



Training Institute

Achieving Peak Performance: at work, at home

2017-18 Course Guide

Strengthening People - Building Community

Leadership & Management Trainings

*(These trainings are considered the Supervisory Trainings included in EAP contracts.)**

Cultural Sensitivity Awareness

Improve teamwork and gain a better understanding of yourself, your co-workers, and your staff by exploring what makes each one of us unique through this interactive and experiential seminar.

Cost: \$500

Program Length: 2 hours

Dealing with Difficult Employees

Supervisors, managers, and team leaders will learn techniques that will enable them to positively work with and manage different types of difficult people using tact and sensitivity. Learn strategies to communicate effectively and arrive at workable decisions to resolve conflict. The role of the supervisor in addressing workplace conflicts and performance concerns will also be addressed.

Cost: \$500

Program Length: 2 hours

Enhanced Communication for Supervisors

Supervisors can improve their interpersonal communication skills through understanding the role of nonverbal cues, the use of effective messages, and developing an awareness of cultural differences and other communication blockers. This session provides supervisors with an increased insight into their own communication styles, as well as anticipating those of their employees.

Cost: \$400

Program Length: 1.5 hours

Fostering a Positive Spirit in the Workplace

This presentation will focus on exploring ways in which managers and supervisors can foster a positive spirit in the workplace. Through specific strategies and techniques discussed, participants will learn ways to help empower their employees and encourage a more positive workplace.

Cost: \$400

Program Length: 1.5 hours

Leading Through Workplace Change

Changes and transitions within the workplace, such as re-organizations, mergers, acquisitions, and new procedures can be particularly challenging to the workforce. This seminar examines the three stages of transition as they apply to workplace change issues, and offers coping strategies for each.

Cost: \$400

Program Length: 1.5 hours

Leadership Training: Your Role in Enhancing Productivity

This training offers an opportunity for participants to evaluate their current management style. The session focuses on effective communication and conflict-resolution techniques that can help support an atmosphere that encourages productivity and unity among your work team.

Cost: \$500

Program Length: 2 hours

Management Fundamentals

This is the basic EAP Supervisory Training for all managers and supervisors. It focuses on recognizing and identifying performance problems, documentation, utilizing your support resources, and preparing for and conducting corrective counseling sessions with your employees. Special emphasis will be placed on EAP support available, through Management Consultation and the Supervisory Referral Process.

Cost: \$500

Program Length: 2 hours

Managing Conflicting Relationships: Supervisory Training

This session focuses on your role as a Supervisor, exploring issues such as why conflict happens, how to mediate conflicts, and how you can help your employees have productive relationships with each other.

Cost: \$400

Program Length: 1.5 hours

**If you have questions regarding the number of training hours included in your EAP contract, please contact Laura Kowalski at 630-232-1070.*

Leadership & Management Trainings

(continued)

Managing Cultural Diversity

This training focuses on helping supervisors manage diverse groups of employees effectively through experiential exercises and exploration of attitudes in a supportive environment.

Cost: \$500

Program Length: 2 hours

Performance Review: Advanced Supervisory Training

In this interactive training, participants will learn techniques for talking with an employee about work performance, especially in situations that require confrontation with an employee when job performance has declined.

Cost: \$500

Program Length: 2 hours

Substance Abuse Awareness Training for Supervisors

This seminar will discuss the prevalence and impact of substance abuse in the workplace, how major life areas are affected, what the major categories and effects of drugs are, and signs of possible substance abuse among employees. Supervisors and managers will learn practical information regarding what work performance problems and behavioral observations constitute reasonable suspicion, and how to address such concerns.

Cost: \$400

Program Length: 1.5 hours

Respect for All: Harassment Awareness

This training is designed to prevent the occurrence of harassment and bullying in the workplace. Supervisors will learn what behavior is considered harassment, and what action should be taken in response to this behavior. Primary prevention strategies, company policies, and reporting guidelines used to correct inappropriate behavior are reviewed and emphasized.

Cost: \$400

Program Length: 1.5 hours

Sexual Harassment Training for Supervisors

This training is designed to prevent the occurrence of harassment in the workplace. The training teaches supervisors what behavior would be considered harassment, and what appropriate action should be taken in response to this behavior. Primary prevention strategies, company policies, and reporting guidelines used to correct any inappropriate behavior are reviewed and emphasized.

