CIGNA Behavioral Health
Employee Assistance Program

Wellness Seminars and
Management Training Catalog
# Table of Contents

Introduction 3

Planning a Seminar 4

Pre-seminar To Do List 5

Seminars for Employee Audiences

I. Family Matters 7

II. Personal Development 11

III. Stress Management 14

IV. Workplace Issues 16

V. Your Emotional Well-Being 20

VI. Your Health 25

Management and Organizational Development

Seminars: Training for Managers, Supervisors, and Human Resource Professionals 27

Orientation to the EAP 32

Legal and Financial Seminars (through CLC) 33
Introduction

Why Seminars?

Employees in any organization struggle with a variety of challenges in their quest to balance productive work and a satisfying personal life: childcare, senior care, financial pressures, family and other relationships, and their own health and lifestyle choices, to name a few.

Managers also face multiple challenges as they try to maintain high levels of productivity in a competitive business climate, and to balance that with a desire for high employee morale, low turnover, and an atmosphere of respect and tolerance for all.

We at CIGNA Behavioral Health believe that wellness seminars and management training are an important part of an Employee Assistance wellness program. Wellness education and management training are proactive and preventive in nature, making the potential payoff for offering them to your employees and managers much greater than that for treating problems after the fact.

For these reasons we have developed a wellness seminar and management training library with over 85 topics to offer our EAP customers. These seminars have been researched and developed by experts in their field, and have been reviewed and approved by our Seminar Development Committee, which comprises experts in a variety of areas of work-life and wellness. Our seminar presenters are licensed clinicians and/or professional speakers with extensive experience in the field of Employee Assistance and counseling.

Our wellness seminars are generally an hour in length, and our management seminars are one to two hours. Most include a combination of lecture, discussion, experiential exercises and handouts. The services available through your EAP are reviewed with participants at the end of each seminar, to help you promote the use of this benefit by your employees.
Planning a Seminar

Make a Request
To request a seminar for your employees, please contact the Employer Service Coordinator at 800.241.4057 ext 2646 or ESH.Comments@CIGNABehavioral.com.

Please be aware of your organization’s policy governing the use of Employer Service Hours (ESH) — is there a pre-approval protocol you need to follow before scheduling services? How many hours are you authorized to use? How many ESHs does your organization have remaining for the calendar year?

Plan Ahead
Please give us at least 4 weeks notice to allow enough time to organize an effective seminar for your organization.
Pre-Seminar To-Do List

6 weeks or more prior to a seminar, health fair, etc.:
• Review training needs at least once a year. Consider:
  o Mandatory training needs
  o New hire and/or new supervisor meetings
  o Recurring issues in the workforce that a seminar might address (e.g. childcare or senior care problems, diversity concerns, etc.)
  o Review EAP utilization data for trends at site(s) – contact your CBH Account Manager for assistance
  o Health/Benefits fairs
• Review annual training schedule to determine open dates and times for seminars
• Check on number of Employer Service Hours available
• Check to see if management approval is needed before scheduling a seminar

4-6 weeks prior
• Contact CBH Employer Service Coordinator at 1.800.241.4057 ext 2646 or ESH. Comments@CIGNABehavioral.com to initiate seminar request(s)
• Identify internal promotional channels: newsletters, intranet, e-mail, staff meetings, etc.

3-4 weeks prior
• Confirm date/time with presenter, and tell him/her any special concerns you have about the seminar or audience
• Book conference room
• Schedule equipment and tech support availability
• Customize promotional communication and sign-up sheet provided by CBH Employer Service Coordinator: company logo, program name, location, date, time, sign-up details
• Send out a seminar announcement via previously identified communication channels

2 weeks prior
• Send reminder notice through identified communication channels
• Order refreshments if desired
• Refer to sign-up sheet to estimate the number of participants
1 week prior

**Important:** If there is a need to cancel, change, or reschedule a seminar, please call the Employer Service Coordinator at 800/241-4057 ext. 2646 at least one week in advance of the seminar date. Please note that employer service hours will be deducted from your account for cancellations with less than two full business days notice.

