



**RWJBH One Source EAP
Seminar Catalog
With Descriptions**

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HEALTH AND WELLNESS SEMINARS

Personal Awareness & Development

Achieving Success by Developing Emotional Intelligence

The ability to express and control our own emotions is important and so is our ability to understand, interpret and respond to the emotions of others. Come to this workshop and learn to develop greater self-awareness, apply four core emotional intelligence skills for achieving results, identify your emotional strengths and areas for development, and respond to difficult people by inspiring and fostering respect.

Attitude: Radiating Possibility

In our culture of measurement most people develop habits that hold them back and slow them down. One is the fear that something will go wrong – another is that people aren't interested in what you have to say. A vibrant world of possibility lies beyond our fears, habits and assumptions. You can get there if you accelerate your pace of interaction and have courage in the face of fear. The art of transformation is about being connected and alive. This class will help you develop a shifting in focus toward a new way of being, a new way of seeing, and a new way of contributing to the world in terms of aliveness and productivity.

Awaken Your Authentic Self

This is a program that teaches individuals how to maintain and move through life with intention and clarity. This workshop teaches employees the importance of keeping agreements, maintaining accountability and the power of commitment. In addition, this workshop focuses on how to stay focused, positive and motivated throughout his or her day, no matter what is going on around them. The seminar details how individuals can enhance their sense of self-empowerment. Among the topics covered: how to develop life-affirming habits; taking an inventory of your values; the importance of keeping an agreement; how to increase your commitment to your values; how to add passion to your working environment; how to cultivate positive expectations.

Awaken Your Creative Self

Creativity can be learned! Workshop participants will have many opportunities to experience their creative and spontaneous selves. Creativity can assist you in finding new solutions and enhancing your ability to think spontaneously. The class will provide you with the tools and strategies necessary for taking the first steps in your creative journey.

Building Self Esteem

The Key to Unlocking Your Strengths - Self-Esteem is an important aspect of who we are and how we are perceived by others. It is one of the most essential factors in maintaining satisfaction in our everyday lives, both personally and professionally. This workshop will focus on helping you to assess and maximize your strengths and enhance your self-esteem.

Communication Fundamentals

This course focusses on the process and purpose of good communication styles and strategies. In addition, we will examine the barriers to effective communication, best practices for listening better and how to frame your messages clearly.

Developing Outstanding Listening Skills™

Most people do not listen with the intent to understand, they listen with the intent to reply. Listening skills are an essential component to being an effective communicator. Through learning to listen effectively you will increase your ability to focus, understand, remember and respond effectively. This workshop will help employees in developing a stronger skillset in communicating mindfully, skillfully and consciously. We will focus on the ten primary skills required to be an outstanding listener. In addition, we will explore the strengths and challenges you have as a communicator with the goal of improving your overall communication skillsets. We will examine your blind spots, those areas that you may not be aware of that may be affecting your ability to communicate effectively. Other areas we will examine include how increasing your self-awareness can improve your ability to communicate with others. Through learning these vital tools, you will improve your ability to communicate more skillfully with fellow employees, managers and clients.

Dream Exploration

Some of us remember our dreams, and others do not. This course will focus on the world of dreaming. We will look at various methods of examining your dreams, creating a dream diary, and exploring both archetypal and your personal dream symbology. We will look at how various cultures explored their dreams and methods for interpreting your dreams. We will examine some of the great thinkers of our day who have focused on the world of understanding the nature of our dreams.

Effective Leadership Skills

Focus on the key skills necessary for becoming or improving your leadership abilities. Some of the areas to be included will focus on how to assess your own leadership style, introduction to situational leadership, understanding and managing differences in values, attitudes, personality and behavior and the six principles of generating loyalty.

Grabbing Hold of Your Life

This seminar asks participants if they are living the life they want to be living, what stops them from taking better care of themselves and finally, what responsibilities are absolute and what are negotiable. Participants are asked to define who they currently are, then what they wish for. The leader walks them through the emotional hurdles that stop them from asking for more from life and from other people. Participants are then asked to map out an action plan for grabbing hold of the changes they want in their lives.

Living an Empowered Life

Experts have identified seven specific actions that will support living an empowered life. In this workshop, participants will learn to take initiative, balance key priorities, improve interpersonal communications and apply universal principles for achieving a highly effective and empowered life.

