



National EAP's Training Catalog

National EAP offers seminars that promote productivity, health and success in the workplace. Topics range from policy education, organizational health to employee wellness promotion with one purpose in mind: *healthy employees result in successful organizations.*

The curriculum for each topic is based upon principles of adult learning, including practical examples and ideas to reinforce the content area. Courses are continually updated with the most current research related to the topic. Furthermore, each seminar topic is customizable to include relevant information regarding your company and work environment.

Seminars may be delivered before, during, or after work, and do not have to be delivered as “lunchtime” events.

- Seminars can be conducted on-site or as webinars
- Seminars are typically 1 hour in length
- E-training is an excellent option for a company with a decentralized workforce, offering more employees an opportunity with a subject matter expert without geographic constraints

As your partner in training, National EAP works with you to identify the best solution for your organization, customizing educational seminars to meet your specific needs. To schedule trainings or request more information, please contact us at **(800) 624-2593**.

Monthly Webinars

To complement our on-site training services, National EAP offers a wide range of monthly webinars that can be viewed live or accessed at a later date. Members can sign up to participate at www.nationaleap.com.





Table of Contents

EAP Education and On-Site Support Services

On-line EAP Education	1
National EAP Orientation: Behavioral Health Awareness	1
EAP as a Management Tool: Recognizing and Resolving Work Performance Issues	1
Reduction-In-Force (RIF)	1
Critical Incident Response (CIR)	1

Workplace Policy Seminars

Maintaining a Drug-Free Workplace	2
Harassment Awareness and Prevention in the Workplace	2
Workplace Violence Awareness and Prevention	2
Workplace Bullying: The Playground Syndrome	2

Skill Enhancement Seminars

The Power of Teamwork	3
Creating a Healthy Working Environment	3
Managing Gossip in the Workplace	3
Be Assertive—Be Clear: The Power of Assertive Communication	3
Thriving During Change and Transition	3
The Art of Conflict Resolution	3
Time Management Strategies: Making Minutes Count!	3

Wellness Seminars

Stress Management	4
Mindfulness Meditation	4
A Good Night's Rest—Got Sleep?	4
Financial Fitness Challenge	4
Establishing Work/Life Balance	4
Healthy Living	4
Enhance Your Life: Begin With Your Thoughts	4
Holiday Wellness	4
Strategies for Positive Parenting	5
Supporting a Co-Worker During Difficult Times	5
Caring for the Caregiver	5
Goal Mapping	5

Leadership Seminars

Management Essentials	6
5 Steps to Your Promotion as a Manager	6
Motivational Management Strategies	6
Managing Change and Transition	6
Performance Management: Conducting Effective Performance Appraisals	6
Straight Talk for Managers	6
Providing Timely Feedback: What Managers Should Know	6
Interpersonal Skills: Improving Employee-Manager Relations	7
Workplace Behavioral Health Awareness	7



EAP Education and On-Site Support Services

On-line Education

Visit us on-line at www.nationaleap.com and log into your member website to access our skill-builder classes with printable certificates. Topics range from workplace harassment to appreciating personality differences. Your company name is your username and password.

Seminars:

National EAP Orientation: Behavioral Health Awareness

What is your EAP benefit and how does it work? Information about how behavioral health issues surface in the workplace and what EAP does to minimize their impact is offered. The Orientation Seminar provides employees/members with an overview of EAP services such as assessment, brief intervention and/or referral, and how to access this valuable work/life benefit. A full discussion of confidentiality is included. Conducting National EAP Orientations on an annual basis is recommended to ensure your employees take full advantage of this valuable benefit.

(15-30 minutes)

EAP as a Management Tool: Recognizing and Resolving Work Performance Issues

HR personnel, supervisors and managers will learn to recognize the signs and symptoms of behavioral health problems surfacing in the workplace, interfering with an employee's normal work performance. Employee Assistance procedures such as the self-referral, the suggested referral, and the Administrative Referral are reviewed and participants will become familiarized with how to conduct these conversations with employees. Also covered is effective documentation of problem behaviors, interventions, and expected outcomes.

(30-45 minutes)

On-Site Support Services:

Reduction-In-Force (RIF)

National EAP understands the business challenges posed by Reduction-In-Force (RIF). In customized consultation with your management team, we will design and deliver a comprehensive program that covers your organization throughout the RIF cycle, including pre-planning, the on-site RIF event and post-RIF services. Assessing and containing risk—both organizational and behavioral—is crucial to the process. National EAP delivers services that address the needs of distinct groups; the downsized employees, the employees remaining, and management/supervisors concerned with continuity and productivity.

