

EMPLOYEE ASSISTANCE PROGRAM TRAINING CATALOG



MIIA | MASSACHUSETTS
BASED
MEMBER
DRIVEN

CONTENTS

OVERVIEW	3
TRAINING CATALOG COURSES	
EMPLOYEE TRAININGS	
Creating the Respectful Workplace: Meeting Halfway	4
Customer Service Excellence: Reaching Down Deep	4
Dealing with Difficult People: Enhancing Your Interpersonal Skills	4
Expert Communication: Communication Skills for Working Effectively with Others	4
“I Pay Your Salary”: Responding to Difficult Situations with Residents, Patrons and Customers	4
Let’s Face It: Negotiating Workplace Conflict	4
Managing Driver Fatigue.....	4
Managing Job-Related Fatigue.....	5
Overcoming Departmental Divisions: Repairing Relations and Communication Between Departments	5
Preventing Workplace Harassment	5
Riding the Waves of Workplace Uncertainty and Change	5
Social Media @UR Workplace	5
Working in the Multigenerational Workplace	5
MANAGEMENT	
Anger Management 101: Tips for Managers When Tempers Flare.....	6
Ask, Don’t Tell, and Other Successful Communication Strategies for Managers	6
Best Practices to Facilitate Meetings	6
Bring Out the Best in People: Positive Management Techniques.....	6
Creating the Respectful Workplace: Meeting Halfway	7
Critical Incidents: Developing Your Crisis Management Skills	7
Decreasing Danger in the Workplace: Drug and Alcohol Awareness	7
DOT Mandated Drug and Alcohol Training for Managers and Supervisors	7
From Problem to Productive: Effective Management of Challenging Employee Situations.....	7
Harassment Prevention: What Managers Need to Know	7
Management 101: Management Training for the Newer Manager	8
Managing the Multigenerational Workforce	8
Managing the Troubled Employee.....	8
Performance Discussions: Timely Feedback and Performance Appraisals	8
Riding the Waves of Workplace Uncertainty and Change: Managing Through Change.....	8
Solutions to the Challenges of Shift Work.....	9
Workplace Violence Prevention.....	9

OVERVIEW

Whether you're looking to help your staff with their work/life balance or your managers with holding crucial conversations, All One Health training can help!

Our trainings provide concrete skills, while inspiring personal and professional achievement. Our master's level trainers use adult learning theories and industry research to design and deliver engaging presentation. We are consistently rated to be "excellent" by our audiences and our human resource partners. Our trainings leave the audience motivated and ready to put learning into action.

The following catalog lists all trainings currently eligible for MIIA Rewards credit. Trainings are free of charge to all MIIA members, and can be delivered either on-site or via webinar to maximize employee education. Training sessions generally run from 60 to 120 minutes, and can be customized for each and every audience.

We hope the following training descriptions pique your interest. We are eager to assist you with your training needs and look forward to meeting your managers and staff to provide solutions, strategies and inspiration for professional excellence.

TO SCHEDULE A TRAINING

Contact your EAP consultant at 800-451-1834 to discuss and schedule a training for your employees or managers. Your EAP consultant will help you make a selection and provide more details about the trainings. To help us accommodate your request, please allow a minimum of four weeks' lead time. We require at least one week's notice when canceling a training. Please note that not every training is available in every geographic area.

**To request a training,
call 800-451-1834 or go to
<http://www.allonehealth.com/MIIAEAP/Request.aspx>**

EMPLOYEE TRAININGS

Creating the Respectful Workplace: Meeting Half Way

Training duration: 90 minutes

Each of us would like to be thought of as an employee who positively contributes not only to the bottom dollar, but also to the over-all workplace culture. This seminar will focus on respectful communication: the things we can do to create and perpetuate a respectful work environment. We will also examine behavior that detracts from the desired workplace environment.