Cost: \$400

Program Length: 1.5 hours

Team Building: Building Blocks for Supervisors

Participants will develop an understanding of the difference between groups and teams, and what components are necessary to facilitate team development: conflict resolution, management style, and leadership through the stages of team development. Particular emphasis is placed on how these principles apply to the roles of the manager and supervisor.

Cost: \$400

Program Length: 1.5 hours

Violence in the Workplace: Risk Reduction Supervisory Training

The goal of this training is to increase participants' awareness of possible violence in the workplace, and to learn safety measures to prepare themselves in the event of a possible threat of violence. Emphasis will be placed on the supervisor and manager's role in responding to a violent incident.

Cost: \$400

Program Length: 1.5 hours

You're in Control: Stress Management for Supervisors

Supervisors will learn tools for dealing with not only their own stress, but also the stress of those around them at work.

Cost: \$400

Program Length: 1.5 hours

Workplace Effectiveness Programs

*(These trainings are considered the Educational Trainings included in EAP contracts.)**

Compassion Fatigue

Learn skills aimed at preventing burn-out of employees in “helping professions.” Discover the signs and symptoms of compassion fatigue, and learn how to better balance the needs of the individuals you care for and yourself.

Cost: \$300

Program Length: 1 hour

Conflict Resolution: Dealing with Difficult People

Equip yourself with techniques that will enable you to positively work with different types of difficult people using tact and sensitivity. Learn strategies to communicate effectively and arrive at workable decisions to resolve conflict.

Cost: \$500

Program Length: 2 hours

Coping with Workplace Change

Changes and transitions within the workplace, such as re-organizations, mergers, acquisitions, and new procedures can be particularly challenging to the workforce. This seminar examines the three stages of transition as they apply to workplace change issues, and offers coping strategies for each.

Cost: \$400

Program Length: 1.5 hours

Creating Positivity in the Workplace

Explore the causes and characteristics of negativity in the workplace and how to create positivity. Although this seminar will focus on creating positivity in the workplace, it will also discuss how such principles apply to our personal lives and relationships.

Cost: \$300

Program Length: 1 hour

Cultural Sensitivity Awareness

Improve teamwork and gain a better understanding of yourself and your co-workers by exploring what makes each one of us unique through this interactive and experiential seminar.

Cost: \$400

Program Length: 1.5 hours

Dealing with Job Stress and Burnout

Do you arrive at work feeling frazzled and overwhelmed? This seminar will teach coping strategies to empower employees to feel revitalized and re-energized in their workplace.

Cost: \$300

Program Length: 1 hour

Dealing with the Public

Review elements of quality customer service, discuss strategies for calming upset customers, and develop a plan for handling complaints.

Cost: \$300

Program Length: 1 hour

Effective Communication: How to Talk, How to Listen

Good communication means understanding what others are saying as well as sending our own messages clearly. This interactive presentation will help participants to identify the components of effective communication, as well as provide the opportunity to practice techniques such as reflective listening, the use of I-statements, and non-verbal communication.

Cost: \$300

Program Length: 1 hour

Impaired Employees = Impaired Performance: Substance Abuse Awareness Training

This seminar will discuss the prevalence and impact of substance abuse in the workplace. Participants will learn how major life areas are affected by chemical dependency, what the major categories and effects of drugs are, and signs of possible substance abuse among employees.

Cost: \$400

Program Length: 1.5 hours

**If you have questions regarding the number of training hours included in your EAP contract, please contact Laura Kowalski at 630-232-1070.*

Workplace Effectiveness Programs

(continued)

Juggling Act: Balancing Multiple Demands

Address strategies for balancing the multiple demands of today's society and the stress that comes with it. Participants will learn how to create more balance in their lives and feel more efficient in their work and personal lives.

Cost: \$300

Program Length: 1 hour

Managing Change: Surviving Tough Times

Anticipating and managing change is the key to growth and success both in the workplace and in our personal lives. This presentation is designed to help participants deal with emotional responses to change and learn to better cope with change.

Cost: \$300

Program Length: 1 hour

Motivation: How to Stay Energized and Creative at Work

Because it is not always easy to feel fresh, creative, and motivated in our careers, this seminar is designed to help participants examine the issue of motivation: what affects it and how to revive it.

Cost: \$300

Program Length: 1 hour

Mutual Respect in the Workplace

This presentation reviews the ways we need to recognize and respect each other on the job. From workplace diversity to job roles and responsibilities, this topic covers the issues that often lead to tension in the work environment.

