



**EAP+Work/Life Program**  
2022 Resource Catalog





# EAP+Work/Life Program Resource Guide Overview

Health Advocate’s EAP+Work/Life Program offers a wide range of valuable resources for managers and employees, including online trainings, webinars and workshops.

### Online Trainings/Courses

Our free online library of self-guided trainings is available 24/7 on the member website. Employees can choose from dozens of courses on a variety of personal growth and professional development topics.

### Online Pre-Recorded Webinars

Employees can access a wide range of free webinars on the member website. A new webinar is added each month, which is then added to our webinar archive. Please see the EAP Activity Guide for tips on incorporating webinars into your annual employee well-being plan.

### Workshops & Webinars

We offer a variety of manager and employee workshops (onsite and webinar-based), typically at an additional cost. They provide strategic tools and resources for improving performance and accelerating personal and professional growth. They can also be customized for an additional fee.

### Disruptive Event Management (DEM) Services

Our DEM services help organizations more effectively respond to (and recover from) serious incidents that impact the workplace and/or employees’ ability to work. They include onsite leadership and management consultations, employee group briefings and individual crisis support.

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## Additional Resources

Health Advocate offers a wide range of additional resources for managers and employees, including:



-  Short-term counseling and support
-  Help achieving a healthy work/life balance
-  Management Assistance Program
-  A comprehensive EAP+Work/Life website
-  Monthly newsletters and tip sheets
-  Employee promotional communications

For more information, contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) or call your EAP toll-free number



## Free Online Trainings/Courses

Employees can access dozens of self-guided training courses on the member website. These self-paced courses cover a wide range of topics (see below) and take approximately 45-60 minutes to complete. Participants can also receive a personalized Certificate of Completion at the end of the course.

- 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 Writing Basics
- Change Management
- 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
- Creative Problem Solving
- Dealing with Difficult Customers
- Dealing with Violence in the Workplace
- Delegating
- Developing a Strategic Plan
- Discharging Employees
- Disciplining and Redirecting Employees
- Emotional Intelligence
- Executive-to-Employee Communication Strategies
- Goal Setting and Getting Things Done
- Guardianship Decisions for Elderly Loved Ones
- Health and Wellness
- Improving Mindfulness
- Increasing Self-Awareness
- Interpersonal Skills
- Interviewing Job Candidates
- Interview Skills for Job Candidates
- Leading Effective Teams
- Managing a Virtual Office
- Managing Change
- Managing Disagreement
- Managing Negative People
- Managing Projects
- Managing Stress
- Managing Your 401(k)
- 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
- 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 Skills for Quality Customer Service
- Time Management
- Workplace Diversity



## Free Online Webinars

Employees have access to dozens of pre-recorded, archived webinars on the member website. They are 45-60 minutes in length and cover a wide range of topics. A new webinar is also added each month.

**Participants can also receive a personalized Certificate of Completion at the end of the course.**

**Some of the most recent webinar topics are listed below. The full list is available on the Archived Webinars page on the member website.**

- Clear Your Clutter:  
A Comprehensive Guide
- Digital Distraction
- Diversity in the Workplace
- Do Your Bucket List: 7 Ways to Up  
Your Focus on Things that Matter
- Embracing Life's Challenges
- Fixing Our Broken Sleep
- Funding College: 5 Steps Every Family  
can use to Build a Successful Plan
- Identity Theft
- Innovative Decision Making
- 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
- Social Media for Parents
- Staying Motivated
- Stress Relief for Caregivers
- Tax Saving Strategies
- Uncovering Unconscious Beliefs
- What Stress and Diet Have in Common



## Employee Workshops & Webinars

The EAP+Work/Life Program offers a variety of customizable employee workshops and webinars on a wide range of personal and professional topics. The cost is \$275 per hour, plus travel and related expenses. To schedule a session, contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) or call your EAP toll-free number.

**Please note, we are continually adding new resources, so please contact the Training Department for the most recent list.**

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### **A Healthier You: How Mental Health Affects Physical Health**

More and more evidence continues to show the connection between fitness, nutrition and physical health with our mental health. Some examples include emotional under or overeating, depression following a medical diagnosis and exercising to improve mood. In this workshop, participants will learn how to focus on areas that impact both their minds and bodies. They will explore themselves from the inside out, by considering the connection between their mental and physical health.

