

MHN CLIENT SERVICES

*Organizational Guidance, Organizational Development
and Training & Skill Development from MHN*



- » Client Services included with standard EAP solutions
- » Upgrades to standard EAP solutions
- » Stand-alone Client Services

YOUR GUIDE TO MHN CLIENT SERVICES

WHEN EMPLOYEES LIVE BETTER, COMPANIES WORK BETTER

MHN's Employee Assistance Program (EAP) includes a broad range of Client Services that can help you enhance employee effectiveness and health. This catalog is your guide to those services, which include:

- » **Organizational Guidance** – expert guidance and support for managing difficult workplace situations, troubled employees and job performance issues
- » **Organizational Development** – solutions focused on enhancing workgroup, department or organizational functioning, especially after organization-wide changes such as a reductions-in-force
- » **Training & Skill Development** – a broad range of training programs designed to help employees, supervisors and managers be healthy, happy and effective at home and at work. We also offer EAP benefit training and health fair support to raise awareness of EAP benefits.

WHAT'S INCLUDED AND WHAT COSTS EXTRA?

Throughout this catalog, the following key is used to identify included services vs. upgrades, and the table of contents on the following page shows you everything at a glance.



Included with MHN's standard EAP solution



Available as an **upgrade** to your MHN EAP



May also be purchased as a **stand-alone** (even if you don't have an MHN EAP)

ACCESSING MHN SERVICES

EAP Member Services



TDD: (800) 327-0801

*Answered by MHN intake specialists
24 hours a day, seven days a week.*

Members (employees and their covered dependents) are entitled to as many telephonic consultations as needed, and up to _ face-to-face counseling sessions per incident, per calendar year.

Your Account Manager



Contact your MHN Account Manager for print materials, to schedule trainings or organizational development, or to request help increasing employee engagement.

Organizational Guidance



Call the EAP Member Services number to the left and choose **option 4**.

Manager's Toolkit



members.mhn.com

Look for the Manager's Toolkit link in the upper right hand corner.

(You must register as a manager to see this link; contact your MHN Account Manager to do so.)

TABLE OF CONTENTS

Organizational Guidance

Management & Labor Consultations I	4
Job Performance Referrals (JPRs) I	4
Substance Abuse Referrals I S	4
Critical Incident Stress Management (CISM) I S	4
Online Manager's Toolkit I	5
Workplace Re-entry Program U S	5
Clinical Support Services U S	5



To schedule, call your EAP Member Services number and choose option 4.

Organizational Development

Initial Organizational Development Consultations I	6
Reduction-in-Force Needs Assessment and Summary Report U S	6
Comprehensive Organizational Development Consulting Services U S	6
» Workplace Needs Assessment	6
» Organizational Development Consultations	6
» Facilitated Group Processing	6
» Support Group Development & Facilitation	6
» Management/Leadership Coaching	6
» Human Resources Consultation	7
» Conflict Resolution	7
» Train-the-Trainer Program	7



To schedule, call your MHN Account Manager.

Training & Skill Development

Benefit Training I	8
Health Fair Support I	8
Healthy Lifestyle Training I	8
Workshops and Seminars I S	9
» Customized Workshops and Seminars (U S)	9
» Work-Life Seminars	10
» Health & Wellness	17
» Employee Skill Development	22
» Management/Supervisory Skill Development	26
» Workplace Safety and Protection Seminars	31
Index of Workshops & Seminars	35



To schedule, call your MHN Account Manager.



Included with MHN's standard EAP solution



Available as an **upgrade** to your MHN EAP



May also be purchased as a **stand-alone** (even if you don't have an MHN EAP)

ORGANIZATIONAL GUIDANCE

Our management consultants provide expert guidance and support on individual and small group problems involving difficult workplace situations, troubled employees and job performance issues.

Our consultants include Masters- and Ph.D.-level clinicians. Their unique background in counseling, human resources and business enables them to offer expert insight, assessment and action plans to your management staff.



To schedule, call your EAP Member Services number and choose option 4.

I
Included

U
Upgrade

S
Stand-alone

MANAGEMENT & LABOR CONSULTATIONS **I**

Our management consultants can provide unlimited telephonic support to your managers/supervisors on how best to address difficult workplace situations, such as work performance issues, attendance problems, workplace violence, mental illness and more. They provide objective and professional assessment with concrete recommendations for change, and can assess the need for additional member or client services. With our guidance, your managers and supervisors are empowered to do their best.

JOB PERFORMANCE REFERRALS (JPRS) **I**

Through our JPR program, employees identified as having job performance issues are assessed, provided with an action plan, and referred to the appropriate services, such as MHN's Employee Assistance Program, Anger Management Program or Chemical Dependency/Substance Abuse Program.

- » If an employee has a job performance issue, a management consultant facilitates referrals to MHN's EAP. An EAP provider helps the employee with treatment, and with appropriate "release of information" signed, the management consultant notifies the employee's manager/supervisor when the program is completed.
- » If an employee appears to need help managing anger, the management consultant may recommend a clinical screening to determine whether he or she might benefit from MHN's Anger Management Program. If the employee enrolls in the program, a management consultant will notify the employee's manager/supervisor once the program is completed.
- » For substance abuse issues, a management consultant can facilitate referrals to the appropriate treatment.

Please note that the JPR is not a disciplinary measure but rather a management tool that helps the employee resolve problems and improve job performance.

SUBSTANCE ABUSE REFERRALS **I S**

If a manager or supervisor suspects an employee is struggling with a substance abuse issue, MHN can help. Employees who fall under the Federal Department of Transportation (DOT) regulations for workplace drug and alcohol testing programs will be referred to the National Substance Abuse Professional Network (NSAP) for assessment, treatment, reporting and follow-up – in accordance with DOT guidelines. For employees who do not fall under DOT regulations, MHN's management consultants can arrange for a JPR assessment and facilitate referrals to the employee's medical benefits. The employee's medical provider will assist the member with treatment, and with appropriate "release of information" the management consultant will inform the employee's manager/supervisor when the program has been completed.

CRITICAL INCIDENT STRESS MANAGEMENT (CISM) **I S**

MHN's Critical Incident Stress Management program uses a multi-faceted approach to help organizations and employees cope with critical incidents and return to normal functioning. CISM addresses unplanned traumatic events affecting the workplace, such as natural disasters, workplace violence, robbery, unexpected death and more.

Acute care support includes 24/7 immediate telephonic support for assistance with crisis management and coordination of onsite critical incident stress debriefings. CISDs generally take place 24-72 hours after the incident.

Telephonic post-incident follow-up to assess status, identify residual concerns and determine next steps is also included.

To conduct MHN's CISM support services, we have a national network of over 14,000 professional counselors with expertise and certification in trauma response. On average, they respond to 1,000 critical incidents annually.

The standard EAP solution includes 20 hours of CISM support per incident, with an unlimited number of occurrences during the contract term.

ORGANIZATIONAL GUIDANCE

ADDITIONAL CISM HOURS

Need more than your allotted 20 hours to restore normal functioning at your workplace after a traumatic incident? Additional CISM support is available on a fee-for-service basis.

ONLINE MANAGER'S TOOLKIT

MHN's member website features a wealth of resources for helping members lead healthier, happier lives. It also includes an online Manager's Toolkit, with helpful resources just for managers and supervisors such as:

- » A summary of available client services and employee benefits (and how to access them)
- » Articles and guides on topics such as change management, job performance referrals and domestic violence
- » Tips and forms to assist with managerial/supervisory duties, issues and situations
- » Resources managers can use to help their employees

To access the Manager's Toolkit, log on to MHN's member website (members.mhn.com) and click on the Manager's Toolkit link in the upper right-hand corner.

WORKPLACE RE-ENTRY PROGRAM

An employee's return to work may be hampered by stress and anxiety over returning to work and other emotional health concerns, behavioral health problems, organizational change, or poor self-management and workplace skills. We're committed to helping employees return to work quickly and easing the transition, which means increased productivity and lower disability and workers' compensation costs for employers.

Participants in our clinician-led group telephonic program benefit from behavioral health seminars, relaxation exercises, clinical coaching and group support. In addition, our virtual classroom offers anonymity, convenience and group support. Our program includes six 90-minute group coaching sessions, conducted twice a week for three weeks.

CLINICAL SUPPORT SERVICES

If not addressed, employee stress can impact your bottom line; healthcare expenditures alone, for example, are nearly 50 percent greater for workers who report high levels of stress, according to the *Journal of Occupational and Environmental Medicine*. Stress can also lead to greater absenteeism, poor job focus and decreases in job satisfaction and performance.

One-on-one or small group clinical support, provided on-site by a clinician, can help employees cope effectively with chronic or residual stress resulting from stress-inducing workplace incidents, such as layoffs, mergers, workplace accidents, employee death, etc.

ORGANIZATIONAL DEVELOPMENT

MHN's organizational development solutions are designed to address issues that impact workgroups, one or more departments or the company as a whole. After an organizational change, such as a merger, acquisition or layoff, our organizational development solutions can enhance group functioning, improve productivity and boost morale.

The trainers and consultants in our national network are selected for their solid understanding of behavioral health along with their proven success as presenters and facilitators. Their wide range of expertise includes employee and management development, organizational development, employee relations and workplace health and wellness.



To schedule, call your
MHN Account Manager

I

Included

U

Upgrade

S

Stand-alone

INITIAL ORGANIZATIONAL DEVELOPMENT CONSULTATIONS **I**

During an initial organizational development consultation, we work with your manager/supervisor or HR staff to assess the situation. Next, we propose recommendations and create an action plan. We then connect you to an organizational development consultant who can come to your workplace and help you implement the plan. Initial organizational development consultations are unlimited and telephonic.