Customer Service Excellence: Reaching Down Deep

Training duration: 90-120 minutes

Everyone knows and appreciates excellent customer service when they receive it, and most of us want to provide excellent service ourselves. Knowing how to provide such service in today's fast paced, highly stressed world can be difficult - today's customers don't always make it easy. Participants will learn skills for providing 5-star service in person and on the telephone, strategies for dealing with difficult customers, and tips for providing excellent service even when they don't feel like it.

Dealing With Difficult People: Enhancing Your Interpersonal Skills

Training duration: 60-90 minutes

From time to time, we all have to deal with people and situations that we find challenging. What we want to say and what we should say are often two very different things. The challenge is to control our own response and utilize strategies that help defuse and resolve the situation. Participants in this seminar will learn and practice specific techniques for dealing with difficult people and situations.

Expert Communication: Communication Skills for Working Effectively with Others

Training duration: 90 minutes

Expert communicators are influential, productive, resourced, and get more of what they want and need. Sounds good, doesn't it? Attend this training to increase your communication competence. This seminar explores the three parts of sending a message, the three components of active listening, positive statements, persuasion, inserting safety into difficult conversations and how to avoid avoidance.

"I Pay Your Salary": Responding to Difficult Situations with Residents, Patrons and Customers

Training duration: 90 minutes

From time to time, we all have to deal with people and situations that we find challenging; public service employees certainly face their fair share. While getting the job done efficiently and safely, the public service employee is expected to retain a positive public image for their department and municipality. When confronted with a resident's disappointment, anger or entitlement, what one wants to say and what one should say are often two very different things. Participants in this seminar will learn specific techniques for defusing and resolving difficult situations with residents.

"It was excellent, I can handle anyone now! Very enjoyable and informative."

"Very informative. Will implement immediately."

"Totally Awesome."

"It was a stressful subject made fun!"



Let's Face It: Negotiating Workplace Conflict

Training duration: 60-90 minutes

Conflict is a part of everyday work life that most of us would like to avoid. Conflict, however, can often be productive. This seminar reframes conflict as an opportunity for understanding and growth. Participants will discover their own blocks to resolving conflict, understand their conflict negotiation style, and learn keys to successful conflict resolution.

Managing Driver Fatigue

Training duration: 90 minutes

Taking to the road at all hours is part of the call to duty, but around-the-clock shifts can create health and social struggles for employees, and a unique set of challenges for managers. This practical seminar will offer tried and true suggestions on how to manage fatigue and other common problems associated with working multiple shifts. This seminar will also address techniques to manage emotions and reduce stress, help expand attendees' emotional vocabulary, and demonstrate ways to effectively express ourselves before reaching our emotional boiling point.

Managing Job-Related Fatigue

Training duration: 90 minutes

Twenty million Americans work hours other than 9 to 5. These evening and night shifts create health and social struggles for employees, and a unique set of challenges for managers. This practical seminar will offer tried and true suggestions on how to manage fatigue and other common problems associated with shift work. This seminar will also address techniques to manage emotions and reduce stress, help expand attendees' emotional vocabulary, and demonstrate ways to effectively express ourselves before reaching our emotional boiling point.

Overcoming Departmental Divisions: Repairing Relations and Communication Between Departments

Training duration: 90-120 minutes

When most people think of "customer service," they think of customers, clients, and people they serve outside their organization. But what about the customers you serve within your organization? Your co-workers, bosses, subordinates... are you doing everything you can to serve your internal customers with the same attention and attitude? Whether we're managers or an associate, we all serve each other. Our ability to do our jobs successfully depends on our ability to get along with each other on a professional level. In this training, participants will learn: how to say "No" without causing offense, good techniques for staying calm in the face of even the worst workplace conflict, and how to listen so that you're really hearing what's going on.

Preventing Workplace Harassment

Training duration: 60 minutes

This seminar heightens participants' awareness of harassment in the workplace. Federal laws, State laws and company policies that protect workers from harassment are discussed. Participants are encouraged to examine their own attitudes and behavior, as well as the impact of their behavior on co-workers. Discussion will include review of recent court rulings and policy recommendations.