### **Anger Management**

Anger is a completely normal, and 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 ways people express anger such as passive, aggressive, and passive/aggressive. It also explores more effective means of expressing anger and how to respond more effectively to other people's anger.

### **Assertiveness**

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



## **Avoiding Burnout**

Employees who try to work too hard or do too much can become overly stressed. The final stage of this stress response is burnout, which is a concern for employers who want to maintain productivity in the workplace. This workshop teaches participants about the physiological and emotional dangers of stress and burnout, as well as how to develop more efficient and effective coping skills.

## **Being an Effective Team Member**

Effective teams are key to providing quality service and remaining competitive. This interactive seminar focuses on each individual team member's responsibility to improve their productivity and value through the contribution of new ideas. The facilitator will define the purpose and characteristics of teams, discuss individual behaviors that contribute or detract from team success, and outline specific tips and techniques to become a more effective team member.

## **Bullying in the Workplace for Employees**

Unfortunately, bullying does not always stop on the playground. This workshop identifies the signs and different types of bullying and provides key statistics regarding its impact on workplace productivity and morale. Participants will learn best practices and strategies to effectively combat and conquer this damaging behavior.

## **Business Etiquette**

What is business etiquette, and what are some potential problems for workplaces that ignore this key behavior? This workshop reviews skills that staff in all work settings must learn to adopt and practice. Topics include best practices for telephone, cell phone and email communications, dressing for success, and avoiding cross-cultural pitfalls.

## **Caring for the Caregiver**

Few people are prepared for the challenges of caring for the elderly or infirm, yet many do not have a choice. This webinar stresses the importance of caring for yourself, and outlines proven strategies for coping with the many challenges that come with being a caregiver. It also reviews 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 critical to exhibit professionalism in the workplace. Participants will test themselves to determine if they contribute to a respectful or disrespectful culture, identify what makes a behavior become perceived as civil or uncivil, and learn practical ways to create an environment of mutual respect.

## **Communication Improved; Conflict Reduced**

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

## **Compassion Fatigue: Helping Those Who Help Others**

Destructive behaviors can occur when we focus on others more than ourselves. Compassion fatigue is an extreme state of tension and preoccupation with the suffering of the person being helped, resulting in secondary traumatic stress for the caregiver. This workshop will help those who help others learn how to avoid burnout, recharge and re-energize and practice effective self-care skills. It is appropriate for general caregivers, healthcare workers, as well as first responders.

## **Coping With Change**

Change in the workplace is inevitable, and unfortunately, changing environments often produce stress and anxiety. This workshop explores the various stages of change, and steps employees can take to achieve balance and acceptance, and increase their ability to more effectively cope with change in both their professional and personal lives.

## **Coping With the Effects of Shift Work**

Shift work can cause both physical problems and mental fatigue, as well as increased rates of substance abuse, relationship issues and mental health problems. This workshop offers proven strategies to deal with the physiological and psychological stress of shift work, so employees can improve their quality of life both at work and at home.

## **Creating a Positive Outlook**

If positive energy is so important, why aren't people more upbeat, especially at the workplace? This workshop provides strategies and tools to help participants live life in a more positive way, even when faced with negative people or situations. They will also explore the causes of negativity, learn how self-talk affects attitudes, and gain tips to become their most productive selves.

## **Customer Service in Schools**

People who work in schools are often required to solve multiple challenges while remaining calm and professional. Whether interacting with parents, teachers, administrators or representatives from other schools, participants in this workshop will learn how to address communication barriers, gain strategies to become a more active listener, and project a more professional phone presence.



## **Depression, Anxiety and Burnout: Moving Toward Hope and Health**

After more than a year of coping with ongoing challenges in a pandemic environment, it is understandable that feelings of depression, anxiety and burnout have intensified. Those experiencing these conditions are far from alone, but recognizing when we need extra support for our emotional and mental well-being is critical. Join us for this discussion to understand how to identify and cope with these challenges and how to seek help when needed.

## **Developing a Customer-Focused Attitude**

Customer service skills are key to providing a positive and productive experience. Not only do we deal with the external customer, but we also interact with internal customers, our coworkers. This workshop includes a self-test to help participants recognize their strengths and weaknesses in this area. Other topics include dealing with angry or difficult customers, diffusing difficult situations and “the five foundations for a successful customer interaction,” which helps participants recognize opportunities for improving customer service and retention.