Critical Incident Response (CIR)

CIR is a structured group intervention designed to help individuals recover normal processes after exposure to a "critical incident." Critical incident response consists of on-site group sessions for employees who have experienced or witnessed a trauma involving death, physical injury or loss, such as employee injury or accident, physical violence, death of a co-worker, and workplace threat to employee/member safety. An EAP Specialist will facilitate a structured group to help employees process the traumatic event(s) and identify strategies/skills to cope with event(s). Individuals typically recover normal work performance levels and those who are at risk for Post Traumatic Stress Disorder (PTSD) are aided in accessing additional support as needed. CIR should be used 24-48 hours after a critical incident.



Workplace Policy Seminars

Maintaining a Drug-Free Workplace

Attend this seminar to gain a deeper understanding of the impact of alcohol/drug use on the workforce. Participants will learn about the Drug-Free Workplace Act, the signs and symptoms of dependency and addiction, plus what steps to take when they or someone they know needs assistance.

For Management:

This seminar provides managers with in-depth education on the effect and costs of substance abuse in the workplace, and equips them to recognize behavioral signs and symptoms in individuals who may be affected. Managers will be trained in what steps to take when they suspect an employee is violating workplace policy.

Harassment Awareness and Prevention in the Workplace

This seminar provides an overview of sexual and other forms of harassment. Attendees will learn about the prevalence of workplace harassment, behaviors that can be considered harassment, appropriate workplace behaviors and steps to take if involved in a harassment situation.

For Management:

This seminar teaches management about their specific responsibility in creating and ensuring a workplace free of harassment. Management will identify the appropriate steps to take to ensure complaints are handled effectively and in compliance with workplace policy.

Workplace Violence Awareness and Prevention

Workplace violence does not discriminate. This seminar clarifies what behaviors are considered violent and educates employees about their responsibility to conduct themselves in a manner consistent with company policy. The continuum of aggressive workplace behavior, such as unspoken tension, passive-aggressive behavior, verbal escalation, stalking, as well as actual threats and incidents of physical violence will be reviewed. Participants will learn strategies to cultivate a safe working environment and what action to take if an incident occurs.

For Management:

Employers have strict policies regarding appropriate conduct and it is the responsibility of management to ensure that the workplace remains a safe environment for employees. This seminar educates managers about the prevalence and types of workplace violence and teaches them how to recognize and respond immediately to potentially violent situations in the workplace.

Workplace Bullying: The Playground Syndrome

Workplace Bullying is repeated, health-harming mistreatment that takes many forms including:

- Verbal or physical abuse
- Conduct which is threatening, humiliating or intimidating
- Work interference & sabotage which prevents work from getting done
- Exploitation of a known psychological or physical vulnerability

This important seminar reveals the face of bullying today and how it may be impacting your organization. Review the legal implications and obligations when exposed and identify strategies to mitigate bullying behaviors in your workplace.



Skill Enhancement Seminars

The Power of Teamwork

TEAM—Together Everyone Achieves More! Employees who work well together are better producers and positively impact their organization's success. How would you rate your ability to work well with others? Attend this seminar and gain insight into behaviors that interfere with team success, assess your role within the team and identify techniques that you can use to neutralize team subverting behaviors.

Creating a Healthy Working Environment

A healthy work environment contributes positively to productivity. What role do you play in creating and maintaining a system that works? This seminar will review typical patterns of behavior that obstruct healthy systems. Participants will learn the core concepts of fostering a positive workplace culture. See if you can apply what you learn in this workshop to your personal life for an added bonus!

Managing Gossip in the Workplace

Let's talk! Workplace gossip is a serious matter that hinders productivity. Activities in this workshop are designed to engage attendees in understanding the impact of gossip on group cohesiveness, effectiveness and morale. Attendees will learn to recognize not only gossip, but splitting, sniping, complaining, and other destructive speaking habits, and learn to take an active role in diminishing these unproductive habits in the workplace.

Be Assertive—Be Clear:

The Power of Assertive Communication

Have you ever walked away frustrated after a conversation because you didn't feel like you communicated as well as you would have liked? Or maybe you blurted out something in anger that you now regret. Join this class to assess your communication skills and distinguish among assertive, passive or aggressive styles when communicating with co-workers and supervisors. Attend this interactive seminar and find your voice! These are key skills that will serve you in every sphere of life.

Thriving During Change and Transition

Change is a constant and necessary part of organizational life. Rather than avoiding or dreading change, attend this seminar and explore the impact of personal attitudes, examine practices of resilience vs. resistance, and discover strategies for working productively and even seizing opportunities for new growth. You will take away valuable tools that will prepare you not only to survive but thrive during periods of change!

The Art of Conflict Resolution

Nobody likes to fight! BUT unresolved conflict can be bad for your health as it often leads to blame, distrust and anger. Attend this seminar to increase awareness of conflict resolution styles and identify emotional "hot buttons." Learn new skills for recognizing, addressing and resolving conflict. Attendees will have the chance to role-play conflict situations in a playful, non-threatening atmosphere and improve their ability to manage and minimize conflict with confidence.

