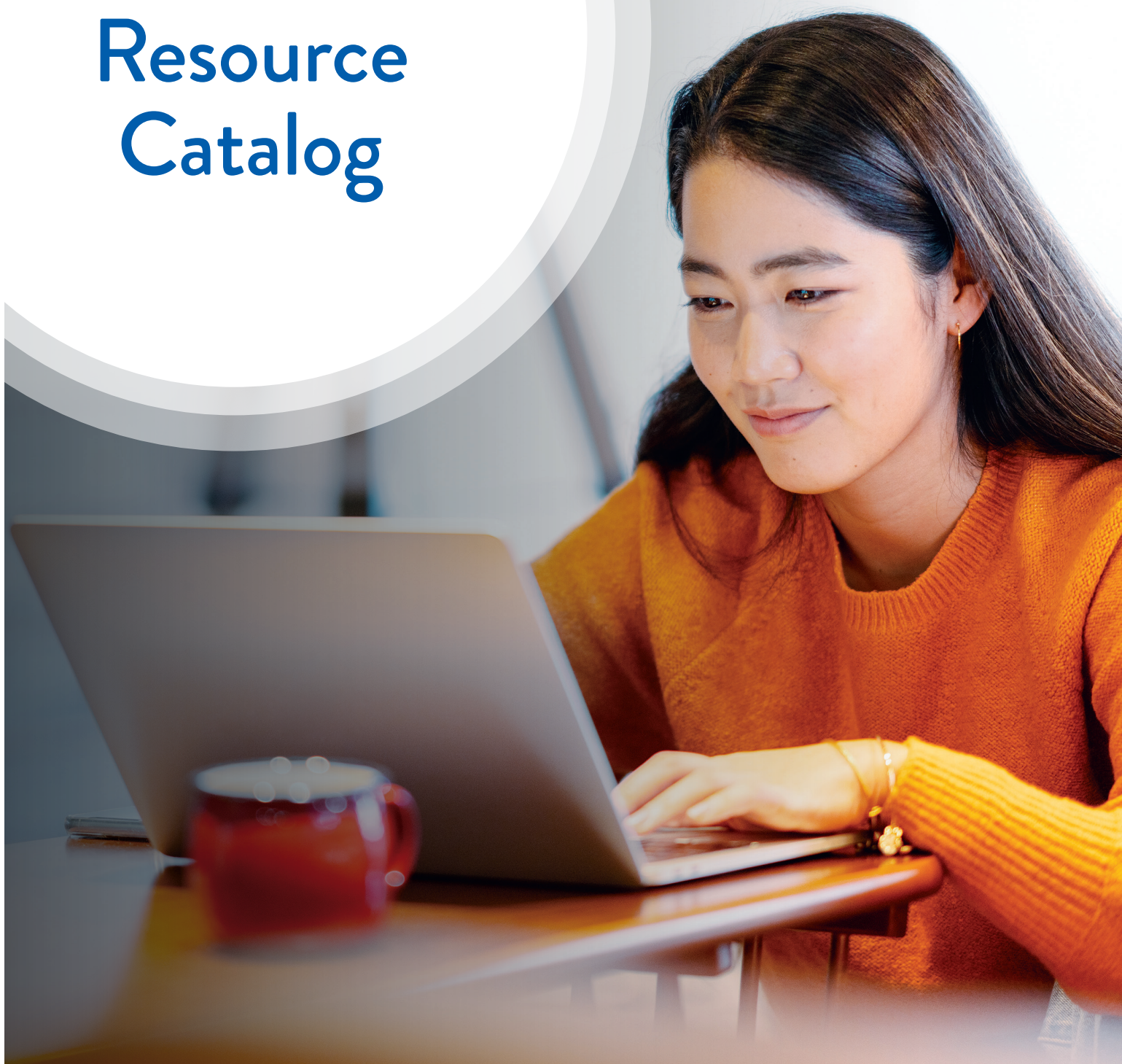


2021 Resource Catalog



HealthAdvocateSM

2021 EAP+Work/Life Program

Resource Catalog Overview

Health Advocate's EAP+Work/Life Program

gives you and your employees access to a wide variety of resources including workshops, free monthly webinars and online training courses.

Monthly Webinars. One-hour webinars are available 24/7 at no additional cost on the website. New topics are covered each month and are archived. Many webinars offer the option of a completion certificate. Please see the following Activity Guide for more information about webinar topics and other planned EAP outreach.

Online Trainings/Courses. With over 80 self-directed online training courses, personal growth and professional development is only a click away. Courses are available 24/7 on the website and cover a wide range of topics such as Time Management, Balancing Work and Family, and Dealing with Difficult Customers. Each course is self-paced, taking approximately 45 to 60 minutes to complete. Many also include additional tips, tools, and module summaries. All conclude with a custom completion certificate.

Workshops (Onsite and Webinar-Based). Typically available at an additional cost, we offer a variety of one-hour workshops for managers and employees. They address many aspects of work/life balance, allowing participants to learn new skills, modify behaviors, improve communication techniques and utilize resources that enhance personal and professional effectiveness. They can also be customized for an additional fee.

Disruptive Event Management (DEM). Our Disruptive Event Management (DEM) services deliver a customized response to worksites impacted by any event that disrupts employees' ability to work. they include: site management consultations, educationally-focused resiliency group briefings, crisis leadership consultations, and individual employee support.

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Additional Resources

Managers and employees also have access to the following resources:

- EAP+Work/Life website
- Short-term Assistance
- Management Assistance Program
- Tip Sheets and Newsletters
- Turnkey Communications



For more information contact the Training Department at Workshops@HealthAdvocate.com or call your EAP toll-free number.



Free Online Trainings/Courses

Members can access over 80 online training courses 24/7 on the website! Courses cover a wide range of topics (list below) and conclude with a custom completion certificate. Each course is self-paced, taking approximately 45 to 60 minutes to complete. Many also include additional tips, tools, and module summaries.

- Achieving Personal Goals
- Anger Management
- Applying Emotional Intelligence in the Workplace
- Applying Leadership Basics
- Appreciating Personal Differences
- Attention Management
- Balancing Work and Family
- Basics of Effective Communication
- Basics of Effective Selling
- Becoming an Effective Team Member
- Building a Successful Team
- Building Strong Customer Relationships
- Business Ethics
- Business Writing
- Business Writing Basics
- Change Management
- Choosing a Childcare Provider
- Civility In The Workplace
- Closing the Sale
- Communication Strategies
- Coaching and Counseling
- Conducting a Performance Review
- Conflict Intervention
- Conflict Resolution
- Creating a Strong Leadership Team
- Creating an Effective Sales Team
- Creative Problem Solving
- Dealing with Difficult Customers
- Dealing with Violence in the Workplace
- Delegating
- Developing Critical Thinking Skills in Children
- Developing a Strategic Plan
- Discharging Employees
- Disciplining and Redirecting Employees
- Emotional Intelligence
- Executive-to-employee Communication Strategies
- Financial Basics for Non-financial Managers
- Goal Setting and Getting Things Done
- Guardianship Decisions for Elderly Loved Ones
- Health and Wellness
- Improving Mindfulness
- Increasing Self-Awareness
- Intercultural Business Etiquette
- Interpersonal Skills
- Interviewing Job Candidates
- Interview Skills for Job Candidates
- Leading Effective Meetings
- Leading Effective Teams
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Managing Stress
- Managing Your 401(k)
- Mastering Cold Calls
- Motivating Employees
- Moving from Trainer to Performance Consultant
- Negotiating for the Sales Professional
- Office Politics for Managers
- Organizing Your Workspace
- Overcoming the Loss of a Loved One
- Personal Financial Planning
- Presentation Skills
- Preventing Sexual Harassment for Employees (Non-AB 1825 Compliant)
- Preventing Sexual Harassment for Leaders (Non-AB 1825 Compliant)
- Providing Effective Feedback
- Qualifying Sales Prospects
- Recognizing and Avoiding Burnout
- Recognizing and Managing Anger
- Recognizing and Responding to Signals of Violence
- Recognizing Employee Performance
- Setting Performance Goals and Expectations
- Social Intelligence
- Social Media in the Workplace
- Solving Problems as a Team
- Stress Management
- Succeeding as a Supervisor
- Successful Negotiation
- Telephone Sales Skills
- Telephone Skills for Quality Customer Service
- Time Management
- Understanding and Using Contracts
- Valuing Diversity
- Workplace Diversity