## **Domestic Violence Awareness**

Domestic violence occurs when one person in a relationship purposely hurts another person physically or emotionally. It often begins as threats and verbal abuse and then escalates to physical violence. Many people may not even recognize that their relationship is unhealthy, or they may be hopeful that their partner will change. This workshop is designed to raise awareness about this important topic and its impact not only on the victims, but on their families and jobs, including coworkers. Participants will learn steps for determining if they are in an abusive relationship, and resources where they can go for help.

## **Drug- and Alcohol-Free Workplace Training for Employees**

Absenteeism, low productivity and on-the-job accidents resulting from substance abuse can impact the emotional and financial stability of everyone involved, and even threaten an organization’s bottom line. Almost three out of four substance abusers hold jobs, and they are five times more likely to injure themselves or their coworkers. This workshop provides important information about the impact of substance abuse on the workplace, families, and society as a whole. It also explores the ongoing impact of the opioid epidemic. Additional fees may apply.

## **Emotional Well-Being for Employees**

This workshop is designed to build awareness about emotional health and its impact on the workplace, and provide tools to identify risk factors and other stressors. It is not intended to diagnose or treat mental health issues. It explores what emotional well-being is and the stigma surrounding mental illness. Participants will learn about common signs, symptoms, and behavior changes, resources for seeking help, and ways to help someone you may be concerned about by referring them to an EAP and other resources.

## **Employee Orientation to the EAP and the Work/Life Website**

This workshop offers a detailed overview of the Health Advocate Employee Assistance Program (EAP) benefit, and the many ways the program can help with personal, family and work-related issues. We also review the many resources available 24/7 on the Work/Life website to help employees better balance their work and life responsibilities.

## **Finding Balance in a Digitally-Driven World**

Prior to the pandemic, many of us became increasingly reliant on technology in our daily lives. However, recent events have made virtual life the norm as we now do everything online – from work to school to socializing and more. It may no longer feel like we have the option to unplug, yet it's important to consider how to use technology in a way that enhances (rather than detracts from) our mental health and well-being. This webinar reviews how to better understand this modern dilemma and explores strategies to find more balance and avoid technology burnout.

## **Finding Balance in Busy Lives**

Finding balance between our personal and professional lives is something many people strive for. However, consistently striving to achieve total balance can lead to feelings of guilt. By setting and working towards attainable goals at work and home, we can find ways to reduce guilt and feel more balanced. This webinar offers daily tips and long-term strategies to find the work/life balance that works for you, minimizing stress in the process.

## **Grow Where You Are Planted: Making the Best of Situations**

In 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? This seminar explores the typical flow of human reactions and responses, and offers participants practical tips for enjoying and thriving in whatever stage they may be in. Proven strategies including gaining clarity, creative brainstorming, re-framing and parallel paths are also discussed.

## **Handling Emotional Callers/Customers**

Even the strongest customer service teams can be challenged by the intensity of callers who may be in a highly-charged emotional state. This webinar focuses on de-escalation strategies, and the importance of safety, self-care and decompression to prevent burnout. Techniques for staying solution-focused will be discussed, to include how adjusting our own expectations and communicating empathy and compassion can help with problem solving.

## **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 behaviors 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 participants will discover how to make choices to feel their best, even during times of stress. It will also discuss how exercise can improve mood, as well as creative ways to stay active despite one's current challenges.

## **Managing Addictive Behaviors with Healthy Coping Strategies**

During challenging times, many people may struggle finding ways to manage the additional stress and uncertainty. From substance abuse and gambling, to online shopping, overeating, and more, these unhealthy and compulsive behaviors can quickly become destructive, impacting our emotional and financial stability, as well as our family members and coworkers. This webinar addresses how to identify potential issues that can lead to addiction, and explores effective coping strategies to manage stressful situations.

## **Managing Conflicts in the Workplace**

When people come together, they often bring their differences with them, making it possible for conflicts to occur. In today's challenging environment and regularly added pressures, these factors can exacerbate and contribute to increased disagreements and miscommunications, both personally and professionally. This webinar explores 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.

## **Managing Emotional and Mental Health**

As the challenges of the pandemic continue, many people continue to experience high levels of stress, uncertainty and anxiety, impacting their mental and/or emotional health. Recognizing when you or a loved one needs support is the first step to connecting with resources to help. It is equally important to normalize and destigmatize seeking mental health support. This webinar addresses strategies to manage our emotional and mental health and identify resources to help when we need extra support.