REDUCTION-IN-FORCE NEEDS ASSESSMENT AND SUMMARY REPORT **U S**

A reduction-in-force (RIF) can lead to lower employee morale, performance issues, workplace conflict, increased presenteeism and other problems that can impact your bottom line. MHN can help you minimize the negative impact a RIF can have in the workplace by providing:

- » **A RIF needs assessment** – identifies potential areas of concern prior to the RIF and the organization's readiness regarding communications, planning and execution
- » **Summary report** – documents findings and recommends solutions to lower organizational risk
- » **A review** of the report with the client

COMPREHENSIVE ORGANIZATIONAL DEVELOPMENT CONSULTING SERVICES **U S**

Depending on your needs, MHN's onsite consulting services range from a few hours to more extensive, ongoing interventions over several months.

- » **Workplace Needs Assessment**
The onsite needs assessment is an important process in a comprehensive OD plan which involves interviews of key individuals and, subsequently, in-depth evaluation of issues impacting organizational effectiveness. Includes the

delivery of a formal report documenting findings and recommendations. Recommendations generally involve some combination of MHN's additional OD consulting services.

» **Organizational Development Consultations**

Through the consultation process, we help you assess and address issues impacting work teams, departments and organizational effectiveness. For example, we can help with layoffs, team dynamics, communication issues, organizational change, role and process clarification, establishing a workplace code of conduct, and dealing with difficult workplace behaviors.

» **Facilitated Group Processing**

Group processing helps groups resolve factors that may hinder work group effectiveness. Using an impartial, neutral approach, we can help a group identify core issues, generate accountability, mediate differences and channel discussions toward productive action and resolution. Participants benefit from increased trust, enhanced issue resolution and improved working relationships.

» **Support Group Development & Facilitation**

A support group can give employees an opportunity to share experiences, coping strategies and mutual encouragement. Employers also benefit: the US Department of Justice, for example, reports that employees who have attended its workplace support groups report feeling more productive, less distracted at work and better able to cope with personal issues and challenges.

MHN provides onsite (or telephonic, if preferred) support to help organizations develop, facilitate and sustain support groups (both non-clinical and clinical) in the workplace. Examples of topics include support for cancer survivorship, survivors of layoffs, single parenting and eldercare issues.

» **Management/Leadership Coaching**

Onsite coaching (or telephonic, if preferred) helps supervisors manage more effectively by enhancing supervisory and leadership skills. We help your staff practice new management techniques and provide feedback on new

ORGANIZATIONAL DEVELOPMENT

skill development. Management/leadership coaching can also benefit managers who need to set performance and behavioral standards for their teams, to effectively manage the disciplinary process and more. By improving their management style, managers and supervisors can improve their teams' performance, leading to greater productivity and enhanced employee engagement.

» **Human Resources Consultation**

A disengaged workforce, chronic performance issues and poor management of organizational change can drain company productivity and morale. MHN can provide onsite assistance to human resources professionals on employee retention, engagement, recognition, performance management, behavior management and more. For example, we can help your HR manager create an employee development training plan for the whole organization, or a plan to re-engage employees following a reduction-in-force.

» **Conflict Resolution**

Performance problems are frequently the result of strained relationships between employees, not lack of individual employees' skill or motivation.

If handled well, conflict can actually provide an opportunity for personal and professional growth. We teach employees how to clarify the source of the conflict, identify its impact, explore actions for resolution and commit to an appropriate resolution plan.

Through information and practice, employees learn critical skills to resolve any workplace issue, generating group cohesion and mutual respect. Your organization then benefits from increased productivity and improved morale.

» **Train-the-Trainer Program**

We can train employees to become knowledgeable on various topics, ranging from substance abuse to diversity, and to become engaging, effective presenters. Program participants can then transfer that knowledge to other employees in an efficient, cost-effective manner.

TRAINING & SKILL DEVELOPMENT

Investing in your employees' personal and professional development can lead to greater productivity, enhanced work-life balance and more satisfaction on the job. Our Training & Skill Development solutions include Benefit Training and Health Fair Support to raise awareness of EAP services among your employees. We also offer Healthy Lifestyle Training and other Workshops and Seminars to help your employees live better and work better.

The professionals in our national network of trainers and consultants are selected for their solid understanding of behavioral health along with their proven success as presenters and facilitators. Their wide range of expertise includes employee and management development, organizational development, employee relations and workplace health and wellness.



To schedule, call your MHN Account Manager.

- or -



Call your EAP Member Services number and choose option 4.

.....

I Included **U** Upgrade **S** Stand-alone

Lead Time
For existing titles, please contact MHN at least three weeks in advance. Customized course design requires additional time.

Contracted Hours
Training & Skill Development hours are deducted for actual service time only, not for set-up or travel time.

Trainer's travel expenses will be pre-approved by the client and billed subsequently.

Cancellation of Services
To cancel services without being charged, you must provide five business days' notice. Non-refundable travel expenses will be billed to the client.

BENEFIT TRAINING **I**

These trainings are designed to familiarize employees and management with their EAP benefits, including their scope, purpose and value, as well as how to access services. By raising awareness of EAP benefits and driving utilization, Benefit Training can maximize your organization's return on investment.

EAP Benefit Training includes two separate trainings: one for employees and the other for management/supervisors. Trainings can be delivered in a variety of formats, including in-person, telephonic, webinar or DVD.

Telephonic, webinar and DVD trainings are unlimited. The number of in-person trainings available varies according to account size.

ADDITIONAL BENEFIT TRAINING HOURS **U**

Need more than your allotted benefit trainings? No problem. Additional in-person benefit trainings are available for purchase.

HEALTH FAIR SUPPORT **I**

Another way to raise employees' awareness of their EAP benefits (and, ultimately, maximize your ROI) is to promote the EAP at your health fair. MHN can provide informational materials (such as EAP posters and flyers) and/or in-person account management support at your events. The amount of in-person support available varies by account size.

ADDITIONAL HEALTH FAIR SUPPORT **U**

If you need additional health fair support, please contact your Account Manager. We can provide additional in-person support for a fee.

HEALTHY LIFESTYLE TRAINING **I**

Several of the seminars in the following Workshops & Seminars section are available as Healthy Lifestyle Trainings. Healthy Lifestyle Trainings are one-hour versions of the noted seminars, available telephonically or as webinars only. These valuable trainings – which can help your workforce develop healthy habits – are unlimited, i.e., you can schedule them as often as necessary (participation minimums may apply), and they do not count against your organization's allotted training hours.

TRAINING & SKILL DEVELOPMENT

WORKSHOPS AND SEMINARS 1

MHN's workshops and seminars can lead to better work-life balance, enhanced skill development and improved workplace performance. The number of training hours included in your EAP solution is based on your employee count. You may apply those hours to any of our current offerings, which fall under the following subcategories:

- » Work-Life
- » Health & Wellness
- » Employee Skill Development
- » Management/Supervisory Skill Development
- » Workplace Safety and Protection

See page 30 for an index of all available workshops and seminars. Please note that offerings may change periodically.

DELIVERY & FORMATS

Trainings can be delivered via three methods:



In-person



Telephonically



Webinar

Depending on the title, trainings may be available in the following formats:

- 1 One-hour workshop**
Providing an overview of the topic
- 2 Two-hour workshop**
In-depth information and assessment
- 3 Three-hour workshop**
In-depth information and assessment
- Half-day workshop**
In-depth information and assessment, skills practice and a participant action plan
- Series of four one-hour workshops**
In-depth information and assessment, skills practice and a participant action plan
- Healthy Lifestyle Training**
One-hour versions of the seminars noted, available telephonically or as webinars only (not counted against your allotted training hours)



Additional Workshops and Seminars Hours

Need training hours beyond those in your contract?
No problem. Additional training hours are available for purchase.



Customized Workshops and Seminars

An MHN curriculum development specialist with expertise in adult learning theory and workplace issues can design and/or customize a workshop or seminar for a particular client need.

Customized workshops and seminars can be delivered in-person, telephonically or via webinar.

WORK-LIFE



WORKSHOPS & SEMINARS

Work-Life Seminars

MHN's work-life seminars help employees develop the skills to manage a broad range of work-life issues and challenges – from managing their finances to caring for elderly parents. By making employees' lives less stressful, these seminars can make it easier for employees to contribute fully on the job.

Coping with the Stress of Economic Uncertainty ① ②

In a 2008 American Psychological Association poll, almost half of Americans say they are increasingly stressed about their ability to provide for their family's basic needs, when asked about the financial crisis. Eight out of 10 say that the economy is a significant cause of stress. This program explores healthy strategies for managing stress and increasing resilience during tough economic times.

Learning Objectives:

- » Discuss the challenges of economic uncertainty
- » Identify common responses to uncertainty
- » Present options for reducing stress and increasing resilience in tough economic times

Creating Work-Life Balance ① ②

The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this workshop, participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives. Competing demands will be identified, and an assessment of central life goals will contribute to an understanding of how to achieve improved work-life balance.

Learning Objectives:

- » Handling multiple demands
- » Five steps to achieving balance
- » Internal and external stressors
- » Using energy wisely

Managing Stress ① ②

Stress seems to be a constant companion in today's busy world. However, frequent or cumulative stress erodes emotional and physical health. This workshop emphasizes that managing stress begins with the assumption of personal responsibility and self-control across different situations and environments. The ability to choose healthy responses to any given event is the key to minimizing stress and creating a healthy life.

Learning Objectives:

- » Find out what's really important to you
- » Gap between reality and expectations
- » Assess your stress level
- » Basic stress management techniques

Creating a Positive Attitude ①

A positive outlook can greatly enhance personal success, health and well being. Negative self-talk and personal beliefs can hinder the process toward, and results of, reaching personal and professional goals. This workshop examines the physical, psychological and interpersonal effects of both negative and positive attitudes.

Learning Objectives:

- » Self-assessment
- » The importance of optimism
- » Self-talk and attitude
- » Overcoming negativity

Managing Your Responses to Anger ① ②

It's easy to blame others for an anger response, but in reality personal choice guides the reaction to an external situation. Being easily angered adversely affects personal relationships, whether at work, home or within our communities. This workshop explores the motivation to choose anger over other healthier responses.