Free Online Webinars

New webinars are added at the beginning of each month. Members can also access over 90 archived webinars. Webinars cover a wide range of topics and are approximately 45-60 minutes in length. Many conclude with a custom completion certificate (as noted next to title on the site). A list of the most recent webinars is below. To see the full list, please go to the Archived Webinars section on the Webinars page on your EAP+Work/Life website.

- Achieving a Respectful Workplace
- Clear Your Clutter: A Comprehensive Guide
- Conflict Resolution in the Workplace
- Digital Distraction
- Diversity in the Workplace
- Do Your Bucket List: 7 Ways to Up Your Focus on Things that Matter
- Drugs and Addictions
- Embracing Life's Challenges
- Fixing Our Broken Sleep
- Funding College: 5 Steps Every Family can use to Build a Successful Plan
- Identity Theft
- Maintain a Healthy Work/Life Balance
- Master Your Mind: Emotional and Physical Health Connections
- Mastering Workplace Etiquette
- Money is Emotional: Prevent Your Heart from Hijacking Your Wallet
- Multi-generational Caregiving
- Putting Out the Fire: Preventing and Managing Burnout
- Resilience in Times of Change
- Saving for the Future
- Staying Motivated
- Tax Saving Strategies
- Uncovering Unconscious Beliefs



COVID-19 Workshops & Webinars

As part of your EAP+Work/Life Program, Health Advocate offers a variety of fully-customizable COVID-19 workshops and webinars.

To schedule a COVID-19 workshop or webinar, contact the Training Department at Workshops@HealthAdvocate.com or call your EAP toll-free number.

Please note, since new resources are continually being added, please contact the Training Department for the most recent list.

COVID-19 and Other Concerns: Establishing Emotional Balance in Challenging Times

As with any extreme or challenging situation, the ongoing coronavirus outbreak has the potential to be incredibly stressful for many people. Everyone experiences challenges differently. Experiences stressors uniquely. This is an overview on how to identify those challenges and move to a resolution focused mindset. It covers resources pertaining to managing stress during this difficult time.

5 Tips for Adjusting to Working from Home

Working from home is not a new concept. However, being expected to transition from working in the office one day, to suddenly being told to work from home the next, became the reality for many. This transition for many happened overnight as the coronavirus pandemic began. This webinar focuses on how to adjust to working from home, from comfort & technology, to the importance of maintaining a healthy & active lifestyle.

Caring for the Caregiver During the Pandemic

Whether you have always been caring for an elderly or disabled loved one, or, are newly doing so in a greater capacity, in these times of recommended physical distancing, it can be especially challenging. With the outbreak of COVID-19 and the emphasis on the elderly needing to exercise the most caution, more and more caregivers are finding themselves torn between self-care, caring for loved ones, and trying to counter their loved ones' isolation. This webinar outlines the impact of the pandemic on the elderly and strategies for caring for the caregiver in the midst of this recent pandemic. It will help participants understand caregiver stress, and learn tips and coping strategies for the caregiver as well as isolated family members likely battling loneliness.

Leading in Stressful and Changing Times (for Managers & Supervisors)

The ongoing COVID-19 pandemic has transformed how we live and work. For many people, this may be the first time they are working remotely for an extended period, making it critical for managers to understand how employees are coping with these extensive changes. Strategies to communicate and manage employees in our new remote environment are discussed in this webinar. We also explore how to recognize and address employees' concerns during this time, as well as provide tools for managers to cope with their own challenges and emotions.

Managing Time & Setting Boundaries

There are many new realities in our lives today that weren't there just a short time ago. We have had to adapt to working from home at a rapid speed and as we settle into our new routines, it will be helpful to have structures in place to help us maintain consistency and reduce anxiety. To do that effectively, you will want to consider these key objectives. Starting your day off on the right foot, creating a schedule, undersetting when you're most productive, and setting boundaries. By having a plan in each of these areas, you will be more likely to stay healthy, happy and engaged as we all navigate this new normal.

Preparing for the New Normal: How to Manage Stress During and After the COVID-19 Outbreak

As the COVID-19 pandemic continues, many people are experiencing stress and uncertainty about their current situation as well as what is to come next. Even as some regions begin loosening restrictions, we still face an unknown future that can cause fear and anxiety. This webinar discusses tools and techniques to manage stress related to both ongoing and potential future challenges and maintain mental well-being during this difficult time.

Future Thinking: for our Return to Work amidst COVID-19

While the next phase of the COVID-19 pandemic may vary by region or industry, feeling unsure of what the near future will hold is something many people have in common. Preparing now for potential challenges and missteps related to returning to work and other activities can help maintain mental health and well-being through uncertain times. This webinar explores future planning strategies to adapt to our changing environment and related stressors in the weeks and months ahead.

Resiliency: Moving Forward in Changing Times

Developing or strengthening resiliency can be invaluable to help chart the path forward. Stress can impact us both personally and professionally. Yet these challenges also create opportunities for the future. Practicing resiliency can help to adjust your mindset and find a new perspective to successfully move ahead. Join us for this webinar where we'll talk about strategies to build your resiliency and protect against high levels of stress, making it more manageable and enabling you to determine the best next steps for you.

Quarantine Fatigue: Coping with Burnout

As the COVID-19 pandemic continues, many people are experiencing "COVID-19 burnout" on top of increased stress and/or uncertainty. Add to that family issues, work stress and a constant stream of news, and our work/life balance is anything but balanced. This can lead to fatigue about the current situation, as well as uncertainty about how to move forward. In this webinar, we address the signs & symptoms to look for, the impact on ourselves & others, tips on how to stay connected with others, resources to address emotional & physical burnout.

"Treading Water" through the COVID-19 Storm

In this rapidly changing environment, many people may be feeling overwhelmed or experiencing new and continued stress as new hotspots emerge and regions hit pause on their reopening plans. Identifying healthy habits and responses can help people effectively cope and "tread water" now and into the future. During this webinar we talk about how you can identify individual values and goals and commit to finding healthy ways to respond to this stressful situation.