## **Managing Holiday Stress**

Stress is stress, but for some reason 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 more fully enjoy the holiday season with friends and loved ones.



## **Managing Substance Use in a Crisis**

During times of crisis, including the pandemic, people who use substances like alcohol occasionally or socially may increase their use to cope with the added stress and anxiety. It is important to take a step back if substance use becomes habitual or interferes with day-to-day life. This webinar examines why we rely on substances in response to overwhelming situations, and explores resources and strategies to find balance in our current environment.

## **Managing Time and Setting Boundaries**

Whether working from home, traveling to the office, or a combination of both, managing your time, setting boundaries, and having structure in place is key to maintaining productivity and reducing stress and anxiety. This session focuses on proven strategies to improve time management skills and build a more structured and consistent environment, including setting and maintaining realistic boundaries and expectations.

## **Mind Your Own Business: Confidentiality, Rumors and Gossip**

While workplace gossip can begin for a number of reasons, it is a dangerous practice that can decrease productivity, distract people from their work, create barriers between co-workers, compromise customer service, and cause pain and resentment for the targets. This workshop offers strategies for dealing with rumors, gossip, and confidential information proactively, reducing the impact on productivity and morale.

## **Mindfulness**

When faced with stressful situations, it is natural to feel scattered or overwhelmed. Mindfulness can help us 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, participants will learn how to practice mindfulness to reduce stress, more effectively cope with negative thinking, and move forward in a productive and healthy way.

## **Mindfulness: An Experiential Workshop**

Mindfulness can reduce stress and improve concentration, focus, health, efficiency and accuracy. In this workshop, participants will review the key principles of mindfulness, and be guided through real-life exercises that demonstrate its impact on many different stressors, challenges and situations.

## **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 to promote more positivity in colleagues and others. The overall goal is to enhance self-assurance through the power of optimism, and gain strategies for maintaining a positive approach to work and life.

## **Resiliency: Moving Forward in Changing Times**

Stress can impact us both personally and professionally, yet these challenges can also create opportunities. Developing or strengthening resiliency can be invaluable to help chart the path forward. Practicing resiliency can also help adjust your mindset so you can find a new perspective to successfully move ahead. This session discusses strategies to build resiliency, so participants can protect themselves against high stress levels, making stress more manageable so they can determine the best next steps.

## **Respect and Harassment Awareness for Employees**

Harassment and disrespect are serious workplace issues. This workshop reviews the legal definition of sexual harassment and the Title VII law, the consequences of violating company harassment policies, and the impact on employees and the organization. Participants will learn what constitutes harassment, why it is so difficult to report it, and how it can be reported with assurance of non-retaliation, resulting in a safer and more productive workplace. Additional fees may apply.

## **Respect in the Workplace**

All employees have the right to work in a respectful environment. And while most agree that they are responsible for creating and maintaining this environment, do they know what it really means, and understand the benefits that a respectful workplace provides? This workshop explores all of these important topics, and illustrates the positive impact of mutual respect on employee stress and productivity.

## **Retirement Planning: An Emotional Perspective**

A major concern for many people is how they will handle the emotional stages of retirement. How will they create a new identity? This workshop explores 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. This workshop reviews all of the stages, which can span 5 to 15 years before retirement to up to 15 years or more after retirement.

## **Returning to our Workspaces: Setting Up a Successful Transition**

As an increasing number of regions and industries begin transitioning back to the workplace, it's understanding to feel unsure of what this next step will bring. Recognizing potential challenges related to returning to work, and preparing for the changes ahead can make it easier to manage uncertainty and expectations moving forward. This webinar explores proven planning strategies to adapt to our changing environment and related stressors as we transition back to the workplace.

## **Strategies to Manage Stress and Uncertainty**

Modern life means living in challenging times, which makes it more important than ever to learn to cope with uncertainty, unpredictability and stress. Making sound decisions can also be overwhelming, especially when it's unknown what tomorrow will bring, let alone next week or next month. This webinar explores techniques to help relieve stress so participants can make decisions they feel comfortable with, which are critical elements to managing these feelings now and in the future.