Learning Objectives:

- » Typical workplace conflicts
- » Self-awareness and attitude
- » The relationship between difficult people and conflict
- » Anger management skills

Family Communication ①

One of the biggest challenges facing families in today's hectic world is to maintain healthy, effective communication. Even if "quality time" exists within the family, miscommunications and misunderstandings may still be perpetuated, especially if parents revert to communication patterns that were learned from their family of origin. This program discusses the dynamics of communication and how to enhance the process within the family.

Learning Objectives:

- » Family communication skills
- » How and when to communicate
- » Changing communication needs as families evolve
- » Family conference guidelines

Available Workshop Formats: ① One-hour ② Two-hour ③ Three-hour
④ Half-day ⑤ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Work-Life Seminars

Holiday Stress-Hardy ①

As joyous as the fall and winter holiday season can be, it also comes with the potential for enormous pressure and stress. Whether the celebrations are religious or secular, they bring with them expectations that may be very hard to meet. This workshop discusses the source of some of the stressors that can interfere with the enjoyment of the season.

Learning Objectives:

- » Minimizing self-imposed stress
- » Your "Bill of Rights" for the holidays
- » Stress management for the holidays
- » Dealing with grief and loss at the holidays

Humor for the Health of It ①

Humor is an essential part of life, and it contributes to remaining healthy and positive and effectively handling life's upsets and setbacks. This workshop describes why humor is healthy, both emotionally and physically. It explores ways to cultivate and find humor in everyday life.

Learning Objectives:

- » Why humor is a necessity and not a luxury
- » Physical/psychological benefits of humor
- » How to cultivate humor at work
- » Tips on how to identify and find humor

Coping with the Stress of Change ① ②

Stress associated with change can be both good and bad, depending on personal perceptions. Surprisingly, even positive changes in life, such as marriage or a new job or promotion, can contribute to high levels of stress due to the multiple adjustments to the new event that are required. This program explores typical responses people demonstrate when change happens, such as resistance to change, stress reactions to change, and creating opportunities from the change process.

Learning Objectives:

- » The risks of change
- » The change process
- » Options for making the most of change
- » Modifying your responses to change
- » Timetable for planning

Lifestyle Issues for Pre-Retirement ① ②

Good planning is the key to an easier transition and a richer, more satisfying retirement. Finances, health issues, use of time, lifestyle changes and changing roles and relationships are all areas that need to be explored. This course is a brief introduction to the broad spectrum of issues and to the ongoing process of retirement planning.

Learning Objectives:

- » Reviewing income, benefits and assets
- » Evaluating the lifestyle changes of retirement
- » Maintaining your health and social contacts

Managing Personal Finances ① ②

Balancing personal income and expenditures is fundamental to enjoying success in one's personal life, occupation and relationships. This workshop will provide all the basics to create a successful budget and spending plan. Additionally, participants will analyze overspending and credit concerns, discuss the importance of establishing credit (including guidelines for using credit cards and avoiding credit card fraud) and review remedies for being overextended in debt.

Learning Objectives:

- » Defining your family financial profile
- » Creating financial balance
- » Short-, medium- and long-term goals
- » Tips to manage your credit

Understanding Eldercare Issues ① ②

Eldercare is a major issue facing American families today. We now have the largest over-70 population in U.S. history. Families, and society in general, are facing unanticipated challenges to provide care for this growing segment of the population. These issues are made more complex because of shifting roles: adult children now find themselves in the position of having to parent their parents.

Learning Objectives:

- » The role of the caregiver
- » Problems faced by the caregiver
- » Areas of immediate concern
- » Developing a plan for addressing current and future needs

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ⌚ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Work-Life Seminars

Strategies for Working Parents ①

When faced with the challenges of parenthood, many working parents feel guilty. The pressures and demands placed upon them are extraordinary, and many parents feel conflicted by the dual roles they must play. This workshop helps working parents explore strategies for achieving balance between their demanding work and family schedules.

Learning Objectives:

- » Exploring personal beliefs about the “perfect” parent
- » Survival tips for dealing with difficult times in the family group
- » Creating “balance” between competing demands
- » More effectively managing work and family issues

Coping with Grief and Loss ① ②

Grief is a natural response to any loss, whether large or small. It could be a death, a relationship that doesn't work out, a job change, relocating to a new home or the loss of a friendship. In all cases, there needs to be a process of grieving and letting go. Unresolved grief can contribute to physical and psychological problems that may affect one's personal and professional lives.

Learning Objectives:

- » The nature of losses, big and small
- » The stages of grief
- » How to accept your own grief and that of others
- » How to get help or help others who grieve

Successful Single Parenting ① ②

Whether by death or divorce, or whether the individual is the custodial or visitational parent, being a single parent carries with it a unique experiential perspective that cannot be fully understood – unless you are one. With its challenges and rewards, single parenting has its own distinct set of opportunities for personal and family growth.

Learning Objectives:

- » Characteristics of successful single parenting
- » Unique strengths of single-parent families
- » Taking care of yourself first
- » Single parenting discipline

Successful Step-Parenting ① ②

The blending of two families is not an easy process. Although the adults have fallen in love and have decided to live together, the children may or may not desire the stepfamily situation. Adjustments to the new family situation take time for all family members, including the biological parent, the stepparent and the children.

Learning Objectives:

- » Creating your support network
- » Characteristics of successful stepfamilies
- » Building foundations of trust
- » How to avoid the stepparent trap
- » Building marital harmony for family harmony

Surviving the Empty Nest ① ②

The “empty nest syndrome” – characterized by a sense of loss of purpose, a crisis of identity as parents, and even depression – allegedly occurs when the children leave home. While parents may feel some loss when their nests empty, they are also finding that this period can be one of increased satisfaction and improved relationships. This workshop provides information about adjustment issues that may arise after the kids leave home.

Learning Objectives:

- » The realities and the myths about the “empty nest”
- » Fathers' versus mothers' reactions to the children leaving home
- » Improving relationships with spouses and family
- » Adjusting to your life without the children

Life After Divorce ① ②

Divorce is often a painful process, even in the most civil of dissolutions. Multiple issues surface for individuals following the disintegration of the marital relationship, and making sense of the process can be difficult. This workshop helps participants identify and deal with concerns people typically face after the divorce is final.

Learning Objectives:

- » Letting go of past hurts and healing emotionally
- » Rebuilding your financial health
- » Re-claiming your social life
- » Establishing new healthy romantic relationships

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Work-Life Seminars

Dealing with Pre-Teens and Teenagers ① ②

The pre-teen and teen years are periods of intense growth, not only physically but also morally and intellectually. Since the primary goal of the teen years is to achieve independence, family life can sometimes feel confusing and experience periods of upheaval. This program explores how parents can negotiate these sometimes trying times with their growing children.

Learning Objectives:

- » Overview of the developmental task of adolescence
- » Explore parenting styles and their impact on teenagers
- » Learn about rules, enforcement and negotiation with teens
- » Communication processes and support

Creating and Maintaining a Healthy Marriage ① ②

Good marriages require a lot of hard work and compromise, both before and after a couple says “I do.” The reality is that every couple will face challenges over the course of their marriage, such as handling finances, negotiating conflict and creating a connection in today’s hectic lifestyles. This program will examine some of the important issues in creating a healthy, lifelong marriage.

Learning Objectives:

- » Discuss the myths of marriage
- » Examine the stages of marriage
- » Learn what behaviors lead to marital conflict and divorce
- » Learn the keys to creating and maintaining a healthy relationship

The Stress of Business Travel ①

Business travel is often a positive experience, with important meetings, agreements and progress resulting from the work. However, work overload, cumulative fatigue, recovering from time zone changes and family disruptions can collectively result in increased stress on the part of the traveler. This workshop considers tips and strategies to maximize performance while on the road, as well as some ideas to minimize business travel stress.

Learning Objectives:

- » Impact of business travel on health and well-being
- » Tips to balance business travel and your life
- » Staying connected while you travel
- » Ideas to reduce travel-related stress

Living with Extended Family ①

Multiple-generation households occur for many reasons, such as economics, health needs of a family member, divorce or temporary transitions. Families benefit from the sharing of emotional, social and financial resources; however, special challenges may emerge from the decision to have generations of a family live under the same roof.

Learning Objectives:

- » Needs of individuals in the multigenerational family
- » Challenges to intergenerational households
- » Developing realistic expectations for all family members
- » Creating a living agreement on household duties, responsibilities and finances

Building Resilience ① ②

Healthy, resilient people have stress-hardy personalities and learn valuable lessons from challenging experiences. They rebound from major setbacks even stronger than before. Resilient individuals can change to a new way of working and living when an old way is no longer possible. This workshop discusses the different aspects of resilience, as well as provides strategies for developing and enhancing personal resilience.

Learning Objectives:

- » Describe the characteristics of resilience
- » Identify how to develop resilience capabilities
- » Learn how resilient individuals turn challenges into opportunities
- » Examine the role of stress management in maintaining resilience

Stress Resilience for Kids ①

Stress seems to be a consistent companion in today’s busy world – even for kids. Children find themselves juggling schedules that include schoolwork, home responsibilities, activities and hobbies. This interactive workshop provides kids and parents ways to identify sources of stress and discuss healthy techniques to reduce stress and increase resiliency.

Learning Objectives:

- » Discuss what stress is
- » Describe how adults’ and kids’ bodies react to stress
- » Identify different sources of stress for kids and how to identify a stress “build-up”
- » Provide information on how kids can manage stress

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

📖 (see p. 8 for details)

WORKSHOPS & SEMINARS

Work-Life Seminars

Coping with Chronic Illness During the Holidays ①

During the holidays, we are all vulnerable to the stresses of over-commitment with too much to do and too little time to do it. When we add to all of this the stress of a serious illness, either with diagnosis, treatment or post-treatment concerns, the holidays may feel overwhelming at times. This workshop provides individuals and caregivers with tips on how to plan for and cope with an illness during the holiday season.

