



EAP+Work/Life Program

2024 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, workshops and Disruptive Event Management services.

Online Training Courses and Webinars

Our free library of self-guided training courses and pre-recorded webinars is available 24/7 on the member website.

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.

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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Free Online Training Courses and Webinars



Employees have access to dozens of self-guided training courses and pre-recorded webinars on the member website. They cover a wide range of topics:

- Professional Development
- Personal Development
- Health and Wellness
- Finances

Participants can also print a personalized Certificate of Completion at the end of a course. Visit the member website for the full list of offerings.

Visit the Learning Resources section on the EAP: Life & Work home page at www.healthadvocate.com/members to access archived webinars that can be utilized at no cost.

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
- Comprehensive EAP+Work/Life Website
- Monthly newsletters and tip sheets
- Employee promotional communication

Employee Workshops & Webinars



The EAP+Work/Life Program offers a variety of employee workshops and webinars on a wide range of personal and professional topics, typically at an additional cost.

Requests for workshops and webinars can be submitted online at <https://eaptrainings.healthadvocate.com>. You can also send an email to Workshops@HealthAdvocate.com or call your EAP toll-free number.

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 loved ones such as aging parents, special needs children and adults, and those with chronic illnesses. This webinar stresses the importance of caring for yourself, provides self-care tips, and outlines strategies for coping with the many emotional 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 Grief and Loss

This workshop examines the impact of grief and loss, with tips for coping with acute and ongoing emotions. It explores the factors that influence grieving and resources for additional support. This session is helpful for people who have lost a loved one, as well as those who are mourning other losses such as a job, mobility, their home, etc.

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.

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

For some people, feelings of depression, anxiety and burnout may seem insurmountable. Those experiencing these conditions are far from alone, but recognizing when we need extra support for our emotional and mental well-being is critical. This discussion defines each of these conditions, including the signs and symptoms and ways 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 Intelligence: The Secret Superpower

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.

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

From work, to school, to socializing, many people rely heavily on technology in their daily lives. 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 workshop 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.

Finding the Time & Energy to be Both a Parent and a Professional

There is perhaps no more delicate balance than being a parent and a working professional. Many of us struggle with how to divide our time, energy and attention. This seminar examines the realities of the modern working landscape, and how to approach and achieve balance in a new, more successful way. It also reviews strategies for time and household management, and explores how to find the most elusive thing of all: quality time just for yourself.

Get a Great Night's Sleep! Successful Tips and Tricks

Are you tired of tossing and turning at night? Technology, fast-paced lives, and stress can negatively impact our ability to get a good night's sleep. This interactive workshop teaches simple steps and strategies to turn restless nights into restorative sleep. In no time, waking up refreshed and energized will be the norm.

Get Your Bucket List Done

Whether it's running an iron man, meeting the love of your life, or losing ten pounds, we all have that next thing we want to accomplish in life. However, it's easy to lose focus on personal growth in the rush of daily life. Get inspired and practical with strategies that increase your focus on that next bucket list item. Life without regrets is possible—you just need to get focused.

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.

Healthcare Professionals: Tips for Self-Care

Healthcare professionals often neglect their own health while helping others. This seminar explores how practitioners can integrate simple self-care practices into their workday that will make them healthier, happier and more effective at their job.

Hitting the Reset Button: Goal Setting

Whether it's a new year, month, or quarter, let today be an opportunity to refresh your mindset and set realistic goals for the road ahead. Throughout this training we will discuss how to proactively create goals and routines that can strengthen our mental health and well-being. Discussion will include the importance of managing our goals and expectations, along with embracing gratitude.

Holiday Game Plan: Strategies to Manage the Holiday Season

What if you approached the holiday season a little differently this year? What if you went into the season with a plan that's open to taking short cuts, discovering back roads and simply going with the flow when situations call for it? In this session we'll not only share steps for creating a holiday game plan, but address the fact that even the best laid plans can go awry. Join us as we discuss preparing for the holidays by changing our mindset, managing our stress, and having a happy holiday season.

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

Life brings about many challenges, causing high stress levels, uncertainty and anxiety, and impacting our 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 de-stigmatize seeking mental health support. This session explores 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 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.

Mental Health and Me

This session provides an opportunity to reflect, understand and explore how to care for your mental and emotional well-being. It is important to prioritize your own health before you can support and help others. We will explore strategies to manage your mental/emotional health as well as identify and utilize available resources to help. The discussion will also take a look at early warnings signs to seek help and techniques to maintain positive mental health and wellness.