- Check sign-up sheet. If there is little interest, decide whether or not to cancel the event
- Send reminder notices through identified communication channels
- Touch base with presenter to confirm date, time, directions, security procedures, room set-up

1 day prior

- Create sign to post on room door and reminder in high traffic areas
- Confirm equipment.tech support
- Alert security and/or front desk that presenter will be coming to the site

Day of seminar

- Post sign on room door
- Work with presenter and/or tech support to ensure that equipment is functioning properly
- Be available for any problems
- After the seminar, complete HR seminar evaluation form and return to CBH Employer Service Coordinator via e-mail (esh.comments@cignabehavioral.com) or fax to 952.996.2702. This feedback helps us improve the quality of future seminars.
Seminars for Employee Audiences

This section contains an overview of the objectives of each of our seminars. If you find you have difficulty deciding between two or more seminars, or you need more information to determine whether a particular seminar is right for your group, you may call the Employer Service Coordinator and request a detailed outline for any of our seminars.

Family Matters Seminars

Balancing Work and Personal Life  
1 hour
- Identify the day-to-day realities of balancing work and personal life
- Enhance your ability to set limits and priorities
- Improve skills in communication, planning and role “partitioning”
- Increase personal and job satisfaction

Caring for Your Aging Parents  
1.5 hours
- Know how to determine your aging parent’s needs and wishes
- Identify a continuum of living arrangements for the elderly
- Learn about legal, medical, and financial planning for the elderly
- Identify emotional needs of the elderly: the “human element” in care giving.
- Identify the signs of caregiver burnout, and find solutions

Choosing Childcare Providers  
1 hour
- Learn effective ways to search for and choose a child care provider
- Increase ability to create and maintain a successful child care arrangement
- Learn ways to evaluate you child’s care
- Learn stress management skills for working parents
Family Matters Seminars (continued)

Dual Careers: Stresses and Strategies 1 hour
- Understand pressures couples are under in current world environment
- Explore advantages & disadvantages of the dual career couple
- Explore differences in gender roles & the division of household labor
- Learn strategies to address these stressors

Effective Parenting for Ages Two to Twelve 1 to 1.5 hours
- Identify your own parenting style
- Understand the reasons children misbehave
- Understand the importance of your attention, encouragement, and your relationship with your child
- Learn the most effective, healthiest approaches to discipline

Helping Children Cope with Traumatic Events 1 hour
- Understand children’s response to trauma
- Know what children need, and what you can do to help them adjust and cope after a traumatic event
- Know when a child might benefit from professional help

Juvenile Violence: What You and Your Child Should Know 1 hour
- Identify factors that contribute to violent behavior in children
- Know potential warning signs of violence in children
- Know what to tell your children about violence
- Learn strategies for raising non-violent children
Family Matters Seminars (continued)

**Keys to a Healthy Marriage**  1 hour
- Learn the myths about marriage
- Know the stages of marriage
- Learn what behaviors lead to marital conflict and divorce
- Discover the keys to creating and maintaining a healthy relationship with your partner

**Managing Family Conflicts**  1 hour
- Understand the reasons for family conflict
- Identify your personal conflict style
- Know ten rules for fighting fairly
- Learn specific techniques for resolving conflicts with your children and partner

**Raising Drug-Free Kids**  1 hour
- Learn what every child should know about drugs
- Parenting tips for drug-proofing your kids
- Recognize the warning signs of drug use
- What to do if your child is using drugs

**Single Parenting**  1 hour
- Learn the *advantages* of being a single parent
- Develop healthy habits for time management, budgeting, co-parenting, and self-care
- Learn how to employ team work and positive discipline strategies with your children
- Explore dating issues

**Surviving Your Child’s Teen Years**  1 hour
- Understand the process of adolescent development
- Identify your parenting style, and learn the most effective style
- Learn to handle teen rebellion
- Learn effective communication and parenting techniques for the teen years
- Identify warning signs of adolescent depression and substance abuse
Family Matters Seminars (continued)

Working While Pregnant  1 hour
• Understand the effects of stress on pregnancy
• Learn stress reduction and self-care techniques
• Learn how to balance pregnancy and work
• Prepare for your maternity leave and return to work
Personal Development Seminars