Learning Objectives:

- » Describe stressors during the holidays
- » Discuss how a catastrophic or chronic illness impacts the holidays
- » Identify how to cope with treatment during the holidays
- » Present stress management and stress hardiness strategies to help get you through

Coping with a Cancer Diagnosis ①

Receiving a cancer diagnosis can come as a shock. People diagnosed with cancer and their friends and family can find the first few weeks after diagnosis difficult and experience a wide range of quickly fluctuating thoughts, feelings and emotions. This workshop identifies strategies for coping with difficult changes and stress after receiving a life-changing diagnosis.

Learning Objectives:

- » Present typical issues and challenges associated with a cancer diagnosis
- » Discuss different reactions to a diagnosis and coping processes
- » Provide caretaker assistance and self-care tips
- » Identify post-diagnosis action plan steps and strategies to enhance stress-resilience and coping

Maintaining Resilience through Cancer Survivorship ①

By learning the attitudes and techniques used by cancer survivors and taking advantage of available social support, current cancer patients can learn how to draw upon their inner strength and wisdom to maintain their resiliency and “bounce back.” This workshop discusses the different aspects of resilience and provides resiliency strategies to deal with treatment – before, during and after.

Learning Objectives:

- » Describe the characteristics of resilience
- » Identify how to develop resilience capabilities when coping with cancer diagnosis, treatment and survivorship

- » Learn how resilient individuals turn challenges into opportunities
- » Examine the role of stress management in maintaining resilience through the multiple phases of treatment and aftercare

Adult Caregiver Support Group and ③ Development Training

Because of a variety of family and work responsibilities, the adult caregiver may feel stressed, guilty or concerned about how they will handle the present and future caregiving needs of an older loved one, family member or friend. Support groups for adult caregivers assist by providing a venue to share concerns and ideas to assist in the caregiving role. This workshop provides the step-by-step process to develop a caregiver support group where participants can provide mutual understanding and guidance on issues unique to adult caregivers.

Learning Objectives:

- » Discuss the general benefits of support groups for participants
- » Identify steps and logistics in support group development
- » Explore feedback strategies used to enhance group development and maintain group functioning
- » Discuss communication basics that enhance the group facilitation process

Compassion Fatigue ① ②

Compassion fatigue is the emotional residue of exposure to working with individuals who have experienced emotional, mental or psychological suffering, particularly from the consequences of traumatic events. You can help yourself, a co-worker or a family member by recognizing the signs of compassion fatigue and taking action. This workshop discusses the causes and symptoms of compassion fatigue and offers guidelines on prevention and treatment.

Learning Objectives:

- » Understand the causes and components of compassion fatigue
- » Identify the major symptoms of compassion fatigue
- » Present different prevention and treatment approaches to alleviate the impact of compassion fatigue
- » Discuss various strategies that can enhance individual resilience in stressful work environments

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

① (see p. 8 for details)

Mentoring Adolescents ②

A mentor is a caring, adult friend who devotes time to a young person. Although mentors can fill any number of different roles, all mentors have the same goal in common: to help young people achieve their potential and discover their strengths. By sharing fun activities and exposing youth to new experiences, a mentor encourages positive choices, promotes high self-esteem, supports academic achievement and introduces the young person to new ideas. This workshop provides an overview of adolescent development and how a mentor can assist teens.

Learning Objectives:

- » Review the developmental tasks of adolescence
- » Learn about communication processes and negotiation with teens
- » Describe the roles of the mentor and objectives of mentoring
- » Discuss the natural stages of the mentor-mentee relationship and general guidelines for the mentoring process

Enhancing Resilience During Change ② ③

Change occurs when something ends and something new or different begins; it's an inevitable part of life. Far from being negative, change is what drives us, challenges us and keeps us striving to achieve different goals and aspirations. Even if the change is challenging or traumatic, we can learn to move beyond crisis and disappointment and actually make our lives better. This workshop discusses the different aspects of the change process – how we can maintain and enhance our personal resilience and turn challenges into opportunities for growth and learning.

Learning Objectives:

- » Understand the process of change
- » Identify current or upcoming changes in the workplace
- » Discuss different reactions to change
- » Explore options for enhancing resilience and managing stress
- » Understand ways to support yourself and others

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- 🕒 Half-day
- 🗄️ Series of four 1-hour workshops

Healthy Lifestyle Training:

🍏 (see p. 8 for details)

HEALTH & WELLNESS



WORKSHOPS & SEMINARS

Health & Wellness

MHN's Health & Wellness workshops and seminars can help your employees proactively manage a wide variety of issues – from insomnia to obesity. A number of our workshops and seminars also offer a preventive approach to illness, such as staying healthy during flu season. By keeping your employees healthy, you can also protect your bottom line.

Readiness for Healthy Change ① ②

This program is for anyone who has ever tried to make a healthy change and had trouble sticking to his or her plan. In this workshop, participants will discuss how to successfully prepare for, make and maintain a healthy change.

Learning Objectives:

- » Clarify benefits and rewards of healthy change
- » Identify challenges and how to overcome them
- » Developing a plan of action
- » Identify sources of support

Improving Longevity and Quality of Life ①

Today, people are living longer and enjoying a better quality of life than previous generations. Diet and exercise is key to living a long, healthy and happy life, but other personal habits can also make a difference. This workshop explores how to cultivate the right habits and attitudes to not only live longer, but also to live better.

Learning Objectives:

- » Understand the connection between exercise and longevity
- » Learn about lifestyle changes that can help increase longevity and quality of life
- » Understand the role of a good quality of life in living longer

Optimal Health for Men ①

According to the Centers for Disease Control and Prevention, five diseases account for more than 65 percent of the deaths for American men: heart disease, cancer, stroke, lung disease and diabetes. This workshop shows men how to reduce their risk for these diseases and reap the benefits of better health, quality of life and work performance.

Learning Objectives:

- » Identify the components of good health
- » Understand the benefits of good health
- » Create a personal wellness plan

Optimal Health for Women ①

According to the Centers for Disease Control and Prevention, heart disease, cancer and stroke are the leading causes of death for American women. This workshop focuses on how to reduce the risk for these diseases and others that predominantly affect women.

Learning Objectives:

- » Identify the benefits of a healthy diet and exercise
- » Identify preventive screenings and other resources for optimal health
- » Create a personal wellness plan

Staying Healthy During Flu Season ①

According to Flu Busters, the typical flu keeps an employee out of the office for about six days, and at least 15 percent of employees are out sick each year due to the flu. In this workshop, participants learn about practical steps they can take to counteract the severity and duration of the flu this winter, as well as minimize the chance of passing it on to others.

Learning Objectives:

- » Learn about influenza (flu) types, transmission and symptoms
- » Identify strategies for preventing and treating the flu
- » Learn about flu prevention tips at work or when traveling

Walking for Health and Longevity ①

Described by experts as “almost perfect exercise,” regular walking can improve stamina, energy and life expectancy, while reducing many common health risks. Walking also aids in stress relief, weight control and sleep enhancement. This program assists participants in creating a personal plan to walk for health benefits.

Learning Objectives:

- » Learn about the benefits of regular walking
- » Identify personal motivation for walking
- » Create a plan to reach 10,000 steps a day

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Health & Wellness

Weight Management ① ② 🍴

According to the American Journal of Health Promotion, medical costs and absenteeism related to obesity can cost employers \$277,000 annually for every 1,000 employees. By gaining control of their weight, your employees can improve the quality of their lives and boost your organization's bottom line. MHN's program provides information on nutrition and exercise basics to help participants reach – and maintain – a healthy weight.

Learning Objectives:

- » Explore needs and readiness for change in diet and fitness habits
- » Create a diet/fitness plan
- » Learn strategies for maintaining motivation, such as identifying and developing relationships for ongoing support

Smoking Cessation ① ② 🍴

Smoking is a powerful addiction, and making the decision to quit is not an easy one. Yet, 70 percent of smokers want to quit, reports the American Cancer Society. In this workshop, participants learn about the steps they need to take in order to become tobacco-free, including how to maintain their new non-smoking habit.

Learning Objectives:

- » Understand the addictive nature of smoking
- » Define the quitting steps and determine behavioral readiness
- » Learn how to avoid smoking triggers
- » Identify new tools and techniques to replace the smoking habit

Heart Health ①

Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States according to the American Heart Association. CHD is caused by a narrowing of the coronary arteries that supply blood to the heart, and often results in a heart attack. Fortunately, everyone can take steps to protect their heart and their life – or a loved one's. This workshop will focus on preventing and treating CHD.

Learning Objectives:

- » Identify the symptoms of CHD
- » Learn about risk factors for CHD and preventive measures
- » Learn about treatments for CHD

Nutrition ①

Poor eating habits create many health issues and problems. Eating well promotes good health and reduces the risk of chronic diseases such as heart disease, certain cancers, diabetes, stroke and osteoporosis. This workshop focuses on proper eating habits, discusses the different food groups, and assists in setting up a good diet.

Learning Objectives:

- » Identify the benefits of healthy eating
- » Present the components of good nutrition
- » Analyze eating patterns
- » Plan a healthy diet

Fitness and Exercise ①

Daily exercise plays a key role in maintaining good health and managing weight. Exercise also assists in stress reduction, promotes healthy sleep and increases feelings of well-being. This workshop will focus on fitness and exercise and help participants develop a workout plan.

Learning Objectives:

- » Reduce unhealthy behaviors
- » Learn ways to minimize health risks
- » Learn the basic aspects of fitness
- » Create an exercise program that meets individual needs
- » Explain benefits of exercise

Sit and Fit ①

Fitness is an essential component of health. This program emphasizes exercise in the workplace and presents a series of movements that can be performed at the desk. The workshop also discusses finding time for exercise and the types of exercise that are beneficial to your health.