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. It is designed to be a high-level overview of the law as it applies in all states. 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 for Coping with Grief, Trauma, and Beyond

News and social media are full of negative, disturbing, and tragic events that can have an impact on our well-being and productivity. In addition to reminding you about the many benefits of the EAP, this session offers additional strategies including how stay engaged at work, how to respond to co-worker comments about disturbing events, and how to recognize and minimize the impact of technology and “information overload.”

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.

Suicide Prevention: What to Know and How to Help

Suicide affects people from all walks of life. Knowing the warning signs and risk factors for suicide and feeling confident about how to help someone who is at risk, can be the difference between life and death. Join us for this important session where we will differentiate myths from facts, identify risk factors and warning signs, review questions to ask and steps to take, and provide supportive resources and strategies.

Supporting Your Kids: Identifying and Addressing Signs of Stress

Most of us experience stress and uncertainty, and kids are not immune to this. Effects of this stress and current events make it more important than ever to support children as they navigate 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.

The Art of Listening

Many people believe that to be a good communicator, you need to be a good speaker. While speaking clearly is important, it's also critical to be a good listener. After all, conversations are not one-sided, so at least half of your focus should be on listening. In this training, you will learn the techniques of effective listening, tools for applying a wide range of active listening skills, and methods for eliciting and listening to feedback.



Interested in a topic you don't see listed?

Contact the Training Department at Workshops@HealthAdvocate.com to let us know!

The Journey to Happiness

Learn how to bring more happiness to your personal and professional lives! Research supports that happy people feel better, do better, and live better. While this is great news, it still begs the question, why? And more importantly, how? During this session, we will explore the history and research behind the concept of happiness, how it relates to the various facets of your life, and what intentional activities you can do to increase your satisfaction and fulfillment. There are many pathways to happiness, so let's get your journey started!

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.

Unplugging After Work

For many of us, it's easy to get caught up in work. We sit for eight to ten hours staring at the same screen, hardly stopping for food or water, and spend our weekends catching up on emails instead of spending time with friends or family. However, this can put us on the path to burnout! This training addresses the signs and symptoms of burnout and how to unplug after work to avoid it.

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.

Manager Workshops & Webinars



The EAP+Work/Life Program offers a variety of workshops and webinars that address the specific needs of managers and supervisors, typically at an additional cost.

Requests for workshops and webinars can be submitted online at <https://eaptrainings.healthadvocate.com>. You can also send an email to 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 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

Why 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.

Effective Communication Skills for Managers

One of the most important traits a manager can have is effective communications skills. This seminar troubleshoots barriers to communication and offers strategies for improvement. It includes dealing with challenging employees, bolstering confidence and having successful and sensitive conversations. We also strategize on how to improve communication across teams and ways to improve your confidence as a leader.

Helping Troubled Employees Through Challenging Times

We all have difficult or challenging times in our lives – this is normal and to be expected. But sometimes these external factors intrude on our ability to perform our jobs to the best of our ability. When an employee's performance begins to erode in some way, often supervisors try to 'help' the employee by looking the other way or not imposing any consequences. Sometimes this helps the employee, and sometimes it perpetuates the problem. How do we know what the best course of action is? This seminar discusses how to recognize concerning behaviors and help employees get back on track.

Holiday Game Plan for Supervisors & Managers: Strategies to Manage the Holiday Season

What if you approached the holiday season a little differently this year? What if you went into the season with a plan that focuses on providing support & encouragement, along with inclusivity and fun. We'll not only share a game plan that's appropriate for Supervisors or Managers who are looking for ways to support their employees during the holidays; we'll also address the reality that even the best laid plans can go awry. Join us as we discuss ways to support employees while acknowledging the importance of self-care.

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 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.

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.

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, and is designed to be a high-level overview of the law as it applies in all states. 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.

Strategies to Help Employees Cope with Grief, Trauma and Beyond

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 aims to help managers identify employees who may be struggling, whether it be from grief, trauma or any other unexpected event, and provides strategies for moving on through unsettled times. In addition to reminding employees about the many benefits of the EAP, the session offers additional strategies including how stay engaged at work, how to respond to co-worker comments about disturbing events, and how to recognize and minimize the impact of technology and "information overload."

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 is a serious issue, and while one session cannot not completely resolve it, it can help minimize risk through education and prevention. Participants will gain an understanding of what constitutes workplace violence and the factors that contribute. Throughout the session we discuss the early warning signs of potential violence, as well as techniques that can be used to help diffuse situations before they escalate.

Virtual Meetings and Events – How to Be an Impactful Host

It’s safe to say that virtual meetings and events are here to stay. Due to the pandemic, virtual hosting has become the new norm for team meetings and large events. Given the benefits of reduced travel costs and the ability to reach a wider audience, meeting and event organizers will continue to use virtual platforms well into the future. This session will provide you with the support you need to enhance communication and team collaboration in this new working environment. Additionally, managers will learn about the benefits of virtual events, available tools, and facilitation skills to help you fully engage participants, whether it’s five or 100.