**Giving to Yourself**
1 hour
- Understand the personal benefits of caring for yourself (& the price you pay if you don’t)
- Recognize that you must give to yourself to be able to give to others
- Explore new ways to give to yourself

**Giving to Your Family**
1 hour
- Examine your current perspective on giving to your family
- Identify what is really important to give
- Recognize the power of giving and the consequences of choosing not to give
- Explore new ways to give to family members

**Giving at Work**
1 hour
- Examine your current perspective on giving of yourself within your work environment
- Identify what is important for creating a positive workplace
- Recognize the power and consequences of giving or not giving
- Explore new ways to give within your workplace
Personal Development Seminars (continued)

Giving to Your Community 1 hour
- Understand what “giving to your community” means to us as a group
- Discover time you didn’t think you had
- Explore and discuss some of the many ways you can give to your community
- Recognize the power and magic of giving

Living Single/Single Again 1 hour
- Discuss ways for singles to socialize
- Learn a four-part strategy for mastering loneliness
- Discuss how to meet potential romantic partners
- Learn how to recognize and avoid unhealthy romantic partners

Midlife Quest 1 hour
- Midlife crisis—is it fiction or fact?
- Learn how the midlife years can be the best of your life
- Acknowledge and accept changes in your life
- Seek new challenges and growth opportunities
- Create this time of life as a time of exploration

Personal Safety 1 hour
- Decrease your chances of being a victim of violent crime by becoming a “tough target” for criminals
- Increase awareness of dangerous situations
- Learn what to do if an attack is inevitable
- Develop a checklist of safety considerations
Personal Development Seminars (continued)

Planning for Retirement 1 hour
- Acknowledge and accept changes in your life
- Seek new challenges and growth opportunities
- Learn to stay healthy
- Improve relationships

Time Management 1 hour
- Identify barriers to effective time management
- Decide what deserves your time
- Learn to take control of your time
- Let go of perfectionism
Stress Management Seminars

Adapting to Stress: A Guide for Call Center Associates 1 hour
- Understand the impact stress has on your life
- Identify internal and external stressors
- Develop personal strategies for managing stress
- Learn stress-reducing techniques

Managing Stress at Work 1 hour
- What’s your coping quotient?
- Portrait of a burned out employee
- Personal structuring: the antidote to chaos
- Balancing work and play
- Managing stress: When a “just do it” attitude just doesn’t “do it”

Stress and Nutrition: How Stress Affects Our Eating Behavior 1 hour
- Recognize the cues that trigger poor nutritional choices
- Understand the 5 challenges to nutritious eating
- Add “self-care” tools to your toolbox

Stress and Test Anxiety 1 hour
- Increase awareness of the causes and symptoms of test anxiety and stress
- Normalize test anxiety/stress
Learn techniques for how to decrease test anxiety/stress

Stress and Our Perceptions 1 hour
- Understand how stress “colors” the way we think and feel
- Rediscover your choices in dealing with stress
- Learn how to manage stress better by “talking back to your automatic thoughts”
Stress Management Seminars (continued)

Stress Management 101

1 hour

Develop a personal stress care plan to:

- Increase coping skills
- Manage stress better
- Improve health
- Improve relationships
- Increase job satisfaction
Workplace Issues Seminars

**Armed Robbery in the Workplace** 1 hour
- Understand the impact of robbery on victims
- Learn about “secondary victimization”
- Before a robbery – be prepared in case of robbery
- After a robbery – learn how to cope and heal, and help others do the same

**Avoiding Job Burnout** 1 hour
- Learn about the potential causes of job burnout
- Recognize the warning signs
- Assess your level of job stress and burnout
- Learn how to reduce your chances for burnout by better managing your internal and external boundaries

**Battling the Blues: Depression in the Workplace** 1 hour
- Understand depression and its effects in the workplace
- Recognize the signs and symptoms of depression
- Know the various effective treatments for depression
- Know how to help someone who is depressed

**Communication Skills** 1 hour
- Understand basic verbal and nonverbal communication dynamics
- Improve your communication skills
- Learn the difference between passive, aggressive, passive-aggressive, and assertive styles of conflict communication
- Apply communication skills to leadership (for management audiences)