Time Management Strategies:

Making Minutes Count!

Not enough time in your day? This seminar addresses this familiar dilemma. Identify common time wasters and other obstacles that reduce opportunities to make the most of your time. Develop a specific plan using time management techniques to better manage your time and increase your productivity. Learn new skills that will enhance your focus, allow you to regain control of your workload and achieve your goals.

Stress Management

Can you identify the common denominator for the following problems: burnout, low productivity, fatigue, mood swings, weight gain, physical aches and pains, irritability, and increased frustration with personal and workplace challenges? Yes it's stress! Our bodies are built to thrive on stress, but unmitigated stress wreaks havoc on our coping systems. Bring your stressed-out self to this seminar and take this opportunity to become conscious of the way stress takes shape in your body/mind. Learn to practice some simple techniques that will relax, energize and motivate you to reduce stress.

Mindfulness Meditation

Mindfulness Meditation is simple moment-to-moment awareness. Yet how simple is it with a busy mind, our attention pulled in all directions at all times? The practice of mindfulness trains the mind, cultivating a sense of well-being and fueling the power of emotional, mental and physical renewal. Attend this seminar and experience the enhanced concentration, compassion, and equanimity that arise as an immediate result of practicing. Imagine the cumulative benefits as you incorporate this practice into your daily life!

A Good Night's Rest—Got Sleep?

Sleep problems affect people of all ages and can contribute to a lack of energy, poor work performance, cognitive difficulties like poor concentration and distractibility, and myriad health problems. Our fast-paced culture tends to undervalue the importance of a good night's rest. Join this seminar and learn the details of proper sleep hygiene and steps to take to create an environment conducive to sleep. We'll review the causes of poor sleep, different sleep disorders and treatment options, including behavioral and mechanical interventions.

Financial Fitness Challenge

This action-oriented seminar is designed to provide participants with the information and tools necessary to enhance financial literacy, set financial goals and develop an action plan to work towards achieving financial freedom. Get started on your journey to take control of your finances and improve your financial future! What's the secret? Take the Challenge!

Establishing Work/Life Balance

Balancing personal and professional time is a juggling act for many. Although difficult, it's an essential feature of reducing stress, burnout, impaired workplace performance and improving overall health. Evaluate the balance in your life and gain knowledge through the shared experiences of others and discover helpful tools to deal with the challenges in balancing work and life.

Healthy Living

Why is it that so often our New Year's resolutions fade so quickly and never come to fruition, even though healthy habits yield such powerful rewards, like resilience, positive attitude, productivity at work, and the ability to enjoy life and relax? In this session, learn to identify the processes that prevent us from achieving our healthy lifestyle goals, and strategies to overcome these barriers. Learn the difference between goal-directed and habit-driven behavior, develop awareness of susceptibility to marketing cues, and refine mental self-talk to help energize and motivate staying on track.

Enhance Your Life: Begin With Your Thoughts Self-

limiting beliefs, attitudes and behaviors impact work performance and overall well-being. This can lead to feelings of anxiety, frustration, sadness or depression. To make positive changes we need to know how to identify self-limiting beliefs, attitudes and behaviors. Techniques will be discussed to assist in the identification and management of the beliefs and attitudes that negatively impact our work and overall well-being.

Holiday Wellness

The holidays can be fun, but they also can be a source of great stress. This seminar will challenge attendees to take a look at their holiday expectations, identify stressors relating to the holidays and common responses. Gain insights and tips on minimizing holiday stress, discover creative ways to plan for holiday spending and simplify and prioritize the demands that we place on ourselves.

Wellness Seminars *(continued)*

Strategies for Positive Parenting

Explore the sometimes overwhelming challenges of parenting, and learn strategies that will maximize success. We'll review the different stages of childhood development, and what children need from their parents at each stage. You will learn how to improve communications regarding setting limits, fostering cooperation and following through with consequences.

Supporting a Co-Worker During Difficult Times

Many of us become speechless with regard to a co-worker's grief or loss. This seminar offers useful tools to support a co-worker during difficult times. Attendees will identify ways to offer support yet respect proper boundaries in these extraordinary situations.

Caring for the Caregiver

Many adults in the workforce are sandwiched between raising children and caring for their elders. Caregivers may experience fatigue and burnout as they attempt to maintain employment, provide care for their loved one and deal with their own personal needs. Attend this seminar and identify strategies for self-care in this emotionally charged situation. Distinguish between reasonable and unreasonable expectations, improve coping mechanisms and review available resources that can assist you during this journey.