Meditation for Beginners

The purpose of mediation is to help increase concentration, decrease anxiety and learn to have a general feeling of happiness, There are many different practices of meditation. In this program we begin to explore the process of meditation as well as examining and experiencing the different types of meditation practices.

Among the topics covered:

- Practice breathing meditations, mindfulness meditation, walking meditation and guided imagery; among others;
- We will focus on various practical tips for quieting the mind;
- Explore the numerous psychological and physiological health benefits of meditation;
- Learn how to cultivate a state of inner peace and tranquility

Power of Self-Awareness

Self-awareness is the condition of being more conscious of your thoughts, beliefs, emotions and actions, about truly understanding who you are, and how you make decisions. Maya Angelou said it best when she said “when you know better, you do better.” The first step to change is awareness. When you understand yourself, it will enable you to attain a greater level of sensitivity to yourself and others, help you to recognize your emotional triggers, and provide a greater understanding of your personality. This workshop will help you to:

- Practice self-evaluation and reflection
- Understand your habits and emotions
- Attain a greater level of sensitivity to yourself and others
- Understand the importance of your motivations
- Understand and re-evaluate your stress triggers

Re-inventing Your Life

This workshop will examine your strengths and challenges with the goal of reinventing your life. We will focus on your values with the goal of creating a value-congruent life, as well as determining your skill sets, inherent abilities, and your dreams.

Staying Motivated

This program teaches participants how to maintain a positive attitude, no matter what is going on. Participants examine those areas that block their motivation and discover ways to change their behavior and reactions to events. Participants are then empowered to examine strengths that they bring. Some of the areas to be covered include: developing and cultivating 100% energy and commitment; how to empower yourself and others through your words; developing life-affirming habits; accountability as the glue of every organization; how to create and sustain a positive working environment; the art of positive conditioning.

The 7 Habits of Highly Effective People

Based on the wildly popular book of the same title by Stephen R. Covey, this seminar presents a holistic, integrated, principle-centered approach for solving personal and professional problems. This session reveals a step-by-step pathway for living with fairness, integrity, service, and human dignity--principles that give us the security to adapt to change and the wisdom and power to take advantage of the opportunities that change creates.

The Art of Lucid Dreaming

Based on the book, "Creative Dreaming" by Dr. Patricia Garfield and other related research, this course will focus on the basic elements of learning to awaken within the dream state. Some of the areas we will be covering include:

- The concept of dream incubation - the process of awakening within the dream state
- Learning from American Indian dreamers
- Learning from Yogi dreamers
- Becoming a Creative Dreamer
- The Healthiest Culture in the World – the Senoi Tribe.
- The Dream Art Scientist

The Science of Happiness

“The Science of Happiness” focuses on the latest research on how participants can create greater happiness in their lives. In this course, we will examine the reasons why countries like Denmark and Norway are recognized as the “happiest countries in the world” and how we can use that information to better our lives. We will look at the ten keys to living a happier life. Despite what an individual inherited, the circumstances of a person’s life, an individual has the power to choose to be happier. In this course, using written exercises, partner work and lecture, participants will learn how to create a happier, and more fulfilled life.

Time Management

Learning to manage time well is one of the primary keys of being a successful employee in any organization. The demands of multi-tasking in today’s workplaces make the development of successful time management techniques a necessity. Some of the topics to be covered in the module include: setting realistic goals; evaluating how you spend your time; creating a master list; planning and organizing your day; learning to say “no”, the importance of time shifting; successful methodologies for managing time; how to stay focused no matter what is going on; how to conquer procrastination.

Workplace Issues

Assertiveness and Communication

This seminar discusses the definitions of assertiveness and communication (good and bad) within the work environment. The audience is involved in taking a survey regarding their own assertiveness and to participate in experiments in assertiveness and good communication. Finally, participants are educated in skills of active listening, reflecting, open-ended questions and paraphrasing. Through some fun and informative exercises, the audience is encouraged to utilize skills that will help them communicate.

Bullying

This is a program that helps parents learn how to handle a situation when their child is being bullied. The ways that children can be bullied is now more complicated and poses a real challenge to parents. Some of the topics covered are:

- What should you do when your child comes home from school and tells you he or she was bullied?
- What should you do if your child tells you he or she was taunted online by several classmates?

There are answers! This seminar will provide clarification and guidance for these issues.