Learning Objectives:

- » Perform basic movements to increase muscular strength and endurance
- » Perform basic movements to increase flexibility
- » Develop a plan to increase physical activity throughout the day

Available Workshop Formats:

- ① One-hour ② Two-hour ③ Three-hour
🕒 Half-day 🍴 Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Health & Wellness

Helping Your Teen Achieve a Healthy Weight ① ②

An increasing number of teenagers are struggling with healthy weight management issues. Teens who are overweight or obese or struggling with anorexia or bulimia can be at risk for various medical problems and low self-esteem. This program provides information on how to identify symptoms of serious weight-related conditions, as well as how to help a teen get started with a healthy weight management plan.

Learning Objectives:

- » Explore needs and readiness for change in diet and fitness habits
- » Identify tools, strategies and action planning for weight management
- » Help teens avoid eating disorders
- » Develop relationships for ongoing support

Fitness and Your Brain: Avoiding Dementia ①

Dementia refers to a group of mental conditions that interfere with a person's ability to think clearly, make decisions and carry out the activities of daily living. Dementia will become more prevalent as our elderly population increases. This workshop discusses ways to prevent or delay the onset of dementia.

Learning Objectives:

- » Present the different classifications of dementia
- » Examine physiological factors that contribute to different types of dementia
- » Discuss the role of diet, exercise and task variety in preventing dementia
- » Develop an action plan to maintain brain fitness

Coping with Depression ① ②

A severe or prolonged sadness can interfere with your life and work, or the life of someone you know, making normal activities impossible. You can help yourself or a co-worker or family member by recognizing the signs of depression and taking action. This workshop discusses the causes and symptoms of the illness of depression, and offers guidelines on disease identification and treatment.

Learning Objectives:

- » Increase awareness of depression
- » Discusses how depression affects people based on age or gender
- » What to do if you or someone you know is depressed
- » Identify additional resources

Postpartum Depression ①

The birth of a baby can trigger several powerful emotions, from excitement and joy to fear and anxiety. But it can also result in something the new mother and father may not expect: depression. This workshop discusses how to address postpartum depression by seeking prompt treatment that can help manage symptoms and get you back to enjoying your baby.

Learning Objectives:

- » Discuss the facts about postpartum depression
- » Identify the signs, symptoms and frequency of the disorder
- » Discuss the impact it has on the spouse and other family members
- » Identify additional resources for assistance and treatment

Insomnia ① ②

Insomnia is a common problem characterized by problems falling asleep, staying asleep or experiencing non-restorative sleep on a regular or frequent basis, often for no apparent reason. Untreated insomnia can affect an individual's health, quality of life and work performance. For instance, a recent Canadian study revealed that for the small Canadian province of Quebec (population seven million plus), insomnia-related work absences and reduced productivity cost \$5 billion. This workshop shows participants how to enhance the quality and quantity of their sleep, by making simple – yet effective – changes to their daily routine.

Learning Objectives:

- » Understand the symptoms, types and costs of insomnia
- » Identify potential causes of insomnia
- » Discuss sleep needs and different types of sleep disorders
- » Identify additional resources for treating insomnia

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Health & Wellness

Shift Work and Stress ② ① ④

Working at night or during “off” hours makes it difficult for workers to get enough sleep, which may negatively impact job performance and health. The constant switching from day to night work hours inherent in shift work disrupts the body’s natural circadian rhythms and daily functions. Both shift and night workers face the possibility of isolation from friends and family who work a regular day schedule and may not understand the unique stresses and demands of working non-standard hours. This workshop addresses strategies and techniques shift and night workers can use to alleviate the stress of their work schedule.

Learning Objectives:

- » Describe the impact of shift work on circadian rhythms and daily functioning
- » Explore issues related to an accumulated sleep debt and its impact on health and safety
- » Discuss strategies for protecting your sleep time and maintaining good sleep habits
- » Identify strategies to enhance alertness on the job
- » Describe positive stress management strategies to buffer the effects of stress

Workplace Ergonomics ①

This program is for office workers at all levels to learn how to effectively use ergonomics to increase performance and productivity. Appropriate ergonomic applications can reduce the risk of injury and illness from repetitive motion at work. Participants will develop an action plan to address issues identified by an ergonomic self-assessment.

Learning Objectives:

- » Define ergonomics and its components
- » Identify the benefits of applying ergonomics at work
- » Identify their individual ergonomic areas of risk
- » Create a plan to address risks

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ④ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

EMPLOYEE SKILL DEVELOPMENT



WORKSHOPS & SEMINARS

Employee Skill Development

These programs help develop employee skills that are key to effective work performance and group productivity. Critical skills in the areas of workplace communication, conflict resolution, teambuilding, and managing change provide a foundation for all employees to fully contribute in the workplace.

Understanding Critical Incidents in the Workplace ①

Industrial accidents, workplace violence, terrorism, vehicle accidents or other unexpected events can trigger traumatic responses, affecting the health and productivity of your workforce. This workshop explores common reactions after a traumatic event and how to minimize post-traumatic stress through critical incident stress management – including critical incident stress debriefings – and other forms of support.

Learning Objectives:

- » Identify examples of critical incidents in the workplace
- » Understand normal reactions to critical incidents in the workplace
- » Learn how to bring your workplace back to pre-incident functioning after a critical incident
- » Identify what you can do for yourself and others
- » Explore your resources for support

Creating a Respectful Work Environment ② (for Employees)

A positive, respectful work environment is critical to our performance, job satisfaction and sense of well being. Yet creating a respectful workplace can be challenging, since workplaces today include people from many different backgrounds. This workshop addresses how to bridge differences for a more respectful, happier and productive workplace.

Learning Objectives:

- » Discuss the benefits of a respectful work environment
- » Build awareness of personal behavior in the workplace
- » Review relevant employment policies/guidelines
- » Identify behaviors that enhance respect and communication

Job Search Strategies For Tough Economic Times ① ②

In a layoff climate, job seekers may be concerned about the length and success of the job search they will face. During tough times, treating the job search like a business can help. This workshop shows participants how to increase their chance of success by understanding where to look for opportunities (when they are harder to come by) and how to create a marketing strategy that sets them apart from the competition.

Learning Objectives:

- » Understand why a multi-faceted job search strategy is critical to success
- » Identify several strategies to use in a comprehensive job search
- » Explore several strategies through exercises and practice
- » Develop a plan to put strategies into action

Effective Interview Strategies ① ②

In today's turbulent economy, job seekers may need to employ a variety of strategies to find meaningful employment. One of the most critical tools in a job search is good interviewing technique. Strong interview skills can enable the job seeker to answer tough questions articulately and confidently and demonstrate his or her qualifications for the job. This workshop helps participants navigate the interview process – from pre-interview preparation to interview follow-up.

Learning Objectives:

- » Discuss the importance of interview preparation
- » Describe the most common types of interview questions
- » Understand the different aspects of competency-based (behavioral) questions
- » Learn how to develop rapport with the interviewer

Building Effective Resumes ① ②

A resume can be thought of as a marketing tool for a specific product: the job seeker. A well-written resume can grab an employer's attention, effectively market the applicant's skills and experience for the position and lead to an interview. This workshop teaches job seekers how to build a powerful, targeted resume that stands apart from the crowd – a critical first step in landing the job of their choice.

Learning Objectives:

- » Identify the elements of a powerful resume
- » Review the sections and types of resumes
- » Learn key word strategies
- » Learn how to market yourself effectively through words

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- 🕒 Half-day
- 🔄 Series of four 1-hour workshops

Healthy Lifestyle Training:

📖 (see p. 8 for details)

WORKSHOPS & SEMINARS

Employee Skill Development

Surviving Layoffs ②

Corporate downsizing has become part of the economic landscape in the United States. While layoffs are especially difficult for those who lose their jobs, layoff survivors may also be affected and experience a number of feelings, such as relief, guilt, anxiety and a fear of "being next." What's more, layoff survivors may also face process changes, shifting job responsibilities and increased workloads. This workshop helps layoff survivors process their feelings and provides them with strategies for resilience.

Learning Objectives:

- » Describe the different aspects of being a layoff survivor
- » Identify changes created by layoffs in the workplace
- » Discuss normal reactions to layoffs
- » Explore your work role and new organizational realities
- » Learn how to support yourself and others during the transition process

Effective Workplace Communication ①

Effective communication is the foundation upon which solid working relationships are built. Clear, direct speech and active listening are essential elements in every interaction, whether personal or professional. By increasing the likelihood that all parties in a relationship are heard and understood, good communication skills ensure that win-win situations will result.

Learning Objectives:

- » The connection between good working relationships and effective communication
- » Key elements of a clear message
- » Challenges to getting the message across
- » Techniques to building rapport

Creating a Positive Work Environment ① ②

In an ideal workplace people are committed to working together harmoniously. They treat one another respectfully and maintain an environment in which work gets done efficiently and problems are solved in an assertive, fair manner. This workshop examines effective, respectful and positive workplace functioning. Similar to a team-building program, participants are asked to define their "ideal" workplace and discuss how to enhance their work environment.

Learning Objectives:

- » The ideal workplace
- » Agreements on work behavior
- » What to do when words fail
- » Providing support and encouragement

Dealing with Difficult People ① ② ①

In business and in our personal lives, most of us have come across people we would label "difficult." This workshop examines what makes people "difficult," how emotional triggers are activated by difficult people, and how to mitigate conflict that often accompanies difficult behaviors.

Learning Objectives:

- » Typical workplace conflicts
- » Problem-solving model to create win-win results
- » Communication techniques that promote creativity
- » Common behaviors of difficult people

Resolving Conflict in the Workplace ① ② ①

Conflict in the workplace can result from a variety of causes, such as differing beliefs, ideas, values and goals. Although conflict is a natural and sometimes useful process, most people avoid conflict and fail to see the benefits of direct confrontations.

In this workshop, conflict will be examined as a normal part of work and methods of creatively handling conflict to achieve successful resolutions will be explored.

Learning Objectives:

- » Problem-solving model to create win-win results
- » Communication techniques that promote creativity
- » Different styles of dealing with conflict
- » Benefits of constructive conflict

Delivering Excellent Customer Service ② ①

Excellent customer service is important to many types of organizations and includes both internal and external customers. The basics of excellent customer service include managing customers' needs and expectations and dealing with "difficult" customer issues.