Riding the Waves of Workplace Uncertainty and Change

Training duration: 60-90 minutes

In today's fast-paced work environment, employees face frequent and often unpredictable changes. These changes can produce stress at work and at home. This workshop will explain normal reactions to change and uncertainty at work, and provide techniques that help decrease the negative impact of stress caused by workplace uncertainty and change.

Social Media @ Ur Workplace

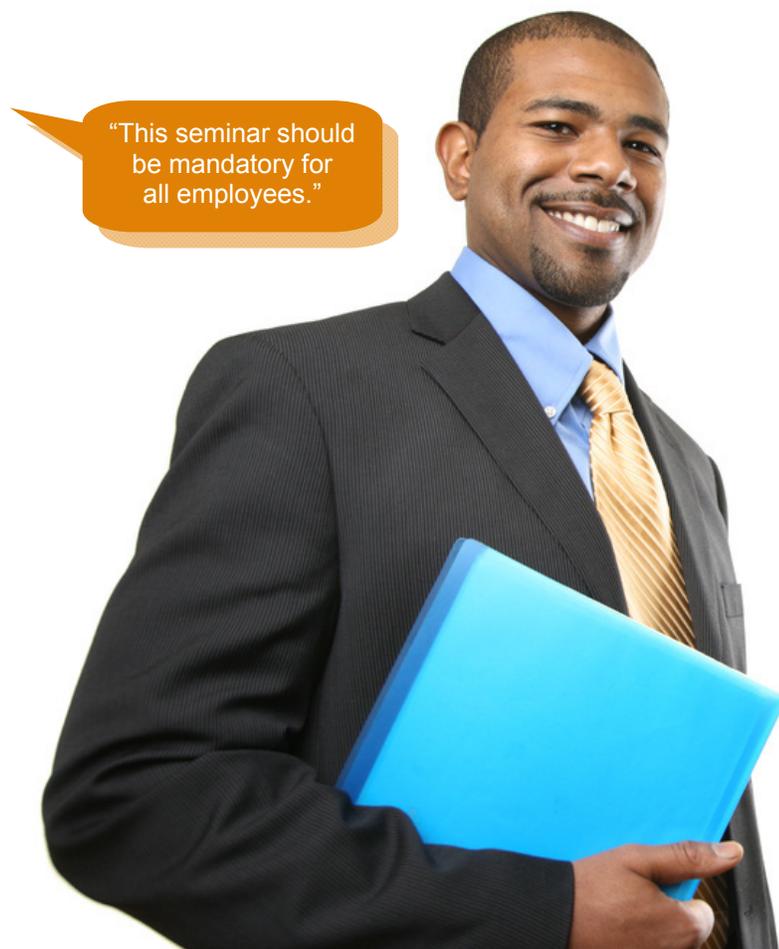
Training duration: 60-90 minutes

This interactive discussion explores the blurring of our social and professional worlds due to technology. How do we effectively use social media for personal means and professional purposes yet maintain high standards of professionalism even after we've punched out? In this discussion, we will explore the concept of what good can come of using the internet in the workplace, minding your manners when using it, and concepts around policy development and enforcement.

Working in the Multigenerational Workplace

Training duration: 60 minutes

When considering workplace diversity, most people think of race, religion, and ethnicity. However, today's workplace is perhaps most diverse with regards to age. Each generation complains about the others - this is NOT new. What is new is the magnitude of the differences. Today's four generations have unique backgrounds and distinctive talents they bring to the workplace. This seminar will help individuals better understand themselves and the diverse group within which they work.



MANAGEMENT

Anger Management 101: Tips for Managers When Tempers Flare

Training duration: 60-120 minutes

It's not good for business when employees are aggressive with co-workers, management or customers. Both managers and HR professionals are spending more time addressing the issue of employee outbursts. A recent survey indicated that up to 42% of employee time is spent engaging in or trying to resolve conflict. Not only is this a considerable amount of time to waste, but it also causes stress, lowers morale, and hampers performance. This ultimately leads to reduced profits to your business and compromised service to your customers. Attend this seminar to learn strategies to help your employees express themselves more appropriately.