Finding a Safe Harbor: Strategies to Manage Stress and Uncertainty

The ongoing situation across our country and around the globe changes daily, creating uncertainty, unpredictability and stress. Trying to make decisions about how to move forward can be overwhelming when it is unknown what tomorrow will bring, let alone next week or next month. Finding techniques that help you relieve stress and make decisions you feel comfortable with is critical to managing these feelings now and into the future.

Charting Rough Seas: Strategies for the School Year

As the school year continues, families with children of all ages are experiencing a wide range of challenges and emotions as they navigate this complex situation. Identifying what is within your control and how to set up your family for success can have a positive impact on both you and your children in the months ahead, helping to more effectively cope with changing scenarios and related anxiety. In this webinar we discuss successful strategies and supportive resources for families throughout the school year.

Throwing a Lifeline: Managing Emotional and Mental Health

As the challenges of this unique year continue, many of us are experiencing higher levels of stress, uncertainty and anxiety. Everyone is doing the best they can, but some people may be struggling to maintain strong mental or emotional health. Recognizing when you or a loved one needs support is the first step to connect with helpful resources that can strengthen mental and emotional health. It is equally important that we all work together to normalize reaching out for help and destigmatize seeking mental health support. Strategies to manage our emotional and mental health and identify resources to help when we need extra support are discussed in this webinar.

Keeping Your Head Above Water: Coping with Compassion Fatigue

These past months have been difficult at best, and many of us have focused our efforts on helping others, whether in our jobs or at home. Yet when caregivers neglect to take time for self-care, extreme stress and destructive behaviors can surface. Understanding how to avoid burnout and practice self-help can provide a roadmap to recharge and re-energize. This workshop is especially appropriate for general caregivers, healthcare professionals, and first responders, but many other people may be experiencing these emotions and can benefit from participating. During this webinar we discuss strategies designed to promote optimal well-being while caring for others.

Adjusting Your Sails: Leading in Rough Seas (for Supervisors & Managers)

Since the pandemic began, the situation has evolved in many ways while remaining unchanged in others. The pressure to continue leading and leading well through these challenges can create burnout and other related issues, especially with so many other intense issues happening concurrently across the country. During this webinar we will discuss how to recognize and address employees' concerns during this time, as well as provide tools for managers to cope with their own challenges and emotions.

Rowing Forward Together: Managing Conflicts in the Workplace

When people come together, they bring their differences with them, making it inevitable conflicts will occasionally occur. In today's environment of ongoing challenges and regularly added pressures, it is understandable that these factors can exacerbate the situation and contribute to increased conflict and miscommunications, both personally and professionally. This webinar will explore how to more effectively manage interpersonal conflict at work and at home, as well as how to employ skills and strategies to increase open and effective conflict resolution.

Providing a Lifeboat: Supporting Domestic Violence Survivors in the Midst of COVID-19

While this "silent pandemic" is a critical issue at all times, it is exacerbated by conditions related to the COVID-19 pandemic. The workplace is typically a safe haven for domestic violence survivors, but with many people now working remotely, that support network is no longer easily accessible. During this webinar we will discuss strategies to continue providing support to those affected in our current environment.

Righting the Ship: Managing Substance Use in a Crisis

During times of crisis, people who typically use substances like alcohol occasionally or socially may increase their use to deal with the added stress and anxiety. The pandemic and other ongoing challenges may amplify substance use and abuse, exacerbating tendencies to turn to drugs or alcohol to cope. It is important to take a step back if substance use becomes habitual or interferes with day-to-day life. During this webinar we will discuss why we rely on substances in response to overwhelming situations, as well as explore available resources and strategies to find balance in our current environment.

Weathering the Storm: The Value of Mindfulness in Times of Stress

When faced with stressful situations in the midst of a pandemic, it is natural to feel scattered or overwhelmed. Mindfulness can help us to sort through the mental clutter and clear our minds. Taking intentional steps to bring awareness to these feelings can help us identify the source and shift our mindset. By attending this webinar, you will understand better how to practice mindfulness to reduce stress, more effectively cope with negative thinking, and move forward in a productive and healthy way.

Setting “Realistic” Goals for a New Kind of New Year

The past year has thrown everyone for a loop. While the New Year has not flipped a magical switch back to normalcy, we can begin to see that positive change is on the horizon. Now is the time to think ahead and set realistic goals to help us establish a strong foundation for the year ahead. Join us to discuss how to create goals and routines that can strengthen our mental health and well-being as we move forward into 2021.

Improving Overall Well-being: The Mind-Body Connection

There is growing evidence of the connection between our mental and physical health. How we think affects how we feel, which impacts behavior like keeping our bodies active and moving. By becoming more conscious of how these pieces work together, we can take more effective steps to maintain and improve our overall well-being. Throughout this webinar you will discover how to make choices to feel your best, even during times of stress. We will discuss how exercise can improve mood as well as creative ways to stay active despite current challenges.

Maintaining Healthy Relationships in Tough Times

In a time when we're unable to gather with friends, family or co-workers in the ways that we'd like, it can be difficult to maintain strong and healthy relationships. Finding creative ways to stay connected can help reinforce the building blocks of relationships – rapport, trust, communication and respect. It is important to remember that physical distancing is not the same as social distancing. In this webinar we explore strategies to maintain healthy and longlasting relationships, both personal and professional, even in our current, challenging environment.

Finding the Right Balance Between Work & Life

Many of us set an intention each New Year to do a better job finding balance between our personal and professional lives. However, it is impossible to consistently achieve total balance, which can lead to feelings of guilt. By setting and working toward realistic goals at work and home, we can find ways to reduce this guilt and feel more balanced. In this webinar, we will discuss both daily tips and long-term strategies to find the work/life balance that works for you and minimize stress in the process.



Employee Workshops & Webinars

As part of your EAP+Work/Life Program, Health Advocate offers a variety of fully-customizable workshops and webinars that provide employees with practical knowledge and problem-solving skills.

To schedule a workshop or webinar, contact the Training Department at Workshops@HealthAdvocate.com or call your EAP toll-free number.

A Healthier You: How Mental Health Affects Physical Health

There is more and more growing evidence of the connection between our mental and physical health. How can we be more focused on the areas that can impact across mind and body? Recent wellness studies show the interconnection between fitness, nutrition and mental health. Examples include emotional under or overeating, depression following a medical diagnosis, how exercise can improve mood, etc. Learn to be empowered to make better choices for a healthier you...even during times of stress! This workshop takes a look at your health— from the inside out, by exploring the connection between mental and physical health.

Anger Management

Anger is a completely normal, usually healthy, human emotion. When it gets out of control and turns destructive, however, it can lead to problems at work, in personal relationships, at home, and in the overall quality of a person's life. This workshop helps participants understand common styles of expressing anger such as passive, aggressive, and passive/aggressive. It also explores more effective means of expressing anger and how to respond effectively to other people's anger.

Assertiveness

Assertiveness is the ability to confidently express one's thoughts, feelings and actions without negatively impacting others. This workshop outlines strategies for becoming assertive without being aggressive. Participants will learn the difference between assertive and aggressive behavior, the rules for valuing yourself and others, new skills for being assertive, and how to say "no" without offending others.

Avoiding Burnout

Burnout happens when an individual tries to work too hard or do too much. It can lead to cognitive distortion of the importance of an issue. The final stage of the stress response is burnout, which is a concern for employers who want to maintain employees' productivity at work. This workshop is designed to teach employees about the physiological and emotional dangers of stress and burnout, as well as help them develop effective coping techniques.