## **Strengthening Your Relationships**

We all want strong, loving relationships, but why can it be difficult to keep them that way? This workshop addresses what can go wrong in relationships, and explores common destructive patterns that can interfere with them. Participants will learn strategies to recognize red flags so they can better sustain a healthy and loving connection to their partner.

## **Success Strategies for Hybrid Workers**

For many, having a split schedule of working from home and going to the worksite is a new experience. This webinar provides practical strategies for maintaining productivity, staying connected, collaborating effectively and preventing burnout. Other topics include communicating effectively with leaders and peers, focusing on self-care, organizational strategies to maximize the demands of a hybrid schedule, and finding a healthy work/life balance.

## **Supporting Your Kids: Identifying and Addressing Signs of Stress**

Many people have experienced higher levels of stress and uncertainty during the pandemic, including children. While we slowly move toward a sense of normalcy, the residual effects of the pandemic and other events may continue, making it more important than ever to support children as they navigate ongoing changes to their school life and daily routines. This webinar discusses how to identify signs of stress in children of all ages, and provides strategies to support them through challenging times.

## **Unconscious Bias for Employees**

Unconscious bias is an innate part of human nature. When we bring these biases to the workplace, however, they can impact our decision-making and the diversity, culture, and ultimately the success of the organization. This session defines unconscious bias, reviews its potential consequences in the workplace, and outlines strategies for “tipping” the unconscious to the conscious to promote a more inclusive work environment.



## Understanding Emotional Intelligence

Studies show that success in our careers is not necessarily based on our IQ, but more often on our 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, there are four different generations working at the same time, each bringing value to the jobs that they do. This seminar includes a discussion of the characteristics commonly associated with each generation, so participants can learn and appreciate different generational workers and improve teamwork and productivity.

## Working through Stressful and Changing Times

Change is everywhere, and without it we would be stagnant as individuals and organizations. People respond differently to what we call “change,” so how can we make it work for everyone? This workshop examines what change means for employees and organizations, and how they can 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.

## Working Well With Different Personality Styles

Whether working onsite or remotely, we will undoubtedly encounter a variety of personalities in the workplace. When someone has a different communication style or personality type, it can create conflict, affecting your job and productivity. Finding ways to meet the other person and situation where they are, and adjusting as needed, is an invaluable skill to help reduce conflict in the workplace. This webinar explores effective techniques to bridge personality differences and find common ground to enhance communication and productivity.



**Interested in a topic you don't see listed?**

Contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) to let us know!



## Manager Workshops & Webinars

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

The cost is \$275 per hour, plus travel and related expenses.

**To schedule a workshop or webinar, contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) or call your EAP toll-free number.**

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### 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 team's goals and inspire those you are directing to tune in to 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 costs 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 organizational culture through written policies and training, and teaching managers and supervisors how to prevent and identify bullying – and properly address it when it occurs.

### Building a Successful Team

What is it that some teams are successful, while others are not? This session drills down on the stages and dynamics of team building. The focus is on how to get your team to FORM, STORM, NORM and PERFORM, resulting in more motivated and encouraged team members. Participants also learn the importance of respecting different opinions, approaches and styles, and how to effectively manage conflict.

## 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 may indicate a need for intervention. They will also get 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 – one that is honest, ethical and practical. At the heart of authentic leadership is having the courage to be fully human, take risks, care deeply, and take action even in the midst of change and uncertainty. In fact, leadership might be defined as courage in action. The principle of leadership is “before you decide to lead others, learn to lead yourself well.” This workshop begins by defining authenticity, then discusses the qualities one should have and how to become a more courageous and authentic leader.

## Drugs and Alcohol—Reasonable Suspicion Training for Managers

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 and the ongoing opioid crisis is reviewed, including their common signs and symptoms. The session introduces case studies to illustrate steps, do's and don'ts managers can use to confront employees who they suspect of being under the influence, as well as enabling behaviors and barriers to confrontation. Additional fees 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 to help supervisors and managers determine whether reasonable suspicion exists to require an employee to undergo screening. Participants will also learn the latest information on the devastating opioid epidemic and receive a Certificate of Completion. Additional fees 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 may be impacted by personal problems. The workshop 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 fees may apply.



## Leading Effectively in Changing Times

In today's uncertain environment, many leaders face additional challenges. Whether working remotely or in the workplace, employees continue to look to managers and supervisors to navigate the challenges they encounter. By thinking and planning ahead to address potential hurdles, it's possible to lead by example and effectively set the tone for those you work with. Join us as we explore strategies for leading effectively during challenging times, coping while managing others, and approaching situations with empathy and accountability.