**Conflict Resolution** 1 hour
- Define and understand the nature of conflict
- Identify common sources of conflict in the workplace
- Learn to identify symptoms and stages of unresolved conflict
- Learn effective techniques to resolve conflicts with co-workers
Workplace Issues Seminars (continued)

Customer Retention with Emotional Intelligence 1 hour
• Learn ways to improve your company’s retention of its customers, using emotional intelligence, or EQ
• Learn to provide emotional experiences for your customers
• Reframe complaints as “gifts from the customer”
Examine best practices for retaining employees as a way to retain customers

Dealing with Difficult People 1 hour
• Learn how to differentiate between difficult behaviors, difficult situations, and difficult people
• Understand the reasons for difficult people
• Take control of the one person you can control – YOU
• Learn techniques for dealing with difficult people

Diversity Training 1 hour
• Increase awareness of your beliefs and biases
• Discuss skills necessary to participate effectively in a multicultural environment
• Recognize key factors in minimizing difficulties related to personal differences between co-workers

Exceptional Customer Service 1 hour
• Know the meaning of “exceptional customer service,” and its payoffs
• Learn how to form partnerships with your customers
• Know why you should be thankful for customer complaints
• Learn how to deal with difficult customers
• Learn strategies for taking care of yourself

Generations at Work 1 hour
• Understand the different life experiences that shaped the values of different generations
• Become more open-minded when working with people of different generations
• Gain insights about how best to work with or manage people from different generations
Workplace Issues Seminars (continued)

Finding Meaning in Your Work 1 to 1.5 hours
- Understand the barriers to finding meaning in your work
- Know what makes work meaningful
- Discover strategies you can use to make your work more meaning-full
- Learn what managers and HR can do to make work more meaning-full for their employees

Managing Change 1 hour
- Recognize change as ongoing and normal
- Identify changes in your workplace
- Determine your reactions to change
- Identify a strategy for dealing with change
- Develop a personal action plan for moving through change

Presenting Your Best Professional Image 1 hour
- Learn strategies for projecting a confident, professional image in the workplace
- Assess the impact of your nonverbal communication on your workplace image
- Clarify appropriate workplace attire

Respect in the Workplace: Preventing Harassment 1 hour
- Gain an awareness of what constitutes harassment, especially sexual harassment, in the workplace
- Know how you can promote a workplace free of all forms of harassment
- Know what steps to take if you are being harassed at work

Shift Work Strategies 1 hour
- Learn important facts about shift work
- Discuss physical, social, emotional and spiritual issues associated with shift work
- Identify options for dealing with challenges of shift work
- Develop your own action plan
Workplace Issues Seminars (continued)

**Telecommuting**

1 hour
- Understand what telecommuting is and is not
- Learn who is a candidate for telecommuting, and who benefits from it
- Learn pros and cons of telecommuting
- Gain some tips for successful telecommuting

**Violence in the Workplace**

1 hour
- Understand the violence spectrum
- Recognize warning signs of violent behavior
- Understand potential triggers of violent behavior
- Know what to do when you encounter any of the above
Your Emotional Well-Being Seminars

Conquering the Winter Blues

- Define “winter blues” and “seasonal affective disorder”, and know the difference
- Identify how the winter season affects you
- Learn strategies for coping with winter blues

Drug and Alcohol Awareness

- Know the most commonly abused chemicals and how they affect people
- Explore the consequences of drugs and alcohol in the workplace
- Know the benefits of a drug-free workplace
- Identify ways to deal with drug and alcohol use and abuse in your workplace

Learning New Things

- Recognize the ease of falling into ruts and routines
- Stimulate your mind—“Think again”
- Expand your knowledge base and learn new skills
- Strive for balance
- Try something new

Staying Active

- Define fitness and being active
- Learn to stay active as the best way to feel vital and alive.
- Take action: Get moving

Understanding Your Feelings

- Learn what constitutes good emotional health
- Increase self-awareness
- Identify strategies to manage your emotions
- Understand ways to enhance your motivation
- Develop and strengthen empathy and social skills
Your Emotional Well-Being Seminars (continued)