Bring Out the Best in People: Positive Management Techniques

Training duration: 90-120 minutes

Are you tired of managing weakness and focusing on performance deficits? Would you like a more positive team atmosphere? This seminar will provide managers with tools for identifying and focusing on their employees' talents and strengths. The ratio of positive to negative feedback will be examined as a motivator vs. de-motivator. Additionally, managers will explore how to be the positive workplace contagion and how to engage others through positivity.

Ask, Don't Tell: And Other Successful Communication Strategies for Managers

Training duration: 120 minutes

Great managers know that their success is directly related to their ability to influence others. The more influence one wields, the more others will want to work *with* and *for* that person. Yet influence is not determined by position, title or place on the organizational chart. It is gained intentionally over time. Managers attending this seminar will learn deliberate communication strategies to increase their sphere of influence. Topics to be covered include effectively sending and receiving messages, delivering feedback without resistance, motivating others to adapt and creating a respectful workplace.

"I will process what someone is saying with more empathy, placing myself in their shoes. I will recognize the emotion of the subject and ask more open-ended questions. I will multitask less and converse more"

"Very helpful tools for facilitating or attending meetings."

"I definitely took away skills that I will use anywhere I work."

Best Practices to Facilitate Meetings

Training duration: 90-120 minutes

Communicating effectively is a skill that requires a lifelong commitment to self-awareness, practice, and heeding feedback from others. Of course you know how to communicate - it's second nature - but when we feel we could have made our point clearer or were misunderstood, we have an opportunity to learn new skills to improve our professional and personal relationships. As a meeting facilitator, your role is to create a forum where communication is lively, engaging, and on topic. This seminar will address the question: Why are some meetings engaging and fun? We will explore the value of meetings, your role as facilitator or meeting member, and what you can do to keep energy up.



Creating the Respectful Workplace: Meeting Half Way

Training duration: 90 minutes

Each of us would like to be thought of as an employee who positively contributes not only to the bottom dollar, but also to the over-all workplace culture. This seminar will focus on respectful communication: the things we can do to create and perpetuate a respectful work environment. We will also examine behavior that detracts from the desired workplace environment.

Critical Incidents: Developing Your Crisis Management Skills

Training duration: 90 minutes

Seventy percent of adults in the U.S. will experience at least one traumatic event in their lives. We go to work each day expecting to be safe. When a trauma occurs in the workplace, our sense of safety can be shattered. In the aftermath, employees need supportive leadership. This seminar will provide managers with tools for navigating the workplace after a traumatic event, and techniques for handling their own feelings and emotions.

Decreasing Danger in the Workplace: Drug and Alcohol Awareness

Training duration: 60-90 minutes

Addiction among employees is one of the most difficult issues that employers encounter. More money is lost in American industry from untreated addiction than from any other single source. This seminar will provide participants with knowledge about the disease of addiction, signs and symptoms of substance abuse in the workplace, and information about treatment options.

Department of Transportation (DOT) Mandated Drug and Alcohol Training for Managers and Supervisors*

**MIIA Loss Control is primary trainer*

Training duration: 120 minutes

The purpose of the DOT regulations is “to prevent, through deterrence and detection, alcohol and controlled substance users from performing safety-sensitive functions.” Managers and supervisors must be keen observers and use constructive confrontation to deal with this volatile issue and comply with DOT regulations. Participants in this seminar will learn how to recognize signs of substance abuse as job and performance problems and DOT violations, constructively address these problems with employees, identify employee appearance and behaviors that trigger *reasonable suspicion* drug tests, and implement the organization’s substance abuse policies.

“It was extremely helpful. I feel I can use it at both work and home.”

“Re-motivated me to be self-aware of my behaviors. I will try to be less avoidant.”