Cost: \$300

Program Length: 1 hour

Practicing Civility in the Workplace

Are you shocked by co-workers' rudeness? Has your own behavior surprised you at times? Learn guiding principles in creating a courteous, respectful, and considerate work environment.

Cost: \$300

Program Length: 1 hour

Putting Enjoyment Back in Your Job

Learn how to create a personal vision and mission statement as a guide to help motivate you and make work meaningful for you. Learn ways to enjoy your job on a daily basis.

Cost: \$300

Program Length: 1 hour

Respect for All: Harassment Awareness

This training is designed to prevent the occurrence of harassment and bullying in the workplace. Employees will learn what behavior is considered harassment, and what action should be taken in response to this behavior. Primary prevention strategies, company policies, and reporting guidelines used to correct inappropriate behavior are reviewed and emphasized.

Cost: \$400

Program Length: 1.5 hours

Sexual Harassment Training for Employees

This training is designed to prevent the occurrence of harassment in the workplace. The training teaches employees what behavior would be considered harassment, and what appropriate action should be taken in response to this behavior. Primary prevention strategies, company policies, and reporting guidelines used to correct any inappropriate behavior are reviewed and emphasized.

Cost: \$400

Program Length: 1.5 hours

Stress and Time Management

An expanded two-hour seminar combining the two topics of Stress and Time Management. See separate listings for more information.

Cost: \$500

Program Length: 2 hours

Workplace Effectiveness Programs

(continued)

Stress Management

A certain amount of stress is good because it keeps us motivated, productive, and healthy. When stress becomes overwhelming, we can suffer from physical illness, anger, and relationship problems. Learn about stress and how to manage it effectively in order to increase your coping skills both at work and at home.

Cost: \$300

Program Length: 1 hour

Team Building: Collaboration, Cohesion, and Communication

A highly customized experience that is as unique as the needs of your organization. Whether a brief one-hour “getting to know you” session, or several hours of interactive, experiential group challenges and reflection, the goal of this program is to enhance workplace relationships and engage individuals to better understand how each is a part of a dynamic, high-performing, greater whole.

Cost: \$300-\$700

Program Length: 1 hour to 3 hours

Time Management

Does your life feel out of control sometimes? Learn new techniques that will help you begin to overcome barriers to effective time-management. Learn ways to organize effectively, avoid procrastination, and set priorities.

Cost: \$300

Program Length: 1 hour

Violence in the Workplace: Employee Awareness

Increase participants’ awareness of possible violence in the workplace, and learn safety measures to prepare themselves in the event of a possible threat of violence.

Cost: \$300

Program Length: 1 hour

Wellness Workshops

(These trainings are considered the Educational Trainings included in EAP contracts.)*

Anger Management

Learn the purpose of anger, healthy ways to express it, how to set boundaries, and how to defuse angry situations.

Cost: \$300

Program Length: 1 hour

Assert Yourself!

Learn to set limits, be kind but firm, and keep your own needs in perspective. Understand the difference between assertion, aggression, and passivity. Uncover hidden agendas, and explore myths that interfere with assertive behavior. Develop strategies for healthy assertion.

Cost: \$300

Program Length: 1 hour

Building Blocks to Effective Parenting

Develop effective parenting skills for children of all ages and learn how to discipline with love.

Cost: \$300

Program Length: 1 hour

Building Healthy Relationships

Acquire the skills to initiate and build emotionally satisfying connections with others.

Cost: \$300

Program Length: 1 hour

Calming the Mind and Body: Relaxation Techniques

Start, end, or take a break in the middle of your day to experience a state of peaceful relaxation. Come join us for an hour as we learn about strategies for calming our inner stress responses and actively participate in a variety of relaxation, mindfulness, and meditation exercises. Feel refreshed and invigorated, ready to face any challenges ahead.

Cost: \$300

Program Length: 1 hour

Caring for the Older Adult

Explores issues facing the caregiver: communicating with the older adult, communicating with family members, and developing a caregiving plan. A review of the different types of eldercare assistance/services will be included.

Cost: \$300

Program Length: 1 hour

Choosing Childcare

Review the different types of childcare arrangements available and discuss the pros and cons of each. Learn the qualities to look for in selecting a good provider and strategies for making the transition to a new childcare setting. Communication issues with your childcare provider will also be discussed.

Cost: \$300

Program Length: 1 hour

Compulsive Gambling

Recognize the syndrome and understand the addictive process as it relates to gambling. Identify how gambling affects the family and learn about resources for help.