## Management and Leadership Skills

This workshop reviews fundamental management and leadership skills, such as relationship building, essential communication and listening skills, performance reviews and performance advisory meetings. It is valuable for 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

Today's workforce is more diverse than ever before. In addition to young people entering the workforce, some workers are healthier and living longer, while others may have financial considerations that keep them working longer. This workshop explores the values and work-related preferences of different generations. It also examines similar values and generational differences that can cause conflict in the workplace.

## Managing and Motivating for a Successful Workplace

This workshop is designed for those in a leadership role. It reviews the challenges of supervising others, as well as the characteristics of a successful leader. Through various role-playing scenarios, participants will learn how effective leaders approach performance issues, develop relationships and display mutual respect during workplace confrontations.

## Managing Hybrid Work Teams

Before the pandemic, it's estimated that 15% of employees worked remotely. Today, many managers lead teams who are working in a variety of ways (i.e., from home, hybrid), creating many unique challenges. This webinar examines these challenges and provides strategies for navigating issues such as flexibility and creating equitable working arrangements... while keeping employees accountable for performance goals. Additional topics include countering disconnection, fostering collaboration, encouraging engagement, and leading workers who may still be adjusting. Participants will also learn best practices for building a stronger team and bringing out the best in their team members, while stressing the key role they play in the areas of employee retention and development.

## Managing Emotional Health & Employee Well-Being

Discussing the subject of mental health may be one of the last remaining taboos in the workplace. However, many workers experience depression, anxiety or stress on the job, resulting in absenteeism, medical claims, safety issues and lower productivity. The purpose of this workshop is to educate and empower managers to identify and support workers who may be experiencing emotional health or other related issues. Participants will learn what emotional (mental) health is and is not, the objective warning signs of deteriorating behaviors, and how to partner with resources (such as the EAP) to effectively assess and address workplace mental health and well-being issues.

## Respect and Harassment Awareness for Managers

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

## Settling Employees in Unsettled Times

Today's news and social media are full of negative, disturbing and tragic events that can have an impact on employee well-being and productivity. This workshop helps managers learn how to identify workers who may be struggling and help them place these events in their proper perspective. Topics include how to stay engaged at work, how to respond to co-worker comments about disturbing events and coping strategies. Note: this workshop is a general presentation to help managers support employees during uncertain times. It is not to be used as an intervention for a current workplace crisis such as an employee death, robbery, or other traumatic event.

## Unconscious Bias for Managers

Unconscious bias is an innate part of human nature. When we bring these biases to the workplace, however, they can impact our decision-making and even the diversity, culture, and ultimately the success of the organization. As managers, raising employee awareness about bias, as well as “tipping” the unconscious into the conscious is the first step toward reducing its negative effects on the workplace. This session reviews the potential consequences that unconscious bias can have on an organization, and reveals strategies for reducing bias in the workplace. Participants will explore the different types of biases and their related behaviors, how to recognize employee bias within their team, and how to address their own biases and those of employees to create a more inclusive work environment.

## Violence Prevention in the Workplace for Managers

Workplace violence has become a serious issue. This workshop explores how to identify and address situations which, if left unaddressed, can potentially escalate into violent behaviors. Participants will learn what constitutes workplace violence and the factors that contribute to it, as well as its prevalence and impact. Through case studies, participants will review the early warning signs of potential workplace violence. They will also learn how to identify and confront potentially violent employees and techniques to help defuse situations before they become unsafe. Strategies to lower an organization's vulnerability to workplace violence is also addressed.



**Interested in a topic you don't see listed?**

Contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) to let us know!



## Financial Workshops & Webinars

**Health Advocate offers a wide range of resources in conjunction with our financial partner.**

The following sessions are available onsite or by webinar for \$500, and are typically one hour in length. They can also be customized for an additional fee. To schedule a workshop or webinar, contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) or call your EAP toll-free number. Please note, topics and availability are subject to change without notice.

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### **A Holiday Planning Guide**

The holiday season is often accompanied by stress and debt. This presentation shares some best practices for planning, saving and spending during the holidays. Technology has also become a bigger part of our holiday shopping and planning experience, so it also addresses online strategies, as well as important dates to remember.