Civility in the Workplace

When the foundation of our corporate culture is deeply rooted in civility, it builds a more positive, inclusive, and productive climate. During Civility in the Workplace, participants will learn how to identify uncivil behavior in the workplace, create, model, and enforce a new standard of behavior, and ultimately promote respect and dignity among their teams.

Compassion Fatigue

Like burnout or any other stress-related condition, compassion fatigue is not terminal, but it certainly can impact the quality of your life, and awareness is the first step to recovery. During this seminar, you'll learn the signs and symptoms of compassion fatigue along with strategies to heighten your awareness and provide healthy self-care.

Conflict Resolution

This seminar explores the conflict in our lives as a normal occurrence. Unproductive conflict is identified as creating unmanageable anger and decreased productivity in the workplace. The audience is then educated about the roots of conflict and invited into an experiment to address basic needs for belonging. Power, freedom and fun. The audience members will then discover their own style of responding to conflict and learn the resolution skills that lead to the productive management of conflict.

Creative Thinking in the Workplace

Goal of this program is to jumpstart the imagination through exploring participants' creative selves. The exercises used are intended to become the tools for a lifetime of creative expression. Activities include: group brainstorming; learning to think unconventionally; using the imagination as a springboard for the creative mind; the importance of cultivating a playful attitude; how to get out of "boxed thinking".

Cultural Diversity in the Workplace

Employees from difference cultural backgrounds bring a wealth of creativity, insights, and skills to their jobs. This class will explore the issues surrounding workforce diversity, cultural differences, and management sensitivity. We'll also will bring you up to speed on the unwritten rules of communicating, interviewing, mentoring and coaching within a culturally diverse workplace.

Diversity in the Workplace

This seminar covers the following: defining bias in the workplace: critical components of bias are defined and discussed; typical workplace examples of subtle bias based on culture, race, age, sexual orientation, and weight are given in order to help the audience identify their own subtle biases; specific communication strategies are exemplified for each example given in the presentation or offered by the participants; communication strategies emphasize calm, rational questioning and responding and defusing tensions in order to prevent escalation of resentment or hostility in the workplace; identifying potentially offensive language is emphasized with the encouragement of using respectful language at all time in the workplace, regardless of whether other people are present; discussion of proper use of the internet at work is emphasized to minimize the change that potentially offensive materials are accessed or displayed; examples of judging people by their appearances that can potentially lead to discrimination are discussed; the idea that cultural or ethnic stereotypes are inherently offensive is discussed; the values of respect and inclusion in the workplace are defined and discussed. **Booked only after Review of Company Policy and Procedure.

Humor in the Workplace

Laughter and positive feelings in our daily lives provide enormous physical and mental benefits. Learn to think optimistically, to experience joy, to relax and have fun in your daily activities. This workshop teaches the concept of learned optimism, the importance of gratitude and reframing, stress management, and other resources for happiness and good health.

Spirituality in the Workplace

This program will focus on the relationship of work and the spiritual life. We will examine some of the principles introduced by such authors as Deepak Chopra, Ram Dass, Stephen Levine and others. Some of the topics to be covered include:

- The seven principles of spirituality in the workplace.
- What does spirituality in the workplace mean?
- How does spirituality differ from religion?
- The importance of meaning and purpose
- Trusting your intuition
- The Practice of Loving Kindness

Family Matters

Balancing Work, Family and Self

How do we create a balance in our lives? A loss of your sense of life balance creates the potential for burnout and other stress related problems. Written exercises, lecture, discussion and work in pairs to teach employees how to achieve a healthier state of balance between work, family and self. Some areas covered include:

- Clarifying Self-Care Options
- The Importance of Self-Nurturance in Creating a Healthy Balance
- The Importance of Creating Boundaries
- Strengthening Family Bonds
- Regaining a Sense of Equilibrium

Family and Love: How to Stop Sacrificing Love while Struggling with Work/Life Balance

Studies have shown that people in thriving relationships not only live longer but make more money in their businesses and get promoted more frequently. But how do you achieve work-love balance? This session will provide you with tools to help you create better balance between your work-love and work-life.

Getting the Love and Marriage You Want

We all have different internal struggles that get in our way when it comes to finding and maintaining the love we say we want. This seminar will help participants explore patterns we bring to our relationships in order to take power over our romantic lives. Learn how to enjoy closer, healthier, and more fulfilling relationships.

