

## Workplace Training Topics

### Overall Training Goals:

The Carilion Employee Assistance Program offers a variety of workplace issues training for both management and employees. Our goal is to provide programs that are both stimulating and challenging, creating a more productive working environment.

Length of training can be customized from a 20-minute brown bag lunch topic to 4-hours. Most often requested time frames are one and two hours.

Further descriptions can be requested by email from [jamullins@carilionclinic.org](mailto:jamullins@carilionclinic.org) or by contacting Carilion EAP at 800-992-1931.

### We offer training on the following topics:

#### Workplace related topics:

- Reducing the Stress Response
- Learned Optimism-Boosting Morale
- Alcohol and Drug Awareness ☆
- Communicating for Results
- Resolving Workplace Conflicts ☆
- Anger: Managing Powerful Emotions at Work
- The Fine Art of Change Management ☆
- Time Management ☆
- Compassion Fatigue ☆
- Dealing with Difficult People
- Violence Prevention ☆
- Generational Diversity at Work
- Exceptional Customer Service
- Respect at Work: Civility, Sexual Harassment and Diversity
- Business Etiquette ☆
- “Netiquette”

☆ *Indicates topics that can be tailored to either management or front-line employees.*

## **Supervisor related Topics:**

- EAP Supervisory Training
- Coaching Skills for Supervisors
- DOT Reasonable Suspicion (Alcohol & Drug) Training for Supervisors
- Marijuana in the Workplace
- Change Management for Leaders
- Conflict Management for Leaders
- Emotional Intelligence for Leaders
- Leading with Influence

## **Personal and Self-care Topics:**

- Emotional Intelligence
- Grief and Loss
- Balancing Work and Family
- Personal Budgeting
- Preparing for the Care of Elderly Parents
- Mindful Eating
- Mindful Sleep
- Navigating to Healthier Habits

## **Training Summaries:**

**Reducing the Stress Response** is a unique training that focuses on improving stress management by promoting the concept of self-management. In order to succeed at conquering the negative consequences of stress, the participant learns how thoughts, emotions and behaviors can be revised to produce healthier coping mechanisms. Modules on basic, advanced, and/or seasonal contexts.

**Learned Optimism – Boosting Morale** gives the participants the opportunity to reverse negative trends on the workplace, replacing them with performance-enhancing attitudes, constructive coping mechanisms and behaviors. The overall goal of the workshop is to improve a negative workplace, increase morale, job satisfaction and teamwork.

**Alcohol and Drug Education** is a Federal DOT compliant survey of the substances of abuse, signs of misuse, obstacles to corrective action, and constructive responses. Modules are available on safety sensitive occupations, family misuse, or general workplace contexts. Available for employees and supervisors.

**Communicating for Results** Our communications can either positively influence and persuade, or negatively influence and create problems. The workshop gives the participants the opportunity to learn successful communication skills through understanding and practice. The overall goal of the workshop is to assist each participant to become more thoughtful and purposeful in their communication patterns. Modules are available on family or specific workplace contexts.

**Resolving Workplace Conflicts** focuses on the skills and strategies necessary for constructive and effective communication and resolving conflicts between individuals and work groups. Individuals interactively design strategies for resolving common workplace conflicts.

**Anger: Managing Powerful Emotions at Work** goes beyond the stress of dealing with difficult people. This seminar will help participants to identify those personal stressors at risk for volatility and how to more effectively express the experience. Participants will develop greater awareness of how they express their anger and learn constructive ways of managing angry feelings and behavior.

**The Fine Art of Change Management** seeks to hasten the ambivalence and resistance to organizational changes with resultant acceptance and an improvement of morale. Participants will learn of the phases of organizational change, their unique coping mechanisms within change, and be challenged to continually create more constructive responses to change. Participants will receive specific focus on boosting morale when otherwise challenged.

**Time Management** focuses on the skills and insights needed to become more efficient through time conservation and organization skills. The workshop teaches participants to prioritize work, organize workspaces and practice assertiveness skills to deal with co-workers and situations that erode profitability.

**Compassion Fatigue** focuses on assisting those in the human services, healthcare industry to identify and establish ways to combat compassion fatigue. Participants complete the Professional Quality of Life Scale to identify targeted areas of satisfaction and fatigue. The workshop teaches practical skills and approaches to work in the demanding industries of human services and healthcare to minimize fatigue and improve satisfaction at work.

**Dealing with Difficult People** is a blending of modules on “*Communicating for Results*,” “*Conflict Management*,” and “*Exceptional Customer Service*.” Participants learn what makes people difficult, how to manage their own triggers and behaviors that achieve the business unit’s goals despite insurmountable diversity.

**Violence Prevention** gives the participants the opportunity to understand and learn about the sources and causes of workplace violent behavior, as well as how to appropriately respond. Content is integrated into the organization's existing policies and protocols for a tailored response.

**Generational Diversity at Work:** There are now four generations in today's workforce. From one generation to the next, there exist significant differences in world view and work styles. This workshop seeks to anticipate and counter the possible misunderstanding, miscommunication, conflict and loss of productivity arising from the differences.

**Exceptional Customer Service** enables participants to learn positive methods to manage themselves and the customer interaction for rewarding results. The workshop will assist participants to review positive communication and interaction skills necessary for beneficial customer relations, and view each customer complaint as a gift.