This workshop examines how to handle customer complaints with sensitivity, and manage personal stress.

Learning Objectives:

- » Why companies lose customers
- » Identify your "hot buttons"
- » What customers want/don't want
- » Handling complaints

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

📖 (see p. 8 for details)

WORKSHOPS & SEMINARS

Employee Skill Development

Diversity: a Workplace Asset ② ①

Unique skills, backgrounds and experience bring value to an organization and the services it provides to customers. This workshop discusses the value each member of the organization can contribute to the whole, as well as the strength in diversity. Participants will learn tips for communicating clearly and respectfully, overcoming stereotypes and appreciating the unique differences people bring to the workplace.

Learning Objectives:

- » Diversity definitions
- » Benefits of a culturally diverse workplace
- » Factors that inhibit creating a culture that values diversity
- » Communication, a diversity tool

Change Management ① ②

Since change is the one constant that can be counted on in today's world, the ability to handle change effectively can greatly impact success at work and other areas of life. This workshop teaches participants about the change process and provides a positive framework for thinking about change. Participants are also encouraged to explore their own perception about change.

Learning Objectives:

- » Finding opportunity in change
- » Elements of the change process
- » Identifying losses associated with change
- » Taking responsibility for choices

Working in Teams ② ①

The quality of the work team may be the single most important factor in determining whether success and productivity in the workplace can be achieved. This program examines components of a successful team and discusses team dynamics such as building trust, clarifying goals, self-assessment, problem solving, appropriate roles and effective communication.

Learning Objectives:

- » How effective teams develop
- » Key elements of successful teams
- » Advantages of team problem-solving
- » Key skills for team members and leaders

Ethics and Integrity in the Workplace ①

An individual may feel that only those in positions of title or power can make the difference to build an ethical culture. However, every person can make a difference in developing and maintaining integrity in the company, based on his or her "real power" or influence within the job position.

Learning Objectives:

- » The role of influence within the job scope
- » Information about ethical decision-making
- » Steps to remedy an "ethics gap"
- » Developing a network of ethically minded cohorts in the company

Career Management and Career Planning ① ②

Career planning and management is a lifelong process, which includes choosing an occupation, getting a job, "growing" a job, possibly changing jobs or careers and eventually retiring. Creating educational goals, using assessments in interest and skill identification, technical and skill acquisition, and methods for the planning process are all important components of successful career building.

Learning Objectives:

- » Understand the career planning process
- » Describe typical short-term and long-term career planning goals
- » Examine barriers to reaching goals
- » Identify steps in developing a career action plan

Understanding Your Personal Work Style ① ②

Over time, all of us have developed certain patterns of behavior – distinct ways of thinking, feeling and acting. Within the work environment, these behavioral patterns tend to fall into certain work style categories. Using the Work Style Inventory, you will develop an awareness of your own behavior tendencies and work style as well as those of others. In this workshop, participants will learn strategies to communicate and interact with others for maximum productivity and harmony in the work environment.

Learning Objectives:

- » Discuss the importance of individual work styles
- » Describe the four categories of work styles
- » Explore communication strategies and techniques effective for each work style
- » Understand the importance of work style diversity for maximum group performance

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

① (see p. 8 for details)

MANAGEMENT/SUPERVISORY SKILL DEVELOPMENT



WORKSHOPS & SEMINARS

Management/Supervisory Skill Development

These programs teach the essential skills and competencies of effective management in today's challenging work environment. Managers and supervisors ("M/S") will acquire the knowledge and practical skill development in the areas of teambuilding, managing performance and behavior, communicating effectively, managing change and keeping the workplace safe.

Managing Change ② ①

Managers/supervisors and employees may have very different reactions and approaches to change in the organization. This program presents the change process from the perspective of supervisors needing to manage employee reactions, and describes attitudes and behaviors that can enhance (or detract from) change. Examples of typical employee responses to change are presented, as well as methods that can be used to address employee concerns.

Learning Objectives:

- » Managing during the change process
- » Effectively dealing with employee reactions
- » Building acceptance to the change
- » Tips to help managers and employees

Managing After Layoffs ②

After a downsizing, managers and supervisors face the difficult challenge of re-engaging layoff survivors. Remaining employees may experience a range of feelings such as guilt, anxiety and stress – all of which can impact their health and productivity. This workshop teaches managers and supervisors how to model resiliency and optimism, provide direction and maintain morale and productivity among their staff during a difficult transition.

Learning Objectives:

- » Describe the different aspects of surviving layoffs
- » Identify changes created by layoffs in the workplace
- » Discuss normal reactions to layoffs
- » Explore your management role and the new organizational realities
- » Understand ways to support yourself and others during the transition process

Safeguarding the Workplace During Downsizing ②

After a reduction in force, managers/supervisors and employees who have survived the layoff may feel anxious about their safety in the workplace. While workplace violence resulting from layoffs is less common than generally believed, disruptions and threats are on the rise. Early intervention can help

prevent more serious incidents. In this workshop, managers and supervisors learn about the early warning signs of workplace violence, strategies to defuse potentially violent situations and more.

Learning Objectives:

- » Understand what your organization can do to reduce the risk of violence during layoffs
- » Recognize the types and levels of workplace violence
- » Discuss strategies to address challenging behaviors and potential conflict
- » Identify resources to enhance workplace violence prevention

Preparing For and Conducting a Layoff ②

The layoff process can be stressful for both the people being let go and for managers/supervisors delivering the news. The challenge for management is to handle the process appropriately for those who need to be let go, while providing information and support to the remaining employees. This workshop provides managers and supervisors with guidelines for planning for and implementing the layoff process, including: preparing for the notification meeting, conducting the meeting and following up with employees after notifications have occurred.

Learning Objectives:

- » Understand management's role during the layoff process
- » Discuss important aspects of preparing for the notification meeting
- » Identify key elements of the script for the layoff meeting
- » Understand how to manage employee reactions, for both departing and remaining employees

Managing Critical Incidents in the Workplace ① ②

A "critical incident" is an unexpected event that causes an unusually intense stress reaction. The distress employees experience after a critical incident can limit their ability to cope and negatively impact the work environment. Managers/supervisors have the important role of providing resources and support to their employees after a traumatic event, as well as

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Management/Supervisory Skill Development

developing reasonable performance expectations. This workshop explains the critical incident stress management (CISM) process, the critical incident stress debriefing process and other methods that can mitigate the effects of post-traumatic stress.

Learning Objectives:

- » Identify examples of critical incidents in the workplace
- » Understand normal employee reactions to critical incidents in the workplace
- » Learn how to bring your workplace back to pre-incident functioning after a critical incident
- » Review internal policies and pre-incident preparedness guidelines
- » Understand management's role in post-incident response
- » Identify resources for coping with a critical incident

Building Resilience Following Workplace Trauma 2

Sudden, accidental, unexpected or traumatic loss, such as a death, can leave the survivors feeling shaken, unsure and vulnerable. By enhancing resiliency, those left behind can use healthful coping strategies to deal with the hurt and distress after a traumatic event. This workshop provides strategies for developing and enhancing personal resilience following a traumatic event in the workplace.

Learning Objectives:

- » Identify common causes and reactions to workplace trauma
- » Discuss strategies to help yourself and others after traumatic events
- » Present information about the warning signs of suicide and behaviors that aid in its prevention
- » Describe the characteristics of resiliency, and how to develop and enhance individual resilience capabilities

Suicide Prevention 2

Suicide is the eleventh most common cause of death in the United States. People may contemplate suicide when they feel hopeless and can't see any other solution to their problems. Often, suicidal thoughts can be triggered by depression, alcohol or substance abuse or a major stressful event. This workshop provides prevention suggestions for managers of employees with suicide risk.

Learning Objectives:

- » Present information about the prevalence of suicide
- » Discuss factors related to suicides and suicide attempts
- » Describe some important warning signs of suicide and what you can do to assist others who may be considering suicide
- » Identify common causes of and reactions to suicide
- » Describe the characteristics of stress resiliency, and how to develop and enhance individual resilience capabilities

Managing Challenging Workplace Behaviors 3

Managing employee performance is the most important part of a manager's or supervisor's job. However, even when management tries to help an employee succeed, problems may surface from time to time, sometimes repeatedly. This workshop discusses techniques to help management create a more productive and enjoyable working environment by managing challenging behaviors in the workplace.

Learning Objectives:

- » Describe the key components and activities of the management role
- » Discuss how to address challenging workplace behaviors and determine intervention strategies
- » Identify important aspects of effective communication and develop techniques for positive confrontation of workplace issues
- » Understand the process of effective listening for use in approaching the employee with behavior and conduct concerns
- » Identify important internal and external resources for assistance in managing challenging workplace behaviors

Basic Skills For Managers/Supervisors 2 1

Research continues to show that an employee's direct manager/supervisor has an enormous impact on morale and job satisfaction. This workshop will examine the multiple roles and responsibilities that effective managers/supervisors must fill, such as coach, team leader and change agent.

Learning Objectives:

- » Roles and responsibilities of the supervisor
- » Qualities, skills and aptitudes of an effective manager
- » How to provide constructive feedback and motivation
- » Common management pitfalls

Available Workshop Formats:

- 1 One-hour
- 2 Two-hour
- 3 Three-hour
- 4 Half-day
- 5 Series of four 1-hour workshops

Healthy Lifestyle Training:

 (see p. 8 for details)

WORKSHOPS & SEMINARS

Management/Supervisory Skill Development

Building Effective Teams ② ①

Successful teams don't just happen – they require thoughtful planning, specific skills and careful execution. Managers/supervisors will learn to identify the characteristics of effective teamwork that influence the work group function and recognize the signs of a team in trouble. This workshop examines the components of successful team building in the workplace.