Coping with the Emotions and Stress of Aging Parents

This seminar helps participants understand their core beliefs about what defines them, including who should care for their aging parents. Participants are then challenged to review the conflict they find themselves in, trying to honor their beliefs. Finally, participants are asked to follow a worksheet designed to help them be more proactive in managing their feelings around being caregivers to aging parents.

Domestic Violence

The prevalence of domestic violence and our increasing awareness of intimate abuse are discussed. The fundamental questions about why men batter and why women stay is processed with the group utilizing a videotape of a scene from a famous movie. The audience's feelings toward the couple is tracked (i.e., anger, wanting rescue) as well as the shame that such couples feel for their attachment. The audience is educated to recognize symptoms of domestic violence and how to approach someone whom you suspect is in an abusive relationship. Finally, treatment, legal and advocacy options are outlined.

**Booked only after Review of Company Policy and Procedure

The Sandwich Generation

This seminar helps participants to understand the dilemma of being "sandwiched" between elder parents and grown but still dependent children. Participants are given information about how big the problem has become, who's giving the care and asked to inventory their own "sandwiched" lives. Participants are asked to follow a worksheet to more actively pursue their own happiness and to get unstuck by more deeply understanding their cultural values and personal beliefs.

Stress

EAP Overview and Stress Management

During this session, participants will learn what One Source EAP is, why and how you would use this free and confidential mental health benefit. We'll also provide an overview of what stress is, life stressors, self-evaluation skills, and methods for managing stress. Participants will be taught a method of accurately assessing their own major and minor day-to-day stressors and will learn a method of inducing their own relaxation.

Drumming Away Stress

This unique stress management program utilizes hand drums and rhythm instruments to provide a physical release of stress, while calming guided imagery exercises help release the stress passively. Based on the research of neurologist Barry Bittman, MD and Robert's own books on hand drumming and wellness, participants will learn a fun, community-driven strategy for letting internalized stressors go. All drums will be provided and no experience necessary.

Financial Stress

This program will focus on teaching employees how to deal with the stressors of their financial life. Participants will explore their belief systems about their finances, determine their financial blueprint, and will explore various strategies for remaining calm and centered when focusing on their finances.

Learn to Lighten Up

Learn the elements necessary to balance your day with an added dose of smiles and humor. With the goal of inducing belly laughs to help participants with their stressful day, participants will learn how to ad humor to the normal aspects of their work day appropriately and help support both the participants and their patients find a brighter day.

Managing Stress Instantly

Participants will learn numerous strategies, tools and techniques for creating instant relaxation and how to develop an effective buffer zone between their stressors and their health.

Stress Management

"Understanding Stress Management"; "What's Right For You?" This seminar will provide an overview of what stress is, what are life stressors, skills of self-evaluation, and methods for managing stress. Participants will be taught a method of accurately assessing their own major and minor day-to-day stress and will learn a method of inducing their own relaxation.

Life Happens

Coping with Change

The focus of this seminar is on the feelings of loss, confusion and excitement that results from changes in our lives. Change is viewed from multiple perspectives- biological, emotional, and philosophical. Factors, which account for positive and negative responses, are discussed. Audience members are provided with a coping strategy, which utilizes their individual thoughts, beliefs and feelings. The strategy is rehearsed in the seminar and the presenter will provide feedback.

Grief Management

Grief Management is a program designed to provide the best practices, strategies and the latest clinical research for dealing effectively with death. This program will also focus on specific coping strategies and self-care techniques utilized by those who have dealt with death successfully.

Managing Generational Differences

Learn to identify four generations and the characteristics of each generation. We will examine how to effectively communicate with each generation, how to coach and/or lead each generation. In addition, we will explore the differences in values in the four generations

Work/Life Balance

This program is geared toward helping participants understand their work and family life and the impact it has on their work/life balance. Participants will be given worksheets to help understand themselves and their needs- "3 things that define me are", "3 things that I wish for are". They will be educated on the emotional hurdles they face within their daily and work lives and be given techniques on how to understand and overcome them. Participants will be educated on how to say "no" to work and "no" to their family and why it is OK and necessary to say no. This workshop will demonstrate reasons why we need to ask more from our families and why we need to do so in order to help balance our own lives.

Leadership

Creating a Successful Leader

Use numerous exercises to create and inspire a powerful group synergy. The interaction and cooperation that unite a group into a successful social and economic entity translates into metaphors that apply to the corporate community. Through creative play participants co-create a fun and joyful experience, deepening their community ties in the process. This hands-on, interactive experience can achieve a team dynamic that participants will then carry back to their everyday work environment and talk about for weeks to come.