Balancing Work/Family/Life

Balancing your work and home life can seem impossible in our busy world. Feelings of guilt and turmoil are stirred by the demands of work and home, and the lack of personal time and time for family and friends. Through open discussion, this workshop outlines how to work toward attainable personal and professional goals, while reducing stress levels. It also offers effective workday tips for reducing discomfort and guilt, and successfully “keeping it all together.”

Being an Effective Team Member

Team building has been recognized by many organizations as a key factor in providing quality service and remaining competitive in today’s market. The strongest team members can contribute in significant ways to their employer’s profitability. By improving their own productivity while contributing creative ideas, team members play a key role in helping to retain customers as well as talented team members. This interactive seminar focuses on the individual responsibility of each team member and their effectiveness. The facilitator will define the purpose and characteristics of teams, discuss individual behaviors that contribute or detract from team success, and discuss specific tips and techniques to be a more effective team member.

Bullying in the Workplace

Unfortunately, for some people, bullying does not stop on the playground. This workshop defines bullying, provides startling statistics of its impact, and helps identify the different signs and types of bullying in the workplace. Strategies are presented to help employers and employees effectively combat this dangerous and child-like behavior in the workplace.

Business Etiquette

What is business etiquette, and what are the potential problems for workplaces that ignore this expectation? This workshop reviews skills that staff in all work settings must learn to adopt. Topics covered include best practices for telephone, cell phone and email communication, dressing for success, and avoiding cross-cultural pitfalls. It also stresses the importance of professionalism in the workplace.

Caring for the Caregiver

Few people are prepared for the responsibilities and tasks involved in caring for the elderly, and many do not have a choice. The primary necessity of being a good caregiver is learning to take care of yourself. This workshop outlines strategies for caring for the caregiver. It will help participants understand the types of caregiver stress, review and prepare a checklist for the care-receiver and caregiver, and learn tips and coping strategies for the caregiver. The workshop reviews the grieving process, as well as the Caregiver’s Bill of Rights.

Civility: Professionalism in the Workplace

This workshop defines what civil behavior is and is not, and clarifies why it is important in the workplace. Participants test themselves to determine if they contribute to a disrespectful culture, understand how to identify what makes a behavior perceived as civil or uncivil, and learn practical ways to create an environment of mutual respect in the workplace.

Communication Improved; Conflict Reduced

Effective communication is essential not only for our professional life, but for our personal life as well. This interactive workshop focuses on non-verbal communication, active listening and barriers to effective communication. It explores how we can learn to effectively resolve conflicts more productively and prevent conflict from occurring, with a greater understanding of our conflict styles and methods of communication.

Compassion Fatigue: Helping Those Who Help Others

When caregivers focus on others without practicing self-care, destructive behaviors can surface. According to the latest research, Compassion Fatigue is an extreme state of tension and preoccupation with the suffering of those being helped to the degree that it can create a secondary traumatic stress for the helper. This workshop will help those who help others learn how to avoid burnout, how to recharge and re-energize and how to practice self-help. This is appropriate for general caregivers, healthcare workers, as well as first responders. Participants will leave this session with concrete strategies designed to promote optimal well-being while engaged in the service occupations or in caregiving with a loved one.

Conflict Resolution

When people come together they bring their differences with them, and it is inevitable that conflicts will occasionally occur. Dealing with interpersonal conflict is an essential job skill. This workshop encourages employees to identify their individual conflict management styles, as well as the characteristics of different styles that are present in coworkers. Employing active listening and speaking with intent can increase open and effective conflict resolution, as well as lead to a more productive work environment.

Coping With Change

Change in the workplace is inevitable. However, a changing environment can often produce stress or anxiety. Change and the resulting stress derive from both positive and negative events. This workshop explores the various stages of change, and steps employees can take to achieve acceptance. Through awareness, participants can increase their ability to cope with change in both their professional and personal lives.

Coping With the Effects of Shift Work

Shift work can cause employees to have physical problems and mental fatigue. Statistics reveal that ineffective coping with the effects of shift work can lead to higher rates of substance abuse and divorce, and the potential for mental and emotional problems. This workshop offers tips on effectively dealing with the physiological and psychological aspects of shift work, so employees can improve their quality of life at work and at home.

Creating a Positive Outlook

If positive energy is so important, and we all agree that the research demonstrates that it works, then why aren't people more positive? Why aren't people skipping through the halls, smiling at their coworkers and loving their jobs? This workshop provides tools to help participants live life in a more positive way, even when faced with negative people and experiences. They will better understand the causes of negativity, learn how self-talk affects attitudes, and gain tips to be their best selves possible!

Customer Service in the Schools

School personnel are often required to solve problems and handle multiple challenges, while remaining calm and professional. Whether dealing with parents, teachers, administrators, or representatives from other schools, participants will address barriers to communication, and identify ways to become an active listener and project a polished phone voice. They will also gain tools to help them present a confident, credible, and capable image.

Dealing With Difficult People

We all work with a variety of personalities in the workplace. Coworkers or clients who are difficult or impossible to work with can affect your job and productivity. Effectively coping with difficult people is an invaluable skill. This workshop addresses how focusing on the issue, not on the anger or strong emotions conveyed by others, can lead to a more productive work environment. Clear and open communication, as well as customer satisfaction, can be increased through active listening and being more assertive in difficult situations.

Dealing With Emotional Callers

Customers are people with a multitude of personality traits. They have expectations as consumers that range from the easily satisfied to the almost impossible to satisfy. When a customer is going through a particularly difficult or emotional time, these behaviors can be compounded and may have an emotional impact on the employee receiving the call. The expectation that we can be immersed in suffering and loss or highly emotional calls and not be touched by it is as unrealistic as expecting to be able to walk through water without getting wet! This training helps those in call center roles particularly understand customer expectations during difficult times, explains the stages of grief and loss, suggests ways for supporting customers who are emotional, how to use de-escalation techniques using head and heart and finally provides resources for critical self-care for the employee to be able to cope and avoid unhelpful reactions.

Developing a Customer-Focused Attitude

It is critical to evaluate the effectiveness of our customer service skills. Not only do we deal with the external customer, but we also spend time interacting with internal customers, our coworkers. This workshop includes a self-test, which helps participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing a difficult situation and “five foundations for a successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

Digital Distraction: When Technology Takes Over!

Digital distraction or “information addiction” is a timely topic that can help employees increase their awareness of their time spent online whether engaging in social media, surfing the internet, gaming, checking messages compulsively, spending time on dating sites, etc. When does technology move from being a tool to taking over a person’s life? This seminar increases awareness of this modern dilemma while sharing specific strategies for employees to consider in order to experience a more balanced life where technology enhances versus detracts from being their best on the job, spending quality time with family and friends, and/or enjoying hobbies and other interests outside of the virtual world.

Domestic Violence Awareness

This workshop is designed to raise awareness regarding this serious societal problem. Startling statistics demonstrate the impact of domestic violence not only on the victims, but also the ramifications for everyone in their lives, including coworkers. Participants are educated about steps they can take to prevent or curtail instances of domestic violence.