### **Dreaming Of Retirement**

Many people can't wait for retirement, yet they spend more time planning a vacation than putting together a formal retirement plan. To be confident that they can sustain the retirement lifestyle they envision, many people need to do some calculations to determine whether they are on track to have the necessary income or assets. This session provides the tools to help ensure participants that their retirement dreams are realistic.

### **Estate Planning: Financial Basics**

Many of us know we should have an estate plan, but don't know how to get started – or when. This session discusses the common components of an estate plan and explains how a plan can change as we go through different stages of life. Lastly, it covers the pros and cons of hiring an attorney, versus doing most of the work yourself.

## **Financial Setback? Regroup & Rebuild**

Most people experience some type of financial setback in their lifetimes, whether planned or unplanned. How do we react? What is the plan? This session walks participants through a process that includes assessing the setback and its financial impact, taking action, staying the course, and preparing for future challenges.

## **Getting & Keeping Good Credit**

Credit scores can influence our personal finances in more ways than we realize. Whether it's an auto insurance premium or the interest rate on a mortgage, we want our credit score to be deemed "excellent." This session outlines the criteria that determine a credit score, 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**

Buying a home can be an achievable goal if we do our research and plan for the expenses associated with both purchasing and maintaining a home. This session walks participants through the different types of mortgage loans, reviews what lenders are looking for, and what costs to expect during the closing process. With proper planning, a home can bring joy for years to come!

## **Investing: Education for Beginners**

In this session, participants learn why investing can be a critical factor in achieving their long-term goals. It explains how different types of personal goals work, and how timeframes and the types of investment accounts we have can play a key role in reaching savings targets. Participants also learn how mutual funds, stocks, bonds, and other types of investments work. It concludes with action steps they can take to apply what they learned.

## **It's My Budget and I'm Sticking To It!**

Creating and sticking to a budget is the foundation for achieving financial success. It gets us in the habit of reviewing and adjusting our spending so the most important goals in our lives get properly funded. This session outlines a process for creating a spending plan and offers practical tips for sticking to it.

## **Money Basics: Let's Build A Plan**

In order to get control of and feel confident about our personal finances, as well as avoid money-related stress, it's important to develop a plan with four key components – controlling spending, managing debt, prioritizing savings and maintaining good credit. This session explains the importance of each individual component, and helps participants get started on the road to financial security.

## **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. This session helps participants stick to their New Year's resolutions, and shares tips for setting realistic goals and making it to the finish line.

## **Planning For College 101**

As the cost of attending college continues to grow, planning is imperative. This session examines the different types of college savings accounts and reviews the financial aid process. And, since it may be important to get funds from as many sources as possible, it reviews scholarships, grants and loans. Participants will leave better prepared to establish and fund their college savings goals.

## **Retirement Planning: Getting Started**

Whether at the beginning or near the end of their career, the most important first step people can take towards building a retirement plan is defining a savings goal. Since many needs or wants compete for the dollars we save, this session reviews goal-setting strategies to help participants stay on track. It also reviews common types of savings investment accounts.

## **Student Loan Repayment Strategies**

Student loan payments are a significant monthly expense, especially at the beginning of our careers. This session helps attendees consider repayment options that meet their individual goals. It also outlines repayment options for both federal and private loans, including how to lower monthly payments or pay off loans more quickly.

## **The Financial Wellness Playbook**

We can learn from those who came before us! This session shares the habits people with little financial stress practice in their lives. The goal is for attendees to take pride in processes they are practicing well, and develop an action plan to address habits they would like to improve.

## **Understanding Tax Returns**

For most of us, tax season means one thing: “How much is my refund?” Yet, before we get to the good part, it’s important to understand how income tax is calculated, the types of adjustments/deductions, ways to reduce taxation, and strategies to save. This session also reviews any tax law changes and explores some common mistakes that can be avoided with proper planning.

## **Your Debt-Free Game Plan**

Debt is one of the biggest obstacles keeping us from reaching our financial goals. This session encourages participants to prioritize debt management. It also reviews specific debt reduction strategies and explores plans that are sustainable. Participants will also review how to write and follow SMART goals, so they can leave more motivated and confident about reducing their debt.