Enhancing Your Spiritual Well-Being 1 hour
- Learn how to counteract life’s chaos
- Discuss the need for balance
- Discover your beliefs
- Examine your values and compare them with your actions

Grief and Loss 1 hour
- Understand what grief is, and typical reactions to grief
- Learn about the healing process of grief
- Identify coping strategies for grief
- Identify resources for support

Holiday Stress 1 hour
- Identify the origins of holiday stress and holiday “blues”
- Identify ways holiday stress is different from other kinds of stress
- Understand ways to manage change and exercise healthy choices
- Understand ways to develop sound attitudes and actions

Making Anger Work for You, Not Against You 1 hour
- Define anger and it’s sources
- Recognize unhealthy expressions of anger
- Develop skills for effective personal anger management
- Learn to defuse angry situations

Managing Fears in Turbulent Times 1 hour
- Learn ways to cope with threats of terrorism
- Understand why your current fears have surfaced
- Learn ways to cope with and overcome new societal fears that emerge
Your Emotional Well-Being Seminars (continued)

Personal Resiliency in Times of Change 1 hour
- Know the definition and characteristics of a resilient person
- Be aware of your own skills and strengths
- Keep your sights on the “Big Picture”
- Develop personal resilience for moving through change

Power of Acceptance 1 hour
- Discover that we have choices even when it seems hopeless
- Understand which things we can and can’t control in life
- Avoid self-defeating beliefs and practices
- Discover the power of acceptance, or letting go

Power of Authenticity 1 hour
- Identify the qualities of an authentic person
- Discuss the emotional and physical consequences of not being authentic
- Learn how to become more authentic
- Discover the power and healing aspects of authenticity

Power of Forgiveness 1 hour
- Learn the definition of, and misconceptions about, forgiveness
- Look at the benefits of forgiving
- Learn the costs of not forgiving
- Determine when it is time to forgive and how to do it

Power of Initiative 1 hour
- Understand that we have the ability to choose how we respond to life’s challenges
- Identify roadblocks that may be getting in our way
- Discover how to “re-frame” self-defeating thoughts
- Identify our priorities
Your Emotional Well-Being Seminars (continued)

**Responsible Gambling** 1 hour
- Distinguish between healthy and problem gambling
- Learn guidelines for gambling responsibly
- Know how to get help for yourself or others for problem gambling
- *For management audiences:* understand the impact of problem gambling in the workplace and learn how to intervene appropriately

**Road Rage** 1 hour
- Understand the causes of “road rage”
- Assess your own driving style
- Learn ways to avoid being a victim of, or contributing to, “road rage”

**Secrets of Happiness** 1 hour
- Understand the differences between happy and unhappy people
- Learn some practices that lead to greater happiness
- Identify at least 3 things you can do differently for a happier life

**Your Attitude: Learned Optimism** 1 hour
- Know what makes us optimists or pessimists
- Understand the benefits of being an optimist
- Learn to identify negative thoughts that lead to helplessness
- Develop strategies to positively explain setbacks
- Adopt stress-reducing techniques to gain personal control, feel energized, achieve goals and promote physical health
Your Emotional Well-Being Seminars (continued)

**Your Communication Style**  
1 hour  
- Identify the common roadblocks to communication  
- Discuss effective communication skills  
- Discuss peculiarities of human communication  
- Learn problem-solving tools

**Your Sense of Humor**  
1 hour  
- Know the psychological and physical benefits of humor  
- Know what is appropriate and inappropriate humor in the workplace  
- Improve your sense of humor and learn tips for communicating with humor
Your Health Seminars

Cancer: When Cancer Touches Your Life  1 hour
- Learn about cancer: definition, signs and symptoms, types, staging, treatments
- Increase awareness and sensitivity to those diagnosed with cancer
- Learn about emotional/psychological effects of cancer, and how it affects the family and co-workers
- Identify personal stressors and begin to develop strategies for coping

Chronic and Terminal Illness  1 hour
- Increase knowledge of and sensitivity to those with chronic or terminal illness
- Learn about stress associated with major illness, and its effects on the entire family
- Review stages of acceptance and recovery
- Identify your personal stressors, and begin to develop strategies for coping