Crucial Conversations: Communication Skills for Leadership

Leaders are thrust into a variety of communications situations every day, formal, informal, public and private. Crucial Conversations are characterized by high stakes, emotionally charged, and disagreement exists between the participants. These conversations are delicate and require special communication skills. During this seminar, you'll learn how to recognize, face and handle crucial conversations effectively.

Effective Leadership Skills

While there are plenty of different ways to lead a business, there are some essential pillars of effective leadership skills that can help define your style. This seminar focuses on teams and team building for a reason: You rely on your team to achieve success for your organization. Without buy in from your team, meeting your goals can be significantly harder. Participants will perform numerous exercises to create and inspire a powerful group synergy, interaction and cooperation that unite a group into a successful social and economic entity. This hands-on, interactive experience will help you achieve a team dynamic to carry back to your everyday work environment.

Feedback and Discipline Skills for Managers and Supervisors

Learn ways to bring about positive change in your staff without incurring resentment or destroying relationships. This workshop will help you to identify the different types of problem employees, discover the causes behind their difficult behavior, and deal with each employee carefully and compassionately. You will learn how to correct problems with clear standards and realistic action plans.

Making the Transition from Staff Member to Supervisor

Congratulations you are a new supervisor or manager! Now for some really hard work: making a smooth transition from staff member to supervisor, requires a whole new set of skills in your new role. You'll be managing your own work and also supervising the work of others. Workshop topics include letting go of your former role, defining your personal behavioral style, giving and receiving feedback and motivating others effectively.

The Creative CEO

In this unique workshop, experienced trainer, author and psychotherapist Robert Lawrence Friedman, MA will take members through a journey into their creative self. Creativity can be learned. Creativity will help members' businesses become more competitive and innovative. This program will help to enhance members' ability to think better, clearer and become more innovative. By the end of this program, all members will have at least one new innovative product or valuable insight. As Tony Hsieh, CEO of Zappos.com, realized through the core values that he offered in the creation of his multi-billion dollar corporation, a successful CEO needs to be adventurous, creative, embrace change and be creative. This program will give you the tools and strategies necessary for taking the first steps in that creative journey.

This program will also include the following topics:

- Success and the Innovative Company
- The Qualities of a Creative CEO
- Learning to Push Yourself Past Old Habits
- How to Embrace and Drive Change
- How Stimulating the Imagination and Creativity can Create Greater Success
- Remaining Calm No Matter What is Going on Around You
- The Importance of Being Adventurous and Open-Minded
- How to Get Better at taking Risks
- Working with the Right Brain
- Using Humor to Inspire Creativity
- How Inspiring Your Passion Can Fuel Your Organization

Professional Skills

Customer Service Skills

Program is designed to increase the effectiveness of employees' communication skills and promote professionalism. Some topics covered include: seven principles of effective customer service; how to make a good first impression; how to defuse a volatile situation; developing customer trust through empathy; the four types of personalities; the importance of active listening; encouraging cultural sensitivity with customers.

Improving Customer Service Skills

This program is designed for the experienced customer service worker to review communication skills and professionalism practices to increase service effectiveness. Some topics covered include: seven principles of effective customer service; how to make a good first impression; how to defuse a volatile situation; developing customer trust through empathy; the four types of personalities; the importance of active listening; encouraging cultural sensitivity with customers.

Learn to Increase Your Sensitivity

Focuses on the quality of sensitivity necessary when dealing with patients and staff. Areas to be covered include how to increase your empathy, the value of emotional intelligence, learning to think like a patient, the boundaries of sensitivity and what to do with your emotions when dealing with patients.

Promoting Accountability

Whether you are managing a large staff in multiple locations or just a few people in a single office, you know that everyone's contribution makes a difference. Once everyone is present and working toward a common goal – in other words, when everyone is accountable – can an organization function effectively. How do you ensure that everyone pulls his or her own weight? Join this workshop and learn what beliefs, values and skills you need in order to create and maintain a cohesive, enthusiastic group of employees who want to come to work and who want to do their best.

Strategies for Developing Effective Presentation Skills

This program provides participants with an opportunity to experience how to speak in a public setting. Some of the topics included are: how to create a powerful and effective presentation; how to cultivate presence; how to plan, write and deliver an effective speech; the relationship of body and language to speaking in public; the five most effective ways to persuade an audience; ten tips for successful public speaking; how to conquer public speaking fears.