Interested in a topic you don’t see listed?

Contact the Training Department at 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 \$600, regardless of session length. They can also be customized for an additional fee.

Requests for workshops and webinars can be submitted online at <https://eaptrainings.healthadvocate.com>. You can also send an email to Workshops@HealthAdvocate.com or call your EAP toll-free number. Please note, topics and availability are subject to change without notice.

#Adulting: Surviving to Thriving

Adulting can be overwhelming, but it doesn't have to be. This session explores opportunities and decisions for managing your finances as an adult, and provides strategies for overcoming common obstacles. Learn about topics like budgeting, saving, investing, and debt management, as well as communications skills and setting goals. Whether you're just starting or want to refine your skills, this event can provide tools and knowledge to help you. *(Available as a 60-minute session.)*

A Guide to Smart Home Buying Decisions

Buying a home could be one of the largest purchases you ever make. This event can help you navigate the process. We'll cover topics like budgeting, financing options, finding a real estate agent, and more. You'll also learn about avoiding common pitfalls and different types of mortgages. Additionally, we'll explore some financial benefits, such as potential tax advantages and building equity. *(Available as a 60-minute session.)*

Balancing Your Financial & Emotional Well-being

Stress is something we all experience. Financial and emotional strains are common, routinely appear together, and can significantly influence our lives. Successfully reducing these stressors is key to overall wellness. We'll walk through several financial challenges and offer tips on how to effectively manage them. We'll also address how to work with resources and how professionals can help. *(Available as a 60-minute session.)*

Building Financial Resilience

We may all face a financial setback at some point in life. How will you react? What is the plan? This session walks participants through a process that includes assessing the challenge and the impact on your finances. It also addresses how to take action and get prepared for any possible future difficulties. *(Available as a 60-minute session.)*

Dollars & Sense: A Guide to Budgeting

Sticking to a budget can be tricky. But it can also help you build a positive cash flow and reach financial goals! This session outlines a process for creating a spending plan that fits your needs and offers practical tips for making it last. Learn what goes into a budget and gain control of your money. Whether you're new to budgeting or want to improve your current approach, you'll gain valuable resources for achieving financial stability. *(Available as a 30-minute or 60-minute session.)*

Estate Planning: Financial Basics

Many people put off estate planning until it's too late. This session provides practical tips for creating a plan that reflects your values and goals. We'll cover various financial factors and tools that can help protect your assets and ensure your wishes are carried out – like wills, trusts, powers of attorney, and healthcare directives. Join us to learn how to start securing your legacy today. *(Available as a 60-minute session.)*

Investing Basics: Growing Your Wealth

Investing can be intimidating, especially if you're new to the game. We'll talk about the basics of investing, including different types of investments and evaluating risk and return. Whether you're saving for retirement or just want to grow your wealth, this event can provide education, tools, and confidence to help you get started. *(Available as a 30-minute or 60-minute session.)*

Managing Financial Needs of Children & Aging Parents

Navigating personal finances can be daunting for anyone, but if you support children and aging parents or grandparents, you are likely facing much greater challenges. Help has arrived! We'll show you how to assess your financial and personal capacity and set realistic boundaries to help you through this stage of life. We'll address how to handle setbacks and remain resilient, and provide resources and tools to help you manage your financial goals. *(Available as a 30-minute or 60-minute session.)*

Mastering Money Basics

If you want to feel confident about your finances, consider using a plan with the following components: controlling spending, managing debt, prioritizing savings, and maintaining excellent credit. Avoiding or losing focus on any of these elements can add stress to your life. This event explains the importance of each one and helps you get started. *(Available as a 30-minute or 60-minute session.)*

New Year, New You: Turning Goals into Reality

Many of us start the new year with big dreams and ambitious goals, but as time goes by, we find it hard to reach the finish line. This session explores the art of goal-setting and provides ideas for staying motivated. Learn about anticipating challenges and ways to celebrate your progress. *(Available as a 30-minute or 60-minute session.)*

Overcoming Debt & Achieving Financial Freedom

Debt is one of the biggest obstacles that keeps people from reaching their financial goals. This event will encourage you to prioritize debt management and provide options for getting started. We'll review specific debt reduction strategies and how to write and follow SMART goals. We hope you leave this event motivated and more confident about reducing your debt. *(Available as a 60-minute session.)*