**Respect at Work: Civility, Sexual Harassment and Diversity** are a blending of the traditional workshops on preventing sexual harassment claims with valuing diversity.

**Business Etiquette** is training that brings to the forefront the importance of successfully managing a professional demeanor. Discusses professional dress and personal appearance, development of professional language and professional use of social media, especially email etiquette.

**"Netiquette"** stands for internet etiquette. In this training, we address the important issues that arise in using the internet in both the workplace and in our personal lives. Participants will learn common mistakes made when using social media and the internet and the implications those practices can have on our work and the image we create of ourselves and our workplace. Participants will develop an understanding of best practices in the use of social media and the internet.

### **Supervisor Related Topics:**

**EAP Supervisory Training** is essential in training supervisors to effectively assist the troubled employee, increasing productivity and /or changing poor workplace behaviors. The supervisor learns how to include a referral to their EAP in this process and the steps to take for successful intervention. The supervisor learns how manage job performance and not the employee's problem.

**Coaching Skills for Supervisors** focuses on developing skills to lead by influence. Participants will identify a variety of roles contributing to their leadership and will focus on developing a coaching skill set to harness their most valuable asset, their workforce. This workshop teaches the Seven Principles of Effective Business Coaching and provides a structure for coaching conversations with employees.

**DOT Reasonable Suspicion (Alcohol & Drug) Training for Supervisors** is a Federal DOT compliant survey of the substances of abuse, signs of misuse, obstacles to corrective action, and constructive responses. Special focus is placed on risk prevention as well as immediate management action. Each workshop is tailored for the specific employer's fitness-for-duty protocols. Care is taken in the training to instruct the supervisor on how not to make costly mistakes that can promote litigation. In addition, the supervisor learns how EAP can be folded into the process to replace time-consuming supervisor monitoring.

**Marijuana in the Workplace** focuses on the evolving complexities of legalization of marijuana and potential impact on Drug Free Workplace Policy. Current changes in state and federal law regarding medical and recreational marijuana will be relayed and discussion about impact on the workplace is promoted.

**Change Management for Leaders** focuses on promoting awareness and understanding of the human complexities in the midst of organizational change. Participants learn how to tune to differing styles and approaches to change amongst their team members and develop the ability to assess and address behavioral challenges to change.

**Conflict Management for Leaders** focuses on shifting the leadership paradigm surrounding conflict and equips leaders in managing conflict in a productive manner. As conflict can be a highly creative process, leaders will learn how to differentiate between creative conflict and personal conflict, how to direct conversations in a helpful way, and when to refer for professional mediation.

**Emotional Intelligence for Leaders** focuses on developing and promoting emotional intelligence to enhance relationships in the workplace. Participants will learn and discuss the five domains of emotional intelligence and develop the ability to identify and capitalize on beliefs and values to promote internal motivation and commitment. This interactive training incorporates a small group exercise, use of video clips to connect participants to key points, and group discussion to establish accountability.

**Leading with Influence** focuses on development of influence skills, an important commodity in leadership with the current changes in the workforce. With challenges such as an ever-increasing millennial population and growth in diversity, leaders are finding it more challenging to depend on a more traditional hierarchical leadership approach. Leading with influence will assist in identifying and fine tuning skills related to building loyalty, motivation, and trust within teams.

## **Personal and Self-care Topics:**

**Emotional Intelligence** is the capacity of the individual to act purposefully, to think rationally, and to deal effectively with his environment. Participants will develop the ability to monitor one's own, and others', feelings and emotions, to discriminate among them, and to use this information to guide one's thinking and action. Role play with practical business situations enlivens this hands-on workshop.

**Grief and Loss** is often provided in the wake of a loss in the workplace. Workplace loss challenges work teams in many ways. Workplace grief differs from personal grief processes and can challenge an organization. Grief and Loss offers participants time and a safe place to discuss their emotions and concerns and develop internal supports and plans to move forward in their work-life.

**Balancing Work and Family (Living in Balance)** explores the conflicts between personal expectations and career realities, and then assists participants to prioritize and affirm reasonable limitations. Values clarification and spiritual aspects of life planning are highlighted.

**Personal Budgeting** will assist participants to learn simple and effective techniques for setting a basic budget and financial plan, establish goals for saving and investing, and get information on solving credit and debt problems. Pre-retirement planning will also be discussed.

**Preparing for the Care of Elderly Parents** helps participants to assess their parents' situation, know when to intervene, identify the options for a rational response, and how to plan and coordinate care.

**Mindful Eating** examines the relationship we have with food and how we can begin to make conscious choices around food. Participants will be introduced to the concept of mindfulness and identify barriers to mindful eating in their own lives. Participants will have opportunities to practice basic mindful eating exercises and gain confidence in their ability to make conscious choices around food. Participants will learn tips for making mindful eating work for them.

**Mindful Sleep** Do you have trouble sleeping? Are you tossing and turning most nights? Then this training is for you. Participants will spend about 60 minutes learning about mindfulness, how it helps, and exercises to do at home that will help them sleep at night.

**Navigating to Healthier Habits** addresses the issues facing individuals who are struggling to make changes in their health habits. Participants will learn how to manage change and shift through transitions and what to expect physically, emotionally and mentally as they progress toward their goals. In addition, participants will learn how to problem solve and create plans to address pitfalls and traps and create expectations that help them meet their goals.