Team Building

This seminar will cover key points to the following questions that will be provided to the attendees: If co-workers are to be effective team members they have to recognize: What is the difference between helpful and hindering behaviors? What are my coworkers helpful behaviors to team functioning? What are my co-workers hindering behaviors to team functioning? What are my helpful behaviors to team functioning? What are my hindering behaviors to team functioning?

Situational Tools

Anger Management

There is no such thing as an anger- or stress-free environment. A typical day includes a number of anger-provoking situations and feeling angry is natural. In this workshop, we will focus on the different ways we experience anger and how to manage anger effectively. We will examine our personal patterns for expressing or suppressing anger and will have an opportunity to practice anger management skills.

*****Booked only after review of Company Policy and Procedure**

Bullying in the Workplace

Bullying in the Workplace is a seminar designed to identify the behaviors and attitudes of co-workers that represent bullying and harassment. In addition, information is provided on how to best confront a co-worker with their unacceptable behavior by giving constructive, empathic feedback. How to deescalate a confrontation is also described and exemplified.

*****Booked only after review of Company Policy and Procedure**

Critical Incident Stress Debriefing

This on-site clinical service is designed to help employees cope with traumatic incidents that affect their emotional well-being. Examples include work-related accidents, co-worker illnesses or deaths, the threat or actual occurrence of work place violence or catastrophic events. The debriefing includes both group and individual interventions aimed at encouraging employee ventilation of feelings and providing education to normalize emotional reactions. In addition, employees are assessed for further need of more extensive crisis intervention. Finally, employees are provided with referral information for voluntary, off-site counseling services.

This EAP service is customized to the needs of the affected employees but is typically a 3-hour intervention.

The EAP will report the utilization results of the debriefing to management while maintaining the confidentiality of employees.

De-Escalating Conflict in the Workplace

This program will focus on teaching strategies, tools and techniques for deescalating conflict in the workplace. Some of the areas to be discussed include:

- The Essential Communication Skills Needed to Reduce Conflict;
- How to Manage Your Emotions During Conflict;
- The Importance of Cultivating Good Listening Skills;
- How to Communicate with Respect and Sensitivity;
- Techniques for Reducing the Stress Associated with Conflict;
- Strategies and Tools for Effective Conflict De-Escalation in the Workplace.

Harassment in the Workplace

This program will provide employees and management with information on sexual harassment, racial discrimination, cultural discrimination and gender discrimination. Some of the topics to be discussed include: the legal definition of harassment; the causes of harassment and disrespect; understanding the personal impact of harassment and discrimination; why most harassment and disrespect are unintentional; how to create a more harmonious workplace; learning hands-on tools for dealing effectively with disrespectful comments and behavior; recognizing and celebrating similarities and differences; how to communicate boundaries; how to speak and listen to others with respect.

****Booked only after review of Company Policy and Procedure.**

How to Deal with Difficult Employees

Examine strategies for dealing with employees who may be causing problems in a working environment. Some of the topics to be included are: six types of difficult employees; what makes someone difficult; tips for dealing with difficult co-workers; finding the positive – valuing different perspectives; the importance of identifying different learning styles; how to motivate difficult team members; the destructiveness of de-motivation.

Navigating Chaos

This workshop will assist you in learning to manage your priorities and make decisions. You will learn techniques for identifying the sources and impact of workplace chaos, determining how chaos affects your well-being, maintain your focus, and making decisions under pressure. You may not be able to stop or control the many factors in your life that contribute to chaos, but you can learn to manage the way you respond to them.

Signs & Symptoms of Substance Abuse

This program is designed to train management to identify the signs and symptoms of Alcohol Misuse and Drug Abuse in the workplace. Managers will be educated about the psychological and psychical effects of these substances, oriented to treatment alternatives through the Employee Assistance Program and other agencies, and informed of the procedure for testing and progressive disciplinary action.

Supervisory Referral Training

Become familiar with the EAP's Supervisory Referral services and the step-by-step process of utilizing the EAP to help the managers deal with employees who demonstrate job performance problems. Participants are asked to think through the definition and management of employees who are experiencing serious job performance problems, including an employee who has a substance abuse problem. The presenter will then discuss the ways that the EAP offers help and additional support to employees, while providing additional accountability to managers.