From Problem to Productive: Effective Management of Challenging Employee Situations

Training duration: 90-120 minutes

Managers spend the majority of their time handling personnel challenges. Wouldn’t you like your time freed up to attend to what’s most important, rather than what’s pressing? This seminar explores how managers can address frequent and recurring employee situations such as performance issues and negative behavior. Managers will leave this session with specific strategies for motivating others, addressing personnel challenges, and capitalizing on employees’ talents and strengths.

Harassment Prevention: What Managers Need to Know

Training duration: 90-120 minutes

Managers and supervisors have special responsibilities and liabilities with respect to sexual harassment in the workplace. By understanding recent court rulings and becoming aware of the impact of their behavior, managers and supervisors will learn how to increase their effectiveness with their employees. This awareness will decrease the likelihood of sexual harassment becoming a problem in their department.

“Great examples.”

“Clear and concise.”

“Took a difficult, dry topic and made it interesting.”

“This presentation was very informative, helping us examine our attitudes and behaviors as well as our impact on co-workers.”



Management 101: Management Training for the Newer Manager

Training duration: 90-120 minutes

This program will address the basic elements of management for the new manager. Topics to be addressed include transitioning to the managerial role, communication skills for managers, and supervising troubled employees. Each component of the program will provide managers with specific skills, theoretical background on managerial styles and strategies, and exercises to practice skills.



"This seminar made me think."
"Topics were broken down effectively."
"Excellent class. Thanks."

Managing the Multigenerational Workforce

Training duration: 120 minutes

When considering workplace diversity, most people think of race, religion and ethnicity. However, today's workplace is perhaps most diverse with regards to age. Each generation complains about the other - this is NOT new. What is new is the magnitude of the differences. Today's four separate generations have unique backgrounds and distinctive talents that they bring to the workplace. This seminar will help managers to capitalize on the strengths of employees of varied ages, and merge the generations into an effective work team.

"I found the presentation to be interesting and enjoyable."
"Will use the tips in dealing with each generation. Class was excellent."

"I appreciated all of it!
It couldn't have come at a better time."

Managing the Troubled Employee

Training duration: 120 minutes

Mental health issues are increasingly affecting America's workforce. Statistics indicate that millions of people struggle with the symptoms of anxiety, depression, and substance abuse. These symptoms, whether treated or untreated, often enter the work environment, sometimes requiring managers to intervene. Managers often feel ill-prepared and anxious when dealing with the troubled employee. This seminar will help build the manager's competence and confidence when faced with a troubled employee. Additionally, managers will leave the seminar with a clear understanding of when and how to intervene.

Riding the Waves of Workplace Uncertainty and Change: Managing Through Change

Training duration: 90-120 minutes

Change in the workplace has become a way of life. Managers and supervisors are challenged to maintain performance under sometimes chaotic conditions. Employees may be confused, demoralized and/or resistant. This program will discuss strategies for building and maintaining a motivated and productive workforce during times of change.

Performance Discussions: Timely Feedback and Performance Appraisals

Training duration: 90-120 minutes

A key ingredient to effective management is honest, direct communication about an employee's performance. Easier said than done! This session will address the entire process of employee appraisal, including writing and setting goals with employees, evaluating employees' performance, and strategies for communicating bad news. Participants will leave with specific steps and skills for effective employee appraisal.



Solutions to the Challenges of Shift Work

Training duration: 60-120 minutes

Twenty million Americans work hours other than 9 to 5. These evening and night shifts create health and social struggles for the employees, and a unique set of challenges for managers. This practical seminar will offer some tried and true suggestions for both managers and employees on how to handle common problems associated with shift work.

Workplace Violence Prevention

Training duration: 60-90 minutes

Managers play a significant role in keeping their workplace safe from violence. Research has shown that roughly 85% of workplace violence incidents had clear warning signs. By recognizing and acting on these signs managers can help their organization significantly reduce their risk for workplace violence. This program will provide managers with the information and tools necessary for intervention.