Cost: \$300

Program Length: 1 hour

Creating Wellness and Balance

Explore the notion of creating balance in your life and managing the multiple demands that impact us on a daily basis. Strive to gain a better understanding of stress-management principles and techniques to improve your coping skills.

Cost: \$300

Program Length: 1 hour

Developing Active Listening Skills

This seminar discusses factors and barriers that influence our ability to listen, and focuses on verbal and non-verbal skill-building to increase participants' effective listening and communication skills.

Cost: \$300

Program Length: 1 hour

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Wellness Workshops

(continued)

Helping a Loved One with Cancer

Gain an understanding of the physical and emotional stages of cancer and how you can best support your loved one through this challenging time.

Cost: \$300

Program Length: 1 hour

Holiday Blues

Tips for self-care and ways to identify and address depression around the winter season.

Cost: \$300

Program Length: 1 hour

How to Survive the Holidays

A presentation of coping techniques for your pursuit of a healthy and happy holiday season. Topics include financial issues, emotional well-being, and time and stress management.

Cost: \$300

Program Length: 1 hour

Juggling Act: Balancing Multiple Demands

Address strategies for balancing the multiple demands of today's society and the stress that comes with it. Participants will learn how to create more balance in their lives and feel more efficient in their work and personal lives.

Cost: \$300

Program Length: 1 hour

Let's Get Healthy

Focus on the emotional issues that surround living a healthy lifestyle. Learn the important psychological components that go into lasting behavioral changes.

Cost: \$300

Program Length: 1 hour

Managing Change: Surviving Tough Times

Anticipating and managing change is the key to growth and success both in the workplace and in our personal lives. This presentation is designed to help participants deal with emotional responses to change and learn to better cope with change.

Cost: \$300

Program Length: 1 hour

Money Matters: Taking Charge

This seminar will focus on identifying potential financial pitfalls, developing a spending plan, and recognizing the impact that financial concerns can have on ourselves, our relationships, and the world around us, both at home and at work.

Cost: \$300

Program Length: 1 hour

More Than Food: Maintaining Your Health

List and analyze reasons that we eat (and overeat). Design support systems to enhance healthy lifestyles. Discover responsibility, develop an action plan, evaluate your success, and update your plan.

Cost: \$300

Program Length: 1 hour

Moving Through Grief and Loss

Be aware of the grief work needed to move ahead, assess your needs, and develop a plan for a healthy recovery.

Cost: \$300

Program Length: 1 hour

Parenting Through Divorce

Divorce is hard on the whole family. Identify ways to cushion the unhealthy impact of divorce, while learning positive ways of addressing step-parenting, custody issues, and dating.

Cost: \$300

Program Length: 1 hour

Positive Discipline Skills

Explore positive discipline strategies. Identify the roots of misbehavior and discuss effective techniques that change behavior, foster independence, and increase self-confidence.

Cost: \$300

Program Length: 1 hour

Positive Thinking

Learn ways to see how the glass is half-full instead of half-empty and to shift negative thinking patterns into more positive, healthier thoughts.

Cost: \$300

Program Length: 1 hour

Wellness Workshops

(continued)

Resiliency Training

When demands exceed resources, we can get “stressed out.” Learn new techniques for managing stress and keeping balance.

Cost: \$300

Program Length: 1 hour

Stress and Time Management

An expanded two-hour seminar combining the two topics of Stress and Time Management. See separate listings for more information.

Cost: \$500

Program Length: 2 hours

Stress Management

A certain amount of stress is good because it keeps us motivated, productive, and healthy. When stress becomes overwhelming, we can suffer from physical illness, anger, and relationship problems. Learn about stress and how to manage it effectively in order to increase your coping skills both at work and at home.

Cost: \$300

Program Length: 1 hour

Storms of Adolescence: Recognizing Teens in Trouble

Learn to weather the teenage years by identifying the changes adolescents experience during this turbulent time and how to discipline with love.

Cost: \$300

Program Length: 1 hour

Surviving Divorce

This seminar focuses on the process and stages of divorce: physical, emotional, and legal. Tips on taking care of yourself and coping during this challenging time are discussed.

Cost: \$300

Program Length: 1 hour

Time Management

Does your life feel out of control sometimes? Learn new techniques that will help you begin to overcome barriers to effective time-management. Learn ways to organize effectively, avoid procrastination, and set priorities.

Cost: \$300

Program Length: 1 hour

Understanding Depression

Be better able to identify the signs and symptoms of depression and explore some of the common treatment options.

Cost: \$300

Program Length: 1 hour