Drug- and Alcohol-Free Workplace Training for Employees

Absenteeism, low productivity and on-the-job accidents that result from substance abuse in the workplace can threaten an organization's bottom line, as well as the emotional and financial stability of everyone involved. Almost three out of four substance abusers hold jobs. They are five times more likely than other workers to injure themselves or their coworkers. This workshop provides important information on substance abuse and its impact on the workplace, families, and society. Participants will also learn the latest information on the newest devastating epidemic of opioid addiction. **Additional rate may apply.**

Emotional Well-Being For Employees

This presentation is designed to build awareness of overall emotional well-being and the impact in the workplace and provide tools to identify stressors and signs. It is not intended to diagnose or treat a mental health issue. We will discuss the stigma surrounding mental illness, what emotional health is, review signs, symptoms, and behavior changes, and share resources for those seeking help. We will also debunk myths of depression and suicide and discuss ways to help someone you may be concerned about by referring to EAP and professional resources.

Employee Orientation to EAP and Work/Life Website Services

Occasionally, all of us are troubled by personal, family or work problems. These concerns may be minor. However, if they weigh on your mind, they can affect your relationships and daily work performance. Before that happens, it's wise to seek help. This workshop provides an overview of the Employee Assistance Program (EAP) benefit, and the numerous ways that the EAP can help. We also review the Work/Life website, highlighting the many tools and resources available 24/7. Confidentiality of the program is stressed.

Grow Where You Are Planted: Making the Best of Situations

There may be times when we wish things were different at work and/or in our home life. Sometimes it's time for a change, and other times it isn't. How do we know when to accept things as they are, or when a change in perspective is needed? Do your employees want to be promoted faster, or are they restless? This seminar explores the typical flow of human reactions and responses, and suggests practical tips for enjoying whatever stage participants are experiencing. Proven strategies such as gaining clarity, brainstorming creatively, re-framing and parallel paths are some of the useful tools participants will learn about.

Managing Holiday Stress

Stress is stress, but it seems to quadruple around the holidays! This workshop addresses the multiple causes of holiday stress, and provides tips on how to reduce these stressors, so participants can maintain their productivity, achieve a better balance and enjoy the holidays.

Managing Time and Setting Boundaries

Whether working from home, traveling to the office, or a combination of both; the managing of time, setting boundaries, and having structure in place is beneficial to maintain consistency and reduce anxiety. Additionally, stress can be a result of not being able to manage time and/or set boundaries and is a common struggle. This session will focus on how to effectively manage time and set boundaries, by considering these basic, yet key objectives: Starting your day off on the right foot, creating a schedule, understanding when you're most productive, and the importance of setting boundaries. By having a plan in each of these areas, you will be more likely to stay healthy, happy and ready to manage these ever changing times.

Mind Your Own Business: Confidentiality, Rumors and Gossip

Rumors are flying. People are talking about each other, and sharing confidential issues related to other employees. Gossip can spring up in organizations for a variety of reasons. Gossip decreases productivity, distracts people from their work, creates dividers between those who work together, compromises customer service, and can cause pain and resentment for people who are the targets. This workshop presents strategies for dealing with rumors, gossip, and confidential information in the workplace.

Mindfulness

This workshop reviews the principles and benefits of mindfulness. What is it? How is it different from other things we have heard about how to help manage stress? Mindfulness is a practice being utilized by athletes, students, soccer moms, employees in all kinds of settings and is starting to gain traction as a very practical tool that can yield important outcomes. Why are so many finding it helpful improving their happiness, health, and productivity? This seminar includes general information about mindfulness and an introduction to activities that help participants learn how to apply helpful, stress-reducing practices in their daily lives.

Mindfulness: An Experiential Workshop

Mindfulness can improve concentration, focus, health, efficiency, accuracy and reduce stress. Participants will receive an overview of Mindfulness and why it is a popular topic as our society grapples with the exhaustion of multi-tasking. The facilitator will guide participants through several experiential exercises.

Power of The Positive: Cultivating Optimism

This session explores ways to cultivate an authentic optimism that enhances resiliency and helps individuals and groups navigate change. Participants will gain a better understanding of what optimism is and is not and, ultimately, how to put it to work in their life to influence co-workers and others to become more optimistic. The overall goal is to enhance self-assurance through the power of optimism and learn specific techniques for maintaining the awareness of the power of a positive approach to work and life.

Resiliency: Secrets of Successful Employees

Studies have found that when the same events happen to different people, it's the individual's response that makes a difference in terms of staying healthy, and using the experience in a positive way in order to grow and thrive—also known as resiliency. What's the secret? This seminar explores this dynamic and what we can learn from those who are successful at surviving whatever life throws their way and developing their resiliency. The good news is, resiliency can be learned, and many examples exist where it has made all the difference. Participants will leave with tips and techniques for maximizing their own resiliency and positively influencing those around them.

Respect and Harassment Awareness for Employees

Harassment and disrespect can have a detrimental effect on the workplace. This workshop reviews the legal definition of sexual harassment and the Title VII law. It also addresses how behaviors, attitudes or actions can escalate into potential workplace violence. Consequences of violating a company's harassment policy and the impact on both employees and the organization are reviewed. Participants will learn what constitutes harassment, why it is so hard to report it, and how it can be reported with assurance of non-retaliation, resulting in a less stressful and more productive workplace. Additional rate may apply.

Respect in the Workplace

Most employees agree that they are responsible for creating and maintaining a respectful work environment. However, do they know what that is? Do they understand the benefits that a respectful workplace provides? All employees have a right to work in a respectful work environment. This workshop addresses all of these important topics, including how environments that are more respectful, less stressful and more fun can result in improved performance and productivity.

Retirement Planning: An Emotional Perspective

This workshop reviews the six phases of retirement from a social perspective: everything from pre-retirement planning, to the honeymoon phase, and ultimately to reorientation and development of a new lifestyle. For many people, a major concern is how they will handle the emotional stages of retirement. How will they create a new identity? This workshop reviews all of these stages, from the imagination stage (which can begin 5-15 years prior to retirement) to the reconciliation stage (which can last up to 15 years or more after retirement).

Strengthening Your Relationship

We all want a strong, loving relationship, but why can it be so difficult to keep it that way? This workshop reviews what goes wrong in relationships, and explores the destructive patterns that can interfere. Participants will gain a greater understanding of how to sustain a loving, healthy, and long-lasting relationship.

Stress Management

It is natural to become stressed when the demands on time and energy have become too great. This can happen both at home and at work, and can severely limit productivity and effectiveness. This workshop shows the physiological stages of stress development, and its harmful effects on the body. It also addresses the defining symptoms and different sources of stress. This useful information is incorporated with helpful stress relievers and imagery techniques.

Unconscious Bias for Employees

Unconscious bias is an innate part of human nature. However, when we bring these biases into the workplace, they can cause us to unintentionally make decisions that are not objective, which can impact the diversity, culture, and ultimately the success of an organization. By becoming more aware of bias in the workplace, employees learn how to "tip" the unconscious into the conscious, leading them to the first step toward reducing the negative effects in the workplace. This session will review the potential consequences unconscious bias can have on businesses and discuss strategies for reducing bias in the workplace. By exploring the different types of biases and related behaviors, employees will gain a better understanding for how to address biases in the workplace, leading to a more inclusive work environment.

