

# EMPLOYEE TRAINING SEMINARS

## STRESS IN THE WORKPLACE

### • Stress Management

Description: Designed to acquaint participants with the positive and negative aspects of stress, common sources and symptoms of stress, and effective stress management strategies.

Goal: This will help participants develop their own personal stress management plan.

### • Women and Stress

Description: Designed to focus on special, additional stresses commonly experienced by women in our society.

Goal: Participants will learn about the specific cluster of physiological, psychological and cultural stresses which comprise the Female Stress Syndrome and how best to minimize its negative impact.

### • Survival Skills for Working Parents

Description: Designed to acquaint participants with the stresses and strains which dual career families commonly experience in today's society.

Goal: This will help to reduce stresses and give an historical perspective of the topic and a discussion of contemporary work/family relationships.

### • Stress Reduction

Description: Stress seems to be an epidemic sweeping our country. Stress is a major issue in the business arena where it causes loss of productivity and increased use of sick time.

Goal: Learn and identify the common stressors, and how to deal with these stressors.

### • Resilience or How to Put Ho, Ho, Ho into Your Holiday

Description: Learn the fundamentals of becoming your humor being during the celebration of the end of the year holidays.

Goal: Learn to bring out your humor side in the workplace when times are stressful.

## COMMUNICATION IN THE WORKPLACE

### • Effective Communication Skills

Description: Participants will discuss different ways people communicate with one another and potential roadblocks to effective communications.

Goal: Learn listening skills that may improve interpersonal communication in the workplace.

### • Negotiation Skills

Description: Designed to acquaint participants with healthy and effective techniques of conflict management which can be used in any situation in which two or more people communicate about a problem or disagree about an issue.

Goal: Learn effective techniques to be used in any communication situation.

### • Assertiveness Skills

Description: Designed to familiarize participants with the basic techniques of assertiveness and use their usefulness in both work and social relationships.

Goal: To learn basic skills of assertiveness and apply to workplace and relationships.

### • Dealing with Difficult People

Description: Designed to acquaint participants with the basic tenets of good interpersonal communication and to focus on some of the special problems that may be encountered in dealing with different personality types and people under stress.

Goal: Learn effective interpersonal communication to help deal with others who may be difficult.

### • Teambuilding

Description: Designed to focus on the team as a framework for productivity.

Goal: Learn the characteristics of effective work teams, the stages of team development, and how to manage common barriers to teamwork.

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## CONFLICT IN THE WORKPLACE

### • Anger Management

Description: Designed to familiarize participants with both the positive and negative aspects of anger, i.e., how anger can work for or against us.

Goal: Learn to deal with anger more effectively.

### • Time Management

Description: Do you take your work home? Do you feel you never get anything done? This training provides knowledge of identifying poor time management, the symptoms, and techniques to regain good time management.

Goal: To learn to use time wisely while getting work done at work, and leaving time for relaxation and family/friends at home.

### • Conflict Management

Description: This training explores components of conflict and techniques to handle conflict in the workplace.

Goal: Help to understand different conflict situations and how to handle being in that situation.

## HUMAN DIVERSITY IN THE WORKPLACE

### • Our Differences- Our Similarities

Description: America used to be called the Melting Pot, now we look at the diversity of each person and consider America a Salad Bowl where each persons differences are appreciated.

Goal: Learn the differences between people and how these differences can help bring a lot to the table in the workplace, and how you can learn great ideas from other people's differences.

### • Human/Culture Diversity

Description: We will discuss the benefits of diversity, how to confront your biases, building relationships, the differences in culture, and how to work effectively with people from other diverse cultures from your own.

Goal: To learn and develop an understanding of diversity.

### • Men and Women Working Together

Description: This training helps you to learn how to communicate with the opposite sex and understand gender differences

Goal: Learn to understand the opposite sex by communication and being able to interpret what they are saying.

## CUSTOMER SERVICE IN THE WORKPLACE

### • What Color is My Attitude?

Description: The satisfaction of clients is critical to our success and as service providers we need to deliver those services, as they are the foundation for customer service.