Personal Fitness  1 hour
- Understand the physical and mental benefits of regular exercise and healthy eating
- Learn the type and frequency of exercise that will lead to health benefits
- Learn weight management techniques and healthy eating guidelines
- Develop a personal fitness action plan
Your Health Seminars (continued)

**Postpartum Depression** 1 hour
- Learn the difference between “the baby blues” and postpartum depression
- Be able to recognize the signs and symptoms of PPD
- Know what you can do to be helpful to someone with PPD, or how to get help for yourself

**Sleep Well: How to Get a Good Night’s Sleep** 1 hour
- Learn myths and facts about sleep, and the consequences of sleep deprivation
- Learn about a variety of sleep disorders
- Learn what interferes with sleep, and the basics of good sleep hygiene

**Smoking Cessation** 1 to 1.5 hours
- Describe the health consequences of smoking
- Identify the addictive elements of smoking
- List the benefits of quitting smoking
- Identify components of a quality smoking cessation program
Management and Organizational Development Seminars

Training for Managers, Supervisors, and Human Resource Professionals

Armed Robbery in the Workplace 1 to 1.5 hours
- Know the hidden costs of armed robbery in the workplace
- Understand the impact of robbery on victims
- Learn about “secondary victimization”
- Before a robbery – how to help employees be prepared
- After a robbery – how to help employees cope and heal

Business Recovery after a Disaster 1 to 1.5 hours
- Explore strategies for business recovery after disaster
- Learn ways to help employees struggling with grief, fears, or exacerbations of pre-existing conditions
- Discuss ways to respond to employees whose productivity does not return to satisfactory
- Know how to use the EAP as a tool after a disaster

Coaching and Mentoring 1 hour
- Learn the benefits of formal coaching and mentoring programs in the workplace
- Know the qualifications of a good coach or mentor
- Know what a coaching/mentoring relationship consists of
- Gain ideas for next steps to implement formal coaching or mentoring programs in your workplace

Note: this seminar does not constitute “how to” training for coaching/mentoring
Management and Organizational Development Seminars (continued)

Dealing with Substance Abuse in the Workplace for
DOT-regulated employers 1 to 2 hours
• Provide a brief overview of DOT regulations as they apply to your organization’s policies and procedures
• Train managers to recognize possible use of chemicals in the workplace, and know how to respond consistent with DOT regulations
• Understand the role of the EAP in dealing with substance abuse in the workplace

The above training will meet DOT requirement for substance abuse training. It is not a comprehensive training on DOT regulations per se.

Drug and Alcohol Awareness for Managers
(for non-DOT employers) 1 to 2 hours
• Understand problems associated with substance abuse in the workplace.
• Learn the signs and symptoms of substance abuse.
• Know your role and responsibilities
• Identify effective ways of managing impaired employees

Helping Employees Cope with Personal Loss and Major Life Change 1 to 1.5 hours
• Understand the symptoms and impact of loss, grief, and major life change on the employee and the workplace
• Explore stages of resolution of loss and grief
• Understand actions managers can take to help
• Build a list of resources to call on for help

Manager’s Guide to Critical Incidents in the Workplace
• Understand the basics of how humans respond to traumatic events
• Learn how you and your organization can best assist your employees to recover after a critical incident
• Become familiar with CIGNA Behavioral Health protocols for providing critical incident response services
Management and Organizational Development Seminars (continued)

Organizational Downsizing 1 to 1.5 hours
- Know the potential reactions of separated employees, remaining employees and managers during a downsizing, and how best to manage those reactions
- Learn how to conduct a separation meeting
- Learn how to support remaining employees, and minimize the adverse effects of downsizing on the organization
- Know how the EAP can help separated employees, remaining employees, and managers

Partner Violence: Impact on the Workplace 1 hour
- Recognize the impact of partner violence in the workplace
- Identify signs and symptoms of partner violence
- Understand the challenge and role of supervisors
- Understand the role EAP plays in supporting work site interventions
- Clarify company resources and preventive strategies