Understanding Emotional Intelligence

Studies show that success in the workforce does not necessarily depend on an individual's IQ, but more often on their EQ—or Emotional Quotient. This workshop reviews the importance of understanding your emotional intelligence, and the differences between your EQ and IQ. It also reviews the five basic emotional competencies: self-awareness, handling emotions, motivation, empathy and social skills, as well as strategies for enhancing these competencies.

Valuing Different Generations

For the first time in American history we have four different generations working together, each bringing value in helping us to understand where we have been and where we are headed. When dealing with people, we are often dealing with different generations of people. This seminar includes a discussion of the characteristics commonly associated with each of the generations as participants learn how making the most of generational resources greatly improves teamwork.

Working through Stressful and Changing Times

Change is all around us, and without it we would be stagnant as individuals and organizations. We all respond differently to what we call “change,” so how can we make it work for us? This workshop examines what change means for employees and organizations, and how can they get on the same page when discussing and understanding its attributes, benefits and pitfalls. For most people, adjusting their perception and viewpoint can help them adapt more successfully to changing roles and environments.

Interested in a topic you don't see listed?

Contact the Training Department to let us know!



Your EAP+Work/Life Program offers a variety of fully-customizable workshops and webinars that address the specific needs of managers and supervisors.

To schedule a workshop or webinar, contact the Training Department at Workshops@HealthAdvocate.com or call your EAP toll-free number.

Applying Leadership Basics

Applying leadership skills in the workplace, and in life, will set you apart from others as someone who is in charge, capable and driven. Being in a position of leadership puts you in a place where others watch what you do, look to you for direction and notice if your actions are in line with your beliefs. Making your intentions known will clarify the group's goals and inspire those you are directing to tune into your vision. This workshop defines what sound leadership is, discusses characteristics of effective leaders and explains what effective leaders do well. The workshop also identifies potential leadership pitfalls.

Battling Bullying in the Workplace for Managers

Workplace bullying is complex, because the victim does not always fall into a protected class or category, and the bully can display a wide range of behaviors, from subtle to physical. This workshop helps participants understand bullying and how it differs from harassment, and reviews the risks and cost to organizations that ignore it. It also presents a multifaceted approach to eliminating bullying from the workplace, including incorporating an anti-bullying message into the workplace culture through written policies and training, and teaching managers and supervisors how to prevent bullying and properly address it when it occurs.

Building a Successful Team

What is it about some teams that make them successful, while other teams are not? This session will drill down on the stages and dynamics of Team Building. The focus will be on how to get your team to FORM, STORM, NORM and PERFORM, resulting in more motivated and encouraged team members. Managers will learn the importance of respecting different opinions, approaches, styles and how to manage conflict effectively.

Coaching and Counseling

This workshop reviews the differences and benefits of coaching and counseling. Participants will explore case situations and determine which approach is most appropriate, as well as common early warning signs that indicate a need for intervention. The workshop also outlines tips for dealing with angry or difficult employees, as well as the necessary steps to take, including proper documentation and feedback.

Courageously Authentic Leadership

Authentic leadership is a leadership style that is consistent with a leaders' personality and core values. A style that is honest, ethical, and practical. At the heart of authentic leadership is the courage to be fully human, to take risks, to care deeply, and to take action even in the midst of change and uncertainty. Leadership doesn't happen without courage. In fact, leadership might be defined as courage in action. The principle of leadership is this: Before you decide to lead others, learn to lead yourself well. In this workshop, we will begin by defining authenticity, discuss the qualities one should have, and outline how to become a more courageously authentic leader.

Drugs and Alcohol—Reasonable Suspicion Training for Supervisors

Drug and alcohol abuse has a severely degenerative effect on family and social relationships. It can also have a devastating effect on finances and productivity. This workshop provides legal and policy actions that can be exercised by supervisors. General information on drug and alcohol abuse is reviewed, as well as the signs and symptoms of that abuse. Case studies are used to illustrate steps, and do's and don'ts managers can use to confront employees who they suspect of being under the influence. Barriers to confrontation and enabling behaviors are also addressed. Participants will also learn the latest information on the newest devastating epidemic of opioid addiction. **Additional rate may apply.**

Drugs and Alcohol—Training for Supervisors of DOT Regulated Employees

The Department of Transportation (DOT) Regulation 382.603 requires that employers ensure that any person designated to supervise an employee falling under DOT guidelines receive at least 60 minutes of training on alcohol abuse, and an additional 60 minutes of training on controlled substance use. This training is designed for supervisors and managers, to help them determine whether reasonable suspicion exists to require an employee to undergo testing. Certificates of completion are provided for each participant. Participants will also learn the latest information on the newest devastating epidemic of opioid addiction. **Additional rate may apply.**

Leadership Awareness Training

This training focuses on the role of the supervisor in the EAP referral process. The goal is to present the EAP as an effective, preventive resource for employees whose work performance is being impacted by personal problems. The training reviews the basics of the EAP, including making referrals, techniques for reaching out to employees with support, and dealing with the different reactions employees may exhibit when they are approached. It also covers obstacles to a successful confrontation and the dangers of enabling. **Additional rate may apply.**

Management and Leadership Skills

This workshop reviews fundamental management and leadership skills. Included are key factors in relationship building, essential communication and listening skills, as well as performance reviews and conducting performance advisory meetings. It benefits employees who have recently been promoted to a management position, as well as those with little or no formal management training.

Managing a Multi-Generational Workforce

Supervisors and managers are managing a more diverse generational workforce than ever before. Workers are living longer and are healthier, and some have financial considerations that are keeping them in the workforce longer. On the other end of the spectrum, millennials are also entering the workforce. This workshop reviews the values and work-related preferences of different generations, and identifies similar values and generational differences that can cause conflict in the workplace.

Managing and Motivating for a Successful Workplace

This workshop is designed for anyone in a position of leadership. It reviews the challenges of leading people, and identifies the characteristics of a successful supervisor. Through various role-playing scenarios, it illustrates how effective leaders approach performance issues, develop relationships and show respect during confrontations.

Managing Mental Health & Employee Well-Being

Mental health may be one of the last remaining taboos in the workplace. Yet many workers experience depression, anxiety or stress on the job. This shows up in absenteeism, medical claims, safety, and lower productivity. The purpose of this workshop is to increase confidence of managers when supporting an employee who may be experiencing an emotional health issue or other disruptive event. Participants will learn objective warning signs of deteriorating behavior, understand what emotional (mental) health is and is not, and how to partner with resources, including EAP, to effectively assess and address employer and employee concerns. Additional rate may apply.

Respect and Harassment Awareness for Managers

Harassment and disrespect can have a detrimental effect on the workplace. This workshop reviews the legal definition of sexual harassment and the Title VII law. It also reviews how unaddressed behaviors, attitudes or actions can escalate into potential workplace violence. Managers will learn what constitutes harassment, why employees have a difficult time reporting it, and mistakes managers frequently make when addressing issues of harassment and discrimination. Additional rate may apply.

Settling Employees in Unsettled Times

In today's world, we are bombarded with social media and news updates about horrific and terrifying events. As managers, we need to learn how to support employees in finding meaning in their personal and professional lives, so they can place these events in their proper perspective. Topics include how to talk to children about these events, how to stay engaged at work, how to respond to co-worker comments and coping strategies. Note: this is not an appropriate intervention for a current crisis such as an employee death, robbery, or recent traumatic event in the workplace. Rather, it is a global presentation to help employees living in uncertain times.