Goal: Learn to keep the clients satisfied by good service. Learn a good service system to keep the business flowing great!

### • The Customer is Always Right?

Description: It will give you tools to help you react professionally and calmly when difficult customers/clients walk into your business.

Goal: Learn effective communication skills for dealing with difficult customers. Also learn skills in coping with yourself when dealing with difficult customers.

### • FISH

Description: This training teaches employees to bring energy, passion, and a positive attitude with them to their workplace everyday. It shows how to truly connect to your work, to your colleagues, and customers.

Goal: Learn how to make other peoples day, increase productivity while still having fun at work.

## SEXUAL HARASSMENT IN THE WORKPLACE

### • Sexual Harassment

Description: Designed to educate participants about the definition of sexual harassment, the law(s) which prohibit this behavior and the impact in the workplace.

Goal: Learn prevention techniques and ways to help men and women work together more effectively.

### • Sexual Harassment Awareness

Description: This training explains the legal definitions of sexual harassment. It is important to understand what behavior is considered sexual harassment to know when to inform the company you work for, and to prevent being accused of Sexual Harassment yourself. Sexual harassment is being redefined legally through court cases and it is therefore vital to have regularly trainings on sexual harassment.

Goal: Learn to understand the meaning of sexual harassment and your company's policy

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## SUBSTANCE ABUSE IN THE WORKPLACE

### • Substance Abuse in the Workplace (Employees)

Description: This training is an overview of substance abuse in the workforce. Discussion will be over the most common substances that are abused and the warning signs and symptoms of addiction.

Goal: To learn and identify the dangers and conditions of substance abuse.

## OTHER TOPICS IN THE WORKPLACE

### • EAP Orientation for Employees

Description: Find out more about your Employee Assistance Program. Explore in detail the various resources that are offered to you through your EAP.

Goal: Learn more about the Employee Assistance Program and how they can help you.

### • Coping with Grief

Description: Grief is a powerful emotion that can accompany any type of loss, including the death of a loved one, a divorce or loss of a job. Grief can also accompany a traumatic event. Becoming familiar with the grieving process can help you understand what you're feeling.

Goal: You will learn the stages of grief and different strategies for coping with any type of grief.

### • Retaining Valuable Employees

Description: This training involves understanding and identifying the needs of your employees, what factors keep them at a job, and what factors make them want to leave.

Goal: Learning and identifying what your employee's values, needs, and wants are; that keep them at a job.

### • Introducing FISH

Description: This training teaches employees to bring energy, passion, and a positive attitude with them to their workplace everyday. It shows how to truly connect to your work, to your colleagues, and customers.

Goal: Learn how to make other peoples day, increase productivity while still having fun at work.

### • DOT/SAP (Substance Abuse Assessment)

Description : A face-to face assessment and clinical evaluation to determine if the employee needs assistance resolving problems associated with alcohol use or prohibited drug use. If the employee is found to need assistance as a result of this evaluation, the SAP recommends a course of treatment with which the employee must demonstrate successful compliance.

Goal: To help prevent and control substance abuse.

### • Substance Abuse in the Workplace (Supervisors/ Management)

Description: This training discusses the impact of substance abuse in the workforce. And how to help get the employee treatment, and how to enforce our policies for substance abuse.

Goal: To learn and identify substance abusers, and how to enforce your company's policies for substance abuse.

### • Interviewing Skills for Supervisors and Management

Description: Learn all there is to know about giving an interview. This training provides an understanding of the Do's and Don'ts and preparing for an interview.

Goal: To gain knowledge and skills of interviewing to become and better interviewer.

### • EAP Orientation for Supervisors and Management

Description: Find out more about your Employee Assistance Program. Discuss appropriate issues to bring to your Employee Assistance Clinician for consultation. Explore in detail the various resources that are offered to you through your EAP.

Goal: Learn more about the Employee Assistance Program and how they can help you.

**For further information or to sign up for any of these seminars, please contact us at 860.437.2188**

**– thank you –**