Performance Management and Progressive Discipline 1 to 1.5 hours
- Learn how to get the best possible performance from your employees
- Know how to ask for behavior change and deal with any resistance encountered
- Know the steps of progressive discipline
- Know how the EAP can help you with the performance management and progressive discipline processes

Respect in the Workplace 1 to 1.5 hours
- Gain an awareness of what constitutes harassment, especially sexual harassment, in the workplace
- Know how you can promote a workplace free of all forms of harassment
- Know what steps an employee who is being harassed at work should take
- For managers: know appropriate responses to allegations of harassment, so as to resolve it and minimize company liability
Management and Organizational Development Seminars (continued)

**Stress Management for Managers**

- Learn to recognize stress in self and others
- Learn skills to help yourself and support employees to:
  - Increase coping skills
  - Manage stress better
  - Improve productivity
  - Increase job satisfaction

1 to 1.5 hours
Management and Organizational Development Seminars (continued)

**Talking to Employees about Sensitive Subjects** 1 hour
- Define sensitive subjects
- Review how problem behavior is maintained
- Identify common “detours” from solutions
- Learn guidelines for talking to employees about sensitive subjects in a respectful manner that is likely to result in change

**Team-Building for Managers** 1 hour
- Develop an understanding of what makes a cohesive team
- Learn strategies to motivate employees and retain them
- Discuss the importance of communication in building a team
- Review how the EAP can be of assistance to managers

*This is an informational, not an experiential, seminar.*

**Triaging the Behavioral Health Patient at the Workplace** 1.5 hours
- Learn to coordinate occupational health services and EAP roles with behavioral healthcare patients
- Develop joint focus aimed at improved functioning, return to work, reduced absenteeism and on-the-job accidents
- Reduce stress level of occupational health staff
- Clarify referral and follow-up procedures

**Violence in the Workplace** 1 to 1.5 hours
- Understand the violence spectrum
- Recognize warning signs of violent behavior
- Understand potential triggers of violent behavior
- Know what to do when you encounter any of the above
- Know your responsibilities as a manager
Orientation to the EAP

Employee Orientation 1/2 hour
- Know the benefits of your EAP
- Understand what kinds of problems the EAP can help you solve
- Learn how to use the EAP, and who is eligible

Manager/Supervisor EAP Training 1/2 to 1.5 hours
- Understand the benefits of the EAP for all employees
- Learn how to use the EAP as a management tool
- Learn the steps to successfully refer troubled employees to the EAP
Legal and Financial Seminars
(through CLC Incorporated)*

Finance 101: Money Management Basics 1 hour
- How to set financial goals
- Creating a budget
- Debt management and use of credit
- Options for savings and investments
- Defining insurance needs

Tax Planning 1 hour
- Are you paying too much in taxes, or withholding too little?
- Learn how to protect your assets and reduce your taxes
- Increase your potential income
- Keep more of your retirement money

Retirement Planning 1 hour
- Where are you today and what do you need for tomorrow?
- Identifying the right kind of retirement plan for you
- Types of investments; risks and returns
- Asset allocation

College Planning 1 hour
- Learn about financial aid
- College investment options
- Age-based asset allocation
- Costs of investment, and tax implications

*Allow at least six (6) weeks advance notice for seminars through CLC.
Legal and Financial Seminars (continued)

Estate Planning, Wills, and Trusts 1 hour
- Learn about financial aid
- College investment options
- Age-based asset allocation
- Costs of investment, and tax implications

Powers of Attorney and Advanced Directives (Living Wills) 1 hour
- Know the definition of advanced directives, and their benefits
- Know the difference between a living will and durable power of attorney
- Tips for preparing an advanced directive
- Strategies for communicating with older relatives about the need for advanced directives

Legal Issues for Older Relatives and Disabled Family Members 1 hour
- Know the key estate planning decisions people need to make for their future
- Describe the legal tools that assist older and disabled people when others must make decisions for them
- Identify how and when to utilize various tools to help your older relatives
- Create a list of items for preparing for a meeting with your older relative’s attorney

Identity Theft 1 hour
- Understand what identity theft is and how it happens
- Tips for how to protect yourself from becoming a victim of fraud or stolen identity
- Important steps to take if you think you have become a victim of fraud or stolen identity