Planning For College 101

Financing a college education is a big task. This event explores things you need to know about funding education, including how to apply for federal and state financial aid, scholarships and grants, and other funding options like 529 plans. We'll also touch on budgeting for college expenses. Whether you're supporting a loved one or you're a student yourself, this event can help. *(Available as a 60-minute session.)*

Relationships & Money

Money can be a tricky subject, especially when it comes to relationships. This event explores the various ways that finances can impact relationships and how to approach money in a healthy and sustainable way. Learn best practices to improve communication skills with friends and family. *(Available as a 30-minute or 60-minute session.)*

Retirement: Dreaming of the Future

For a satisfying retirement, it's important to integrate your finances with your passions, purposes, and priorities. What do you imagine for your retirement lifestyle and expenses? Your current decisions will impact whether you can sustain the future you envision. Learn how to assess where you'll live, your travel expenses, funding new skills and hobbies, opportunities to give back, and the implications of different lifestyle decisions. *(Available as a 30-minute or 60-minute session.)*

Retirement: Getting Started

Whether you're in the middle or late in your career, a critical step towards a solid retirement plan is creating and establishing savings goals. Knowing there are many competing needs for the money you save, we'll review goal setting strategies that can help you stay on track. Learn about estimating how much you may need to save by the time you retire, calculating the amount to invest each month, and retirement account options. *(Available as a 30-minute or 60-minute session.)*

Smart Money Moves: Holiday Planning

The holidays are a time for celebration, but they can also bring stress and financial strain. This session explores the financial side of holiday planning and provides ideas for keeping your budget in check while enjoying the festive season. Learn about budgeting for gifts and entertainment, and get tips for finding deals and leveraging technology. We'll discuss thoughtful gift-giving strategies, hosting a gathering on a budget, and avoiding debt. *(Available as a 30-minute or 60-minute session.)*

Smart Money Moves: Tips for Major Purchases

Whether it's a car, living room furniture, or a washer and dryer, big purchases take some special planning. This session addresses factors such as buying now versus later, saving versus financing, and buying versus leasing. We'll also explore credit and budget implications, as well as strategies for planning ahead and saving money in the long term. *(Available as a 30-minute or 60-minute session.)*

Smart Tax Moves: Understanding Tax Returns

This event is designed to help you better understand and feel more confident about the tax filing process. Learn about the basics of tax returns, such as determining your filing status and calculating your taxable income, and more advanced topics like tax deductions and credits. We'll also explore the different types of tax returns, including federal and state returns, and how to file them. *(Available as a 30-minute or 60-minute session.)*

The Student Loan Survival Guide

Repaying student loans can be a daunting task, but it is possible! We'll explore some of the elements you can use to create a student loan repayment plan, including evaluating your repayment options, negotiating with lenders, and adjusting your budget to help with timely payments. We'll also explore options like consolidating loans, refinancing, and how to apply for loan forgiveness programs. *(Available as a 60-minute session.)*

Thriving in Challenging Economic Times

Feeling the sting of a tough economy? Market changes and inflation can lead to rising levels of financial challenges and frustration. This event discusses steps you can consider to reduce or avoid added stress. We'll also address what may be the cause of the change in prices, how you might adjust your budget, and resources available to you. *(Available as a 60-minute session.)*

Unlocking the Power of Your Credit

Credit plays a vital role in achieving financial health, yet many people struggle to understand and effectively manage their credit. In this informative and engaging session, we'll dive into the fundamentals of credit, including how it works, how to establish and maintain good credit, and common mistakes to avoid. *(Available as a 30-minute or 60-minute session.)*



Legal & Identity Theft Workshops & Webinars

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

Sessions are available for \$450 or \$600, depending on the length of the session
(some are available by webinar only, as noted below).

Requests for workshops and webinars can be submitted online at <https://eaptrainings.healthadvocate.com>.

You can also send an email to Workshops@HealthAdvocate.com or call your EAP toll-free number.

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

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.)*

Detecting and Avoiding Scams

A worrisome trend has emerged; 50% of EAP identity theft calls have been related to bank account and device access scams. These scams are not only giving thieves the ability to access your financial accounts, but they are also stealing your money. In this class, you will learn how to detect and avoid these scams and outline measures you can take to protect your financial assets. *(Available as a 60-minute 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.)*

Legal Resources for Caregivers

For loved ones who have an inhibiting mental or physical condition, there are specific laws in place to protect their rights. In this class, we outline several legal tools and programs that assist the needs of the elderly and disabled, and how to help set them up for success. *(Available as a 30-minute session, onsite or by 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 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.

Health Advocate is the nation's leading healthcare advocacy and assistance company, serving more than 12,500 clients, including many of the nation's largest companies. [HealthAdvocate.com](https://www.healthadvocate.com)
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