Unconscious Bias for Managers

Unconscious bias is an innate part of human nature. However, when we bring these biases into the workplace, they can cause us to unintentionally make decisions that are not objective, which can impact the diversity, culture, and ultimately the success of an organization. As Managers, understanding how to raise employee awareness of bias and “tip” our unconscious into the conscious is the first step toward reducing the negative effects in the workplace. This session will review the potential consequences unconscious bias can have on businesses and discuss strategies for reducing bias in the workplace. Managers will explore the different types of biases and related behaviors, learn how to recognize employee bias within their organization, and understand how to address biases among themselves and employees in order to create a more inclusive work environment.

Violence Prevention in the Workplace for Managers

Violence in the workplace has become a serious problem. One way to help prevent workplace violence is to train managers on how to deal with situations which, if left unaddressed, can potentially escalate. This workshop reviews what workplace violence is, the factors that contribute to it, how widespread it is, its devastating effects and what constitutes a threat of violence. It addresses a number of early warning signs (using case studies), and provides techniques to help defuse confrontations that may become violent. It also includes strategies to lower an organization’s vulnerability to workplace violence, and how to confront a potentially violent employee. **Additional rate may apply.**

Interested in a topic you don’t see listed?

Contact the Training Department to let us know!



Financial & Legal Workshops & Webinars

Health Advocate offers a wide range of resources in conjunction with our financial and legal partners.

Typically one hour in length, these workshops or webinars are available for \$500. They can also be customized for an additional fee. To schedule a workshop or webinar, contact the Training Department at Workshops@HealthAdvocate.com or call your EAP toll-free number.

Please note, topics and availability are subject to change without notice.

Financial

Adulting: Money Matters | This class is geared toward young adults, ages 17-25.

Heading out into the world, whether graduating high school or college, you may be faced with financial decisions you don't feel prepared to make. The purpose of this class is to review the most common and important financial decisions. You will learn the importance of budgeting, saving for goals and monitoring your credit, as well as the potential challenges of taking on too much debt. We'll also review the resources available to you (like apps) that can help you take control of your finances and your future.

A Holiday Planning Guide

Is the holiday season bringing you stress and debt? In this presentation, we will share best practices for planning, saving and spending. Technology has become a bigger part of our holiday shopping and planning experience, so we will discuss online ideas and sites, as well as important dates to remember, to help you this time of year!

Common Risks to Your Retirement Plan

The first steps of creating a retirement plan generally involve a focus on retirement savings and securing sources of income in retirement. We will review risks that could impact your plan before and during retirement so that you have a better chance of living your retirement dream.

Dreaming Of Retirement

Many people can't wait for retirement, yet they haven't considered how they will sustain their ideal retirement lifestyle. To be confident in the amount of retirement income that you need, you should first estimate the difference in cost between your current lifestyle and the retirement lifestyle you dream about. In this class we provide tools to help you estimate that difference. We'll also offer a wide range of considerations to help you formalize a realistic retirement plan to help make your retirement dream a reality.

Estate Planning: Financial Basics

Many of us know we should have an estate plan, but we don't know how to get started – or when to get started. In this presentation, we discuss the common components of an estate plan and explain how your plan may change as you go through different stages of life. Lastly, we will cover the pros and cons of hiring an attorney, versus doing most of the work yourself.

Financial Setback? Regroup & Rebuild

Whether a financial setback catches you by surprise or is planned for, you can use this class to help you get through the difficult situation and take steps to be better prepared for any future challenge. We'll walk you through a process that includes assessing the setback and the impact on your finances, taking action, staying the course, and being prepared for any future difficulties.

Getting & Keeping Good Credit

Credit scores influence personal finances in more ways than most people realize. Whether it's your auto insurance premium or the interest rate on your mortgage, you want your credit score to be deemed "excellent". We'll discuss the criteria that determines a credit score, as well as how to establish new credit, how to recover from credit challenges, and best practices for maintaining an excellent credit score.

I Want To Buy A House

The dream of owning your home is attainable if you get your finances in order and learn as much as you can about the process. In this class, we'll help you get started by walking through the different mortgage loans available, reviewing what lenders look for in a borrower, and what costs you can expect during the process. We'll also talk about how to make sure you can afford your house so that you can enjoy it for years to come!

Investing: Education for Beginners

Get ready for several compelling reasons why investing can be a critical factor in achieving long-term goals. We will review different types of personal goals and how timeframes and investment accounts can play a key role in helping you reach your savings targets. Then build your knowledge as we review mutual funds, stocks, bonds and other investment considerations. We'll conclude with some action steps attendees can take to apply what they have learned.

Investing: Risk Considerations & Taxes

This class reviews five types of investment risk and discusses how time frames might influence the type and amount of risk an investor is willing to take. We'll also cover tax implications of investing and conclude with examples of investing and possible risks.

Investing: Traditional Vs. Online Services

This class reviews a few time-tested investment principles and then covers the basics of opening a brokerage account. We review the differences between online investing platforms versus the more traditional practice of meeting face-to-face with an investment advisor. We'll also provide a variety of best practices for monitoring your investments and adjusting your strategies over time.

It's My Budget & I'm Sticking To It!

Creating and sticking to a budget is the foundation for great personal finances. Why? It gets you in the habit of reviewing and adjusting your spending so that the most important goals in your life get funded. This class will outline a process for creating a spending plan and will offer practical tips for sticking to it!

Leveraging Tax-Advantaged Benefits

Open enrollment can leave us with many questions about our benefits, specifically their tax implications. This class will explain high deductible health plans (HDHP), health savings accounts (HSA), and flexible spending accounts (FSA) to build your confidence around making informed decisions.

Making Tax Returns Less Taxing

For most of us, the primary concern when filing our income tax returns is how to minimize our taxes. In this class we will discuss how income tax is calculated, types of adjustments/deductions, ways to reduce taxation and strategies to save. We will review some of the common tax law changes resulting from the Tax Cut Jobs Act of 2017. We'll also explore some common mistakes to avoid.

Money Basics: Let's Build A Plan

If you want to feel confident about your personal finances, you need to follow a plan that has four components: controlling spending, managing debt, prioritizing savings and maintaining excellent credit. If you lose focus on any of these disciplines, you risk adding stress to your life. This class explains the importance of each component of your plan and helps you get started.

New Year...New You! Financial Resolutions You Can Keep

When January arrives, many of us want to start a new financial habit or break a bad one. The real challenge isn't getting started but sticking to the plan. As a financial coaching organization, we have worked with thousands of people to help them stick to their New Year's resolutions. We will share tips for setting realistic goals and making it to the finish line.

Planning For College 101

The costs of attending college continue to increase, so planning is imperative. This class will discuss different types of college savings accounts and review the FAFSA financial aid process. It's important to get funds from as many sources as possible, so we'll review scholarships, grants and loans. Get ready to leave this class better prepared to establish and fund your college savings goals.

Protecting Your Income & Assets

In this class, we explain why you might need insurance policies, and we review five common forms of insurance. Our goal is that you will feel better equipped to assess the coverage appropriate for your needs. We'll also discuss typical qualifications required by the different types of insurances, as well as tax considerations. Lastly, we share some tips for shopping around and getting the best price.

