers, to help them determine whether reasonable suspicion exists to require an employee to undergo testing. Certificates of completion are provided for each participant.

Management and Leadership Skills (1 hour)

This workshop reviews fundamental management and leadership skills. Included are key factors in relationship building, essential communication and listening skills, as well as performance reviews and conducting performance advisory meetings. It benefits employees who have recently been promoted to a management position, as well as those with little or no formal management training.

Managing a Multi-Generational Workforce (1 hour)

Supervisors and managers are managing a more diverse generational workforce than ever before. Workers are living longer and are healthier, and some have financial considerations that are keeping them in the workforce longer. On the other end of the spectrum, millennials are also entering the workforce. This workshop reviews the values and work-related preferences of different generations, and identifies similar values and generational differences that can cause conflict in the workplace.

Managing and Motivating for a Successful Workplace (1 hour)

This workshop is designed for anyone in a position of leadership. It reviews the challenges of leading people, and identifies the characteristics of a successful supervisor. Through various role-playing scenarios, it illustrates how effective leaders approach performance issues, develop relationships and show respect during confrontations.

Respect and Harassment Awareness for Managers (1.5 hours)

Harassment and disrespect can have a detrimental effect on the workplace. This workshop reviews the legal definition of sexual harassment and the Title VII law. It also reviews how unaddressed behaviors, attitudes or actions can escalate into potential workplace violence. Managers will learn what constitutes harassment, why employees have a difficult time reporting it, and mistakes managers frequently make when addressing issues of harassment and discrimination.

Settling Employees in Unsettled Times (1 hour)

In today's world, we are bombarded with social media and news updates about horrific and terrifying events. As managers, we need to learn how to support employees in finding meaning in their personal and professional lives, so they can place these events in their proper perspective. Topics include how to talk to children about these events, how to stay engaged at work, how to respond to co-worker comments and coping strategies. Note: this is not an appropriate intervention for a current crisis such as an employee death, robbery, or recent traumatic event in the workplace. Rather, it is a global presentation to help employees living in uncertain times.

Supervisory EAP Management Training I (1.5 - 2 hours)

Part I of the EAP training focuses on the role of the supervisor in the EAP referral process. The goal is to present the EAP as an effective, preventive resource for employees whose work performance is being impacted by personal problems. The training reviews the basics of the EAP, including making referrals, techniques for reaching out to employees with support, and dealing with the different reactions employees may exhibit when they are approached. It also covers obstacles to a successful confrontation and the dangers of enabling.

Supervisory EAP Management Training II (1 hour)

While Part I of the Supervisory EAP Management Training focuses on the role of the supervisor in the referral process, Part II facilitates discussion on effective management techniques. This workshop reviews the importance of establishing a productive workplace atmosphere, and maintaining a positive relationship with employees. The importance of ongoing feedback from the immediate supervisor is stressed as a way to improve employee performance. Relevant case studies improve a manager's ability to relate this session to real-life situations.

Valuing Diversity for Managers (1.5 hours)

Workplaces in the United States are becoming increasingly more diverse. This workshop introduces managers to primary and secondary diversity relationships, as well as statistics that show the social groups that are becoming more common in the workforce. It also addresses the history of diversity in the U.S., and explores the value of adopting the "Platinum Rule." The workshop outlines the many benefits of a diverse workforce and the critical role that managers play in developing a welcoming work environment.

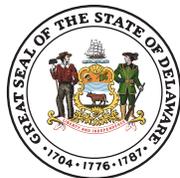
Violence Prevention in the Workplace for Managers (1.5 hours)

Violence in the workplace has become a serious problem. One way to help prevent workplace violence is to train managers on how to deal with situations which, if left unaddressed, can potentially escalate. This workshop reviews what workplace violence is, the factors that contribute to it, how widespread it is, its devastating effects and what constitutes a threat of violence. It addresses a number of early warning signs (using case studies), and provides techniques to help defuse confrontations that may become violent. It also includes strategies to lower an organization's vulnerability to workplace violence, and how to confront a potentially violent employee.



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