## Legal & Identify Theft Workshops & Webinars

**Health Advocate offers a wide range of resources in conjunction with our legal partner.**

Sessions are available for \$350 or \$500, depending on the length of the session (some are available by webinar only, as noted below). To schedule a workshop or webinar, contact the Training Department at [Workshops@HealthAdvocate.com](mailto:Workshops@HealthAdvocate.com) or call your EAP toll-free number.

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

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### Avoiding Holiday Shopping Fraud

Huge sales, must-have gifts, and rushing for last minute items have become too familiar during the holiday season. While furiously shopping, people can often let their guard down and accidentally expose personal financial information. This session discusses how to prevent fraudsters from using your shopping practices to their benefit. *(Available as a 60-minute webinar.)*

### Avoiding Tax Filing Fraud

Filing taxes can expose a substantial amount of our personal information – annual income, retirement plans, and Social Security number, to name a few. Data thieves are looking to prey on this “gold mine” of information and sell it on the dark web. In this session, a Fraud Resolution Specialist reveals the warning signs of tax-related fraud and shares tips on safely filing your taxes. *(Available as a 60-minute webinar.)*

### Battling Unemployment Fraud

Jobless claims have ballooned during the pandemic, and in turn, created a historic identity theft problem. Identity thieves are taking advantage of state unemployment (UE) systems that are overwhelmed to meet the unprecedented demand. In this session, a Fraud Resolution Specialist explains the prevalence of UE fraud and how to lessen its impact on finances and the threat of identity theft. *(Available as a 30-minute webinar.)*

## Data Breach Education

Data breaches are all over the media – another large company is impacted or card scanner is hacked. We should take notice of these headlines, because the more desensitized we are to data breaches, the more at risk we become. In this session, a Fraud Resolution Specialist discusses how to evaluate the severity of data breaches and better protect our personal information. *(Available as a 60-minute webinar.)*

## Elder and Disability Care

There are specific laws in place to protect the rights of people with inhibiting mental or physical conditions and prevent discrimination. This session outlines several legal tools and programs to help meet the needs of the elderly and disabled, including how to help set them up for success. *(Available as a 30-minute session, onsite or by webinar.)*

## Estate Planning 101

Family possessions, bank accounts, homes, investments, even furniture – and what will happen to them – are all part of our estate. Estate planning helps us prepare for how our possessions will be distributed to those we care about most. This session explores the common legal tools used to manage and preserve our assets. *(Available as a 30-minute or 60-minute session, onsite or by webinar.)*

## ID Theft Protection 101

Today, someone becomes a victim of identity theft every two seconds. In this session, a Fraud Resolution Specialist shares tips on how to build a wall of defense against identity thieves, and how to lessen the impact when victimized. It also pulls back the curtain to reveal how fraudsters attempt to steal our data. *(Available as a 60-minute webinar.)*

## Personal Data Security

Information from a security breach doesn't necessarily result in identity theft victimization. In this session, a Fraud Resolution Specialist shares best practices to maintain the safety of our personal information. It also discusses identity protection and restoration services available to you through your employee assistance program. This class is offered only as a response to a company data breach. *(Available as a 60-minute webinar.)*

## Planning For Future Medical Decisions

When people become incapacitated – or unconscious – they still need their voice heard when it comes to health treatments and decisions. An advance healthcare directive helps ensure that pre-determined healthcare choices are adhered to, easing the burden on families and loved ones. This session outlines what legal documents are needed to start a future medical plan. *(Available as a 30-minute or 60-minute session, onsite or by webinar.)*

## Social Media Privacy

Social media is designed to enable us to share information like photos, articles and thoughts with others. However, is it safe to share private information on public platforms? In this session, a Fraud Resolution Specialist addresses how oversharing can endanger our personal and financial safety. *(Available as a 30-minute webinar)*



## Disruptive Event Management (DEM) Services

**Health Advocate's EAP+Work/Life Program offers a variety of resources to help organizations respond to and recover from traumatic workplace events.**

Our specialized services support both leadership and employees, to create a culture of psychological safety with a concentration on maintaining productivity, returning to work and staying at work.

### When is it appropriate to request DEM services?

- On-the-job accidents
- Workplace violence
- Unexpected employee deaths
- Natural disasters
- Large staff reductions

### What We Do

- Onsite management consultations
- Education-focused resiliency group briefings
- Crisis leadership consultations
- Individual employee support

**If you would like more information about our DEM services, please call your EAP toll-free number.**