Learning Objectives:

- » How to develop effective teams
- » Key elements of successful teams
- » Key skills for team members and leaders
- » Modifying work styles for team effectiveness

Creating a Positive Work Environment (for M/S) ① ②

An important responsibility for managers/supervisors is to create and maintain an environment in which individuals are encouraged and supported, work gets done efficiently and employees treat one another with respect. This workshop helps supervisors and managers proactively create workplace environments that encourage the best from their employees.

Management will learn the importance of sharing the corporate vision, providing clear communication, developing trust, encouraging employee participation and addressing roadblocks.

Learning Objectives:

- » Elements of a positive workplace
- » The four kinds of consequences for behavior
- » Roadblocks to success
- » Power versus delegation

Managing Personal and Employee Stress ②

As a manager or supervisor, there is an added responsibility to minimize and respond to the concerns or distress of employees. This workshop will focus on techniques for assisting employees with workplace stress, and will also discuss management's role in enhancing stress resilience.

Learning Objectives:

- » Contributors to workplace stress
- » Aspects of a stress-hardy personality
- » Stress-management techniques for personal use
- » Employee stress – management, motivation and feedback

Leadership and Leading ① ② ①

Leaders must draw upon multiple resources and skills to optimally influence the work environment of the organization. Since there is no "one best way" to be a leader, it is important to evaluate a manager's/supervisor's leadership style to enhance effectiveness across different situations. In this workshop, participants discuss the components of leadership, different roles of a leader, and skills to develop for leadership positions.

Learning Objectives:

- » Managing and leading
- » What is leadership?
- » Leadership styles
- » Roles and skills of the leader

Ethics and Integrity in the Workplace (for M/S) ① ②

An ethical culture is built and sustained by aligning organizational values and internal organizational processes. To create an atmosphere of integrity and ethics, the corporate management must "walk the talk," providing employees with examples of and opportunities for ethical behavior.

Learning Objectives:

- » Information about ethical decision-making
- » Organizational preconditions necessary for ethically congruent leadership
- » The steps for development of ethically congruent companies
- » Anticipated outcomes of ethics program implementation

Bringing "Heart" to Corporate America ①

In today's business world, it is dangerous for an organization to be seen as heartless or clumsy in the way it treats people. Companies should treat their employees, shareholders, suppliers, local communities and the environment with the same respect they bestow on their customers. Inconsiderate behavior can result in a simultaneous loss of reputation and revenue. This program examines factors related to enhancing corporate compassion.

Learning Objectives:

- » Presents the characteristics of corporate compassion
- » Describes the human factor that it takes to move any project or career forward
- » Outlines implementation of "heart" in different aspects of business practice
- » Discusses future developments for good business practice

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

- ① (see p. 8 for details)

WORKSHOPS & SEMINARS

Management/Supervisory Skill Development

Returning Military Staff ①

Most National Guard and Reserve troops completing a war-related deployment must face transition issues when returning home to the United States and their jobs. In addition to any personal stressors this transition process creates, the employee returning from the military must come back to “business as usual” to resume his or her career. This workshop discusses the unique challenges and benefits that this group brings back to the organization.

Learning Objectives:

- » Understanding the multiple adjustment issues that returning military must face
- » How to support a colleague or employee coming back to work after active duty
- » Avoiding over-care or interference
- » Assisting the employee in the job skills transition process

Expatriate Workplace Reintegration ① ③

As expatriates and their families return home from the foreign assignment, many soon discover that they are returning neither to the home they had remembered nor to the homecoming they had anticipated. In fact, repatriation is sometimes referred to as reverse or re-entry culture shock. This program presents the issues that influence expatriates returning to work and provides insight into the factors related to successful repatriation.

Learning Objectives:

- » Personal and professional issues in repatriation
- » Managing expectations in the repatriation experience
- » Developing strategies for successful reintegration
- » Understanding the role of the company in repatriation

Diversity: a Workplace Asset (for M/S) ② ①

While diversity – of culture, ethnicity, gender and other factors – can add value to an organization and the services it provides to its customers, these differences can pose a challenge in the work environment. This workshop helps managers/supervisors understand the strengths and challenges of managing a diverse work group by encouraging communication skills, overcoming stereotypes and recognizing the paradox of “unity through differences” in the workplace.

Learning Objectives:

- » The emerging workplace
- » Benefits of a culturally diverse workplace
- » Managing cultural diversity
- » Traditional vs. emerging workplace

Intergenerational Communication in the Workplace ②

For the first time in American history, there are four different generations working side-by-side in the workplace. With this age diversity comes the issue of distinct generations – the Traditionalists, the Baby Boomers, Gen X and Gen Y – working together and sometimes colliding as their paths cross. This workshop addresses how to deal with the unique communication issues that can arise when the different generations (with diverse values, ideas and ways of getting things done) in the workplace come together.

Learning Objectives:

- » Identify the four generations in the workplace, and define them by experiences and events
- » Discuss similarities and differences in values and potential outcomes of generational interaction
- » Explore strategies for effective cross-generational communication
- » Identify important aspects of effective communication and develop techniques for positive workplace interactions

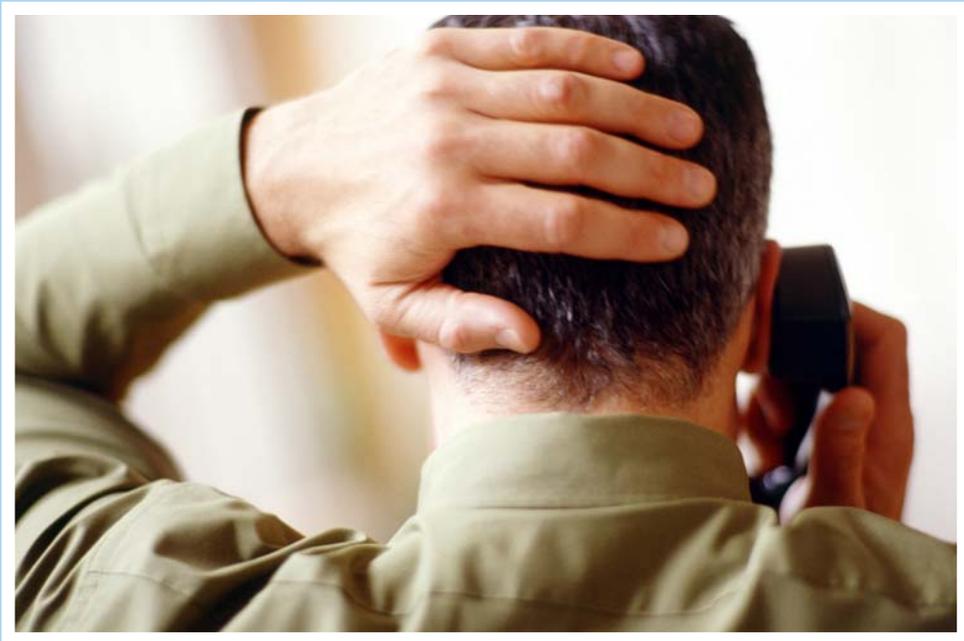
Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ⌚ Half-day
- ⊞ Series of four 1-hour workshops

Healthy Lifestyle Training:

🍏 (see p. 8 for details)

WORKPLACE SAFETY AND PROTECTION



WORKSHOPS & SEMINARS

Workplace Safety and Protection

MHN's Workplace Safety and Protection workshops and seminars can build awareness and teach skills to all employees to help create and maintain a safe work environment. Examples of topics include substance abuse awareness, violence prevention and disability awareness.

Substance Abuse Awareness (for Employees) ① ②

Substance abuse continues to be a problem for our society that also impacts our work environments. Thousands are addicted, and thousands more – family members, friends, coworkers, even strangers – feel the effects of substance abuse. Education can help employees confront and combat this problem.

Learning Objectives:

- » Review the dangers of drug and alcohol abuse
- » Learn how to determine when drug use is out of control
- » Explore behaviors that support continued abuse
- » Understand the benefits of being drug-free

Substance Abuse Prevention (for M/S) ②

This program prepares supervisors and managers for their role in maintaining a drug-free workplace. This role involves the implementation of rules and regulations as well as intervening early and appropriately to ensure workplace safety. This workshop will cover the impact of employee substance abuse on the workplace, organizational policies and procedures, alcohol and other abused drugs, strategies for confronting the employee and options for available resources.

Learning Objectives:

- » Understanding the negative impact of substance abuse
- » Reviewing and understanding the organization's policies
- » Learning a process for constructive confrontation

DOT Substance Abuse (for Employees) ① ②

Substance abuse in the workplace not only negatively impacts the work environment; it can actually create life-threatening situations. This workshop covers the substance abuse material required by the U.S. Department of Transportation (DOT). It meets DOT requirements for training employees subject to DOT regulations.

Learning Objectives:

- » Identify the guidelines and regulations of the DOT
- » Discuss prevalence and impact of alcohol abuse
- » Discuss prevalence and impact of drugs and other substances

DOT Substance Abuse (for M/S) ③

This workshop covers the substance abuse material required by the U.S. Department of Transportation (DOT). It meets DOT requirements for training employees subject to DOT regulations.

Learning Objectives:

- » One hour covering drugs
- » One hour covering alcohol
- » One hour covering policies and procedures

Workplace Violence Prevention (for Employees) ① ②

Workplace safety has become a major concern for management and employees. While workplace violence (WPV) is less common than is popularly believed, incidents involving disruptions and threats are increasing. Early intervention helps prevent more serious acts. This workshop covers the typical issues surrounding incidents of WPV, common behaviors associated with WPV and strategies employees can use to obtain help.

Learning Objectives:

- » Recognize the types and levels of workplace violence
- » Understand what employees can do to reduce the risk of violence
- » Discuss strategies to address challenging behaviors and potential conflict situations
- » Identify internal and external resources to enhance workplace violence prevention efforts

Workplace Violence Prevention (for M/S) ① ②

Workplace safety has become a major concern for management and employees. While workplace violence (WPV) is less common than is popularly believed, incidents involving disruptions and threats are increasing. Early intervention helps prevent more serious acts. In this workshop, participants will learn about the typical issues surrounding WPV, common behaviors associated with WPV and strategies management can use to counteract and defuse potentially violent situations.