Goal Mapping

What is it about the end of the old and beginning of the new that causes us to reflect on accomplishments and create a plan? When you begin with a solid direction and desired outcomes in mind, you set yourself up for success. We are all creating our lives every moment of every day either consciously or unconsciously. Identify goals and goal setting techniques, examine the challenges of breaking old habits and explore ways to maintain motivation and commitment towards accomplishing goals.





Leadership Seminars

Trainings are typically 60 minutes in length. If you would like to customize any of the below trainings, please contact National EAP at (800) 624-2593.

Management Essentials

This seminar provides an overview of essential management skills and serves as a refresher to keep management strengths on track. We'll review the basics, such as listening, delegating and problem solving. The seminar will include tips on how to utilize the EAP referral as a management tool.

5 Steps to Your Promotion as a Manager

The transition from staff member to management involves new responsibilities and challenges. To aid in the mastery of your new role, this seminar equips you with skills you can immediately use to confidently guide and motivate your new team and addresses common pitfalls that new managers encounter.

Motivational Management Strategies

Bringing out the best in your staff members requires more than a raise or other material incentives. Learn the Coach Approach, a method for creating an environment that fosters creativity, teamwork and effective communication resulting in increased motivation to achieve performance outcomes.

Managing Change and Transition

How do you manage change while minimizing stress and disruption? Discover tools you can use to lead during periods of change. Explore strategies for dealing with challenges associated with change and identify ways to effectively manage change.

Performance Management:

Conducting Effective Performance Appraisals

A formal Performance Appraisal process allows managers to assess employees' output and provide learning and development opportunities to optimize achievements. Participants in this seminar will review their current effectiveness in conducting performance appraisals, learn how to deliver constructive feedback, develop goals and incorporate follow-up routines to reinforce gains made. Included will be a review of correct utilization of the EAP referral as part of a performance appraisal process.

Straight Talk for Managers

Attend this seminar and study more complicated performance interventions like managing an employee's deteriorating performance, addressing tension between co-workers, reviving team morale, and addressing disruptive behaviors. Learn to pay attention to toxic patterns and take the lead fostering solution-focused talk. There will be opportunity to explore conflict management styles, self-awareness, and overcoming obstacles to addressing issues in the workplace.

Providing Timely Feedback:

What Managers Should Know

Delivering effective feedback is an essential management tool. Learn how to focus the message, set the stage, overcome resistance and defensive responses, enlist cooperation and establish procedures for follow-up. Using lecture, discussion, and activities, participants will observe and practice different feedback scenarios.

Leadership Seminars *(continued)*

Interpersonal Skills:

Improving Employee-Manager Relations

Increase your awareness of how you speak, how you look and how you act in your role as manager. Understand how stress negatively impacts how you communicate. Review your ability to listen reflectively and empathically. This seminar will help you use important visual and verbal components of communication to achieve the outcomes you desire.

Workplace Behavioral Health Awareness

Untreated, depression and anxiety disorders convert into physical ailments, absenteeism and negatively impact an organization's bottom line. Many individuals suffering with these conditions try to cover up and cope, when in fact early intervention and treatment are very effective for the relief of symptoms, allowing a return to normal work performance levels. This workshop will educate managers about the signs and symptoms of behavioral health problems, how they surface in the workplace, and how to empower an employee to get help.





Seminar Selection Form

Check the seminars that are of interest to you and call National EAP at (800) 624-2593 to get started today.

EAP Education and On-Site Support Services

- National EAP Orientation: Behavioral Health Awareness
- EAP as a Management Tool: Recognizing and Resolving Work Performance Issues
- Critical Incident Response (CIR)

Workplace Policy

- Maintaining a Drug-Free Workplace
- Harassment Awareness and Prevention in the Workplace
- Workplace Violence Awareness and Prevention
- Workplace Bullying: The Playground Syndrome

Skill Enhancement

- The Power of Teamwork
- Creating a Healthy Working Environment
- Managing Gossip in the Workplace
- Be Assertive—Be Clear:
The Power of Assertive Communication
- Thriving During Change and Transition
- The Art of Conflict Resolution
- Time Management Strategies: Making Minutes Count!

Wellness

- Stress Management
- Mindfulness Meditation
- A Good Night's Rest—Got Sleep?
- Financial Fitness Challenge
- Establishing Work/Life Balance
- Healthy Living
- Enhance Your Life: Begin With Your Thoughts
- Holiday Wellness
- Strategies for Positive Parenting
- Supporting a Co-Worker During Difficult Times
- Caring for the Caregiver
- Goal Mapping

Leadership

- Management Essentials
- 5 Steps to Your Promotion as a Manager
- Motivational Management Strategies
- Managing Change and Transition
- Performance Management: Conducting Effective Performance Appraisals
- Straight Talk for Managers
- Providing Timely Feedback:
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- Interpersonal Skills:
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- Workplace Behavioral Health Awareness