Raising Money-Savvy Kids

We all want our children to become adults who are responsible with money. This class helps parents understand whether their child is naturally a spender, a saver, or somewhere in between, and then we provide a wide range of tools and guidelines for teaching children valuable money concepts. Whether you have a toddler or a teenager, you will receive valuable tips for making money a comfortable conversation topic.

Relationships & Money

We all have a relationship with our money; whether it's a good or bad relationship can depend on many things in our lives. Surveys tell us that stress about money can also have a big influence on our relationships with others. Join us as we explain how life experiences and emotions influence our finances, and then outline best practices to increase our awareness and improve our communications with friends and family.

Retirement Planning: Getting Started

When it comes to getting started on a retirement plan, we believe everyone will benefit from this class – whether you are at the beginning or near the end of your career. We will emphasize the importance of starting with a plan as early as possible in order to allow savings to grow. There are many competing needs or wants for the dollars you save, so we will talk about how you can use goal-setting strategies to stay on track with funding whatever lifestyle or timeline you envision for retirement.

Reviewing & Fixing Credit Reports

Your credit score is determined by the information in your credit reports, so if you want to build and maintain a great credit score, you have to pay attention to what's in your credit reports. The more you use credit, the more important it becomes to check them since errors and discrepancies are common. In this class, you will learn how your personal and financial data is organized within your credit reports and how to fix any inaccuracies you discover.

Sandwich Generation: Caught In The Middle

Navigating your personal finances can be a daunting task, but what if you are not only supporting your children but also caring for aging parents or grandparents? In this class we'll show you how to assess your financial capacity and set realistic boundaries to help you through this stage of life. We'll talk about how to handle setbacks and remain resilient. Lastly, we will provide resources and identify ways to help you manage your personal and financial goals.

Student Loan Repayment Strategies

For many employees, especially in the first half of their careers, student loan payments are a significant monthly expense. This class helps attendees consider repayment options that meet their individual goals. We discuss repayment options for both federal and private loans, which include how to lower monthly payments or pay off loans faster.

The Cost Of Raising Kids

Some of the biggest expenses for families are the costs associated with raising children. Whether it's day care, extracurricular activities, food or health care, the expenses add up and can put tremendous pressure on any budget. This presentation will help you review and prepare your finances during different stages of a child's life.

The Financial Wellness Playbook

Learn from those who have gone before you! This class shares the ten habits most people practice when they have little financial stress in their lives. The MSA coaching staff has conducted over a million financial consultations, and the most experienced coaches were interviewed to develop this list of ten habits. The goal is for attendees to take pride in the habits they are practicing well, and to develop an action plan to address the habits they would like to improve.

Tips For A Major Purchase

As consumers, all of us will have to make a large purchase at some point in our lives, whether it's a washer and dryer, living room furniture or a car. Many factors can come into play when deciding on a large purchase. In this class we will talk about buying now vs. later, saving vs. financing, and buying vs. leasing. We will explore credit and budget implications, as well as strategies for planning ahead and saving money in the long term.

When Pay Periods Change

Changes to the payroll process could be anything from adjusting the date or frequency of pay periods to adjusting how a bonus or commission structure works. But the changes, however small, can have a huge impact on your finances. This class is typically customized to outline the specific changes a company is implementing, followed by a wide range of recommendations and tips directed at helping you adjust to the change.

Your Debt-Free Game Plan

Debt is one of the biggest obstacles keeping Americans from reaching financial goals, so this class encourages you to prioritize debt management. But it doesn't stop there! We'll also go over specific debt reduction strategies and help you choose one that you can sustain. We will also review how to write and follow SMART goals, so you can leave this class motivated and empowered to reduce your debt.

Legal and Identity Theft

Estate Planning 101

Estate planning is the process of preparing for end-of-life concerns and taking control of your legacy. Think about family, bank accounts, houses, stock portfolios, cherished possessions – and what will happen to them. The process can be complex and expensive. In this class, we discuss the necessary steps to create an estate plan, while offering attendees discounted access to personalized wills and trusts.

Planning For Future Medical Decisions

By human nature, we tend to delay end-of-life decisions until it's too late. Whether personal end-of-life decisions or a loved one's, it's important to make smart end-of-life decisions that ensure a peaceful transition. In this class, we discuss the strategies for effective family communication, and the benefits of advance directives/power of attorney.

Caring For The Elderly And Disabled

With a loved one who has any mental or physical condition limiting movement, senses, cognition or activities, we're often so focused on what we can do to help, that we need a reminder of what services are already legally available. In this class, our presenter will review the tools and programs that assist older/disabled family members, and how to best set-up loved ones for success.

ID Theft Protection 101

Every two seconds someone becomes a victim of identity theft. Knowing how to protect our identities and who to contact when victimized can seem difficult and time-consuming, but we're here to show the easy-to-follow steps. In this class, our Fraud Resolution Specialists pull-back the curtain to reveal how fraudsters steal data and lure consumers. We'll also share tips on building the first line of defense against identity theft.

Avoiding Tax Filing Fraud

W-2 documents, DOB and a Social Security number – tax filing can expose a substantial amount of personal information. During tax season, data thieves are looking to intercept tax refunds, and sell personally identifiable information (PII) on the dark web. In this class, we discuss the warning signs to recognize tax-related identity theft and the necessary steps to help prevent fraud.

Avoiding Holiday Shopping Fraud

Huge sales, must-have gifts, and rushing for last minute items. When shopping between stores, we're often so focused on the activities of the holiday season that we can easily be distracted from financial and identity exposure. In this class, we discuss the fraudster targeted information, common fraudster tactics, best safety practices, and next steps when victimized

Battling Unemployment Fraud

As a ramification of COVID-19, both employers and employees have struggled with falsified unemployment benefits, such as notifications of awarded benefits, payment details, or ATM cards. In this class, our Fraud Resolution Specialists will address the significance unemployment fraud and provide the preventative steps necessary to minimize the risk of further damage.

Data Breach Education

A company data breach can take a toll on both the infrastructure and employee body. In this class, we discuss company data breach life cycles and the cost to its victims. We'll also share our preventative steps that employees and companies can take to reduce the chance of a breach.



Disruptive Event Management Services

Health Advocate’s disruptive event management (DEM) services deliver a customized response to worksites impacted by events that disrupt employees’ ability to work.

The central focus of DEM services is to provide support to leadership and employees, helping to create a culture of psychological safety with a concentration on maintaining productivity, returning to work and staying at work.

Our DEM services are committed to providing an objective, timely and thorough response that helps with the human side of recovery.

When Should I Request DEM Services?

- If you plan a large reduction in staff (i.e., mass layoffs, terminations)
- When an employee passes away unexpectedly (either on or off the job)
- If employees witness an on-the-job accident
- If a location is robbed, or if other violent incidents occur
- After a natural weather disaster (i.e., flood, earthquake, tornado, hurricane)

DEM Provides

- 24/7/365 support in the U.S. and Canada – same day or within 24 hours of request
- A partner for leadership to help develop an effective response plan for your company
- Help to employees with building on their natural resilience and recovery, as individuals and as teams
- Provides employees with information on self-care and coping
- Normalization of common behavioral and psychological reactions to the event
- Triage for those who might need more support for recovery

What We Do

- Site management consultation
- Educationally-focused resiliency group briefings
- Crisis leadership consultation
- Individual employee support



If you would like more information about our DEM services, please call the EAP Helpline at 877-240-6863.

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