Learning Objectives:

- » Recognize the types and levels of workplace violence
- » Understand what the organization can do to reduce the risk of violence

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- 🕒 Half-day
- 🗓️ Series of four 1-hour workshops

Healthy Lifestyle Training:

📖 (see p. 8 for details)

WORKSHOPS & SEMINARS

WORKPLACE SAFETY AND PROTECTION

- » Discuss strategies to address challenging behaviors and potential conflict situations
- » Identify internal and external resources to enhance workplace violence prevention efforts

Creating a Safe and Healthy Campus Environment ② (for Faculty, Staff and Administration)

The impact of untreated mental illness on a student's life can be devastating. Undiagnosed mental illness can cause students to withdraw socially, drop out of school, engage in substance abuse, or exhibit other unsettling behaviors. Faculty and staff on campus can assist students by learning to recognize warning signs of those who may be struggling with mental health issues, and providing referrals to resources and help.

This workshop provides information about the impact of student mental health on campus and provides guidelines on how to help.

Learning Objectives:

- » Describe issues relating to mental health among students on college campuses
- » Discuss your unique role as a member of a college community in helping students potentially in distress
- » Identify warning signs of distress in students and increase awareness to common distress signals
- » Enhance skills and strategies to approach and refer students to the appropriate campus resources

ADA Sensitivity in the Workplace/Disability Awareness ② (for M/S and Employees)

Many of the barriers that people with disabilities face are reinforced by small details in the language and behavior of those with whom they come in contact. These details may seem insignificant to those without disabilities, but they often reaffirm inaccurate assumptions and can cause offense. Organizations can change patterns of communication and the ways people with disabilities are portrayed. They can also modify a few features of the work environment to accommodate disabilities.

This program provides information about strategies that can be used to make the workplace more welcoming for employees with disabilities.

Learning Objectives:

- » Identify legal directives relating to individuals with disabilities
- » Discuss organizational responsibilities in use of services

- and provision of disability services and accommodations
- » Discuss how to enhance disability awareness in ourselves and others

Student Disability Awareness ② (for Faculty, Staff and Administration)

Many of the barriers on campus that students with disabilities face are reinforced by small details in the language and behavior of those with whom they come in contact. These details may seem insignificant to those without disabilities, but they often reaffirm inaccurate assumptions.

Colleges and universities can change patterns of communication and the ways in which people with disabilities are portrayed, as well as modify a few features of the campus environment to accommodate disabilities. This program provides information about strategies that can be used to make classrooms and campuses as a whole more welcoming for students with disabilities.

Learning Objectives:

- » Identify legal directives relating to students with disabilities
- » Discuss campus responsibilities in use of services and provision of disability services and accommodations
- » Present examples and use of universal design principles
- » Discuss how to enhance disability awareness in ourselves and others

Domestic Abuse in the Workplace (for Employees) ① ②

Domestic abuse is an issue that affects a growing number of employees. The impact of domestic violence spills over into the workplace in the form of employee performance and productivity issues, as well as security and liability concerns. When an employee has been made aware of domestic abuse, there is a need for management and employees to work together. This workshop provides information about issues surrounding domestic abuse, and offers guidelines on how to seek assistance and/or protection.

Learning Objectives:

- » Discuss the prevalence of domestic abuse
- » Describe the types and signs of domestic abuse
- » Identify the individual responsibilities and legal guidelines for providing workplace protections for the victim and other employees
- » Explore strategies on how to approach a co-worker or management to help provide assistance to a suspected victim

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- 🕒 Half-day
- 🗓️ Series of four 1-hour workshops

Healthy Lifestyle Training:

📖 (see p. 8 for details)

WORKSHOPS & SEMINARS

WORKPLACE SAFETY AND PROTECTION

Domestic Abuse in the Workplace (for M/S) ②

Domestic abuse is an issue that affects a growing number of employees. The impact of domestic violence spills over into the workplace in the form of employee performance and productivity as well as security and liability concerns. When a manager or supervisor has been made aware of a potential threat, there is an obligation to respond in order to protect employees.

This workshop provides information about issues surrounding domestic abuse and the workplace, and offers guidelines on resources for providing assistance and protection.

Learning Objectives:

- » Discuss the prevalence of domestic abuse and its impact on the workplace
- » Describe the types and signs of domestic abuse
- » Identify the manager's responsibilities and legal guidelines for providing workplace protections for the victim and other employees
- » Explore strategies on how to approach the victim and provide assistance, using internal and external resources

Sexual Harassment Prevention in the Workplace ① ② ③

(for Employees)

Everyone has a right to work in an environment free from sexual harassment or intimidation. This program examines what constitutes sexual harassment, what to do if sexual harassment occurs, and the effects of sexual harassment on legal, monetary and employee morale issues.

A California AB 1825-compliant version of this workshop is also available for employees.

Learning Objectives:

- » Legal definitions, court cases and liability guidelines
- » How sexual harassment impacts the work environment
- » "Gray areas" of harassment
- » Why victims don't report offenses
- » Strategies for preventing harassment behavior
- » Remedies available to harassment victims

Sexual Harassment Prevention in the Workplace ②

(for M/S)

This supervisory training uses both interactive exercise and direct instruction to teach managers and supervisors about their vital role in creating a respectful, harassment-free work environment. Management will also learn techniques for effectively intervening to stop inappropriate workplace behavior.

A California AB 1825-compliant version of this workshop is also available for managers/supervisors.

Learning Objectives:

- » Review applicable state and federal laws
- » Learn the legally defined types of sexual harassment
- » Identify behaviors that may constitute harassment
- » Review supervisory responsibilities and liability
- » EEO guidelines for nondiscrimination, non-harassment, and available remedies to victims

Available Workshop Formats:

- ① One-hour
- ② Two-hour
- ③ Three-hour
- ④ Half-day
- ⊕ Series of four 1-hour workshops

Healthy Lifestyle Training:

🍏 (see p. 8 for details)

INDEX OF WORKSHOPS & SEMINARS

ADA Sensitivity in the Workplace/Disability Awareness (for M/S and Employees)	33	Leadership and Leading	29
Adult Caregiver Support Group and Development Training	15	Life After Divorce	13
Basic Skills for Managers/Supervisors	28	Lifestyle Issues for Pre-Retirement	12
Bringing "Heart" to Corporate America	29	Living with Extended Family	14
Building Effective Resumes	23	Maintaining Resilience through Cancer Survivorship	15
Building Effective Teams	29	Managing After Layoffs	27
Building Resilience	14	Managing Challenging Workplace Behaviors	28
Building Resilience Following Workplace Trauma	28	Managing Change	27
Career Management and Career Planning	25	Managing Critical Incidents in the Workplace	27
Change Management	25	Managing Personal and Employee Stress	29
Compassion Fatigue	15	Managing Personal Finances	12
Coping with a Cancer Diagnosis	15	Managing Stress	11
Coping with Chronic Illness During the Holidays.....	15	Managing Your Responses to Anger	11
Coping with Depression	20	Mentoring Adolescents	16
Coping with Grief and Loss	13	Nutrition	19
Coping with the Stress of Change	12	Optimal Health for Men	18
Coping with the Stress of Economic Uncertainty	11	Optimal Health for Women	18
Creating and Maintaining a Healthy Marriage	14	Preparing for and Conducting a Layoff	27
Creating a Positive Attitude	11	Postpartum Depression.....	20
Creating a Positive Work Environment (for Employees)	24	Readiness For Healthy Change	18
Creating a Positive Work Environment (for M/S)	29	Resolving Conflict in the Workplace	24
Creating a Respectful Work Environment	23	Returning Military Staff	30
Creating a Safe and Healthy Campus Environment (for Faculty, Staff And Administration)	33	Safeguarding the Workplace During Downsizing	27
Creating Work-Life Balance	11	Sexual Harassment Prevention in the Workplace (for Employees)	34
Dealing with Difficult People	24	Sexual Harassment Prevention in the Workplace (for M/S)	34
Dealing with Pre-Teens & Teenagers.....	14	Shift Work and Stress	21
Delivering Excellent Customer Service	24	Sit and Fit	19
Diversity: a Workplace Asset	25	Smoking Cessation	19
Diversity: a Workplace Asset (for M/S)	30	Staying Healthy During Flu Season	18
Domestic Abuse in the Workplace (for Employees)	33	Strategies for Working Parents	13
Domestic Abuse in the Workplace (for M/S)	34	Stress Resilience for Kids	14
DOT Substance Abuse (for Employees)	32	Student Disability Awareness (for Faculty, Staff and Administration)	33
DOT Substance Abuse (for M/S)	32	Substance Abuse Awareness (for Employees)	32
Effective Interview Strategies	23	Substance Abuse Prevention (for M/S)	32
Effective Workplace Communication	24	Successful Single Parenting	13
Enhancing Resilience During Change	16	Successful Step-Parenting	13
Ethics and Integrity in the Workplace	25	Suicide Prevention	28
Ethics and Integrity in the Workplace (for M/S)	29	Surviving Layoffs	24
Expatriate Workplace Reintegration	30	Surviving the Empty Nest	13
Family Communication	11	The Stress of Business Travel	14
Fitness and Exercise	19	Understanding Critical Incidents in the Workplace	23
Fitness and Your Brain: Avoiding Dementia	20	Understanding Eldercare Issues	12
Heart Health	19	Understanding Your Personal Work Style	25
Helping your Teen Achive a Healthy Weight.....	20	Walking for Health and Longevity	18
Holiday Stress-Hardy	12	Weight Management	19
Humor for the Health of It	12	Working in Teams	25
Improving Longevity and Quality of Life	18	Workplace Ergonomics	21
Insomnia	20	Workplace Violence Prevention (for Employees)	32
Intergenerational Communication in the Workplace	30	Workplace Violence Prevention (for M/S)	32
Job Search Strategies For Tough Economic Times	23		