

Your Workplace Training Catalog

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Table of Contents

EMPLOYEE DEVELOPMENT	5
Communication	6
Advanced Communication — Adding Value	6
Bypassing: Variation in Language Usage and Its Impact in the Workplace.....	6
Communication Skills in the Workplace	6
Conflict Management and Constructive Confrontation	6
Electronic Etiquette: Keeping the Human Element of Communication.....	6
How to Gossip Like a Pro	7
Customer Service	8
Delivering Excellent Customer Service	8
Dealing With Challenging Customers: Effective De-Escalation Techniques	8
Risk Management in the Workplace	9
Americans with Disabilities Act (ADA) and the Workplace.....	9
Drug Free Workplace/Alcohol Awareness Training	9
Hostile Work Environment	9
Sexual Harassment.....	9
Recognizing and Preventing Violence in the Workplace	9
Safety and De-Escalation Techniques.....	10
Stress Management	11
Compassion Fatigue	11
Avoiding and Countering Burnout.....	11
Dealing With Downsizing.....	11
Proactive Stress Management	11
Team Development	12
Appreciative Inquiry.....	12
Creating A Great Place To Work.....	12
Diversity in the Workplace	12
Dysfunctions of Teams: How to Make Them Healthy	12
Fundamentals of Effective Teams	12
Workplace Issues	13
Change in the Workplace.....	13
"Everyday" Creativity	13
Generations in the Workplace: Understanding and Working With Their Differences	13
Humor in the Workplace	13
Merger: The Emotional Impact	13
Optimizing Your Work Performance and Attitude	14
Personal Accountability – “QBQ” The Question Behind the Question.....	14
Personality Types and Learning Styles in the Workplace	14
Respectful Work Place.....	14
MANAGER AND SUPERVISOR DEVELOPMENT	15
Advanced Supervisor Training	16
Basic Supervisor Training.....	16
Mentoring Program.....	16

Coaching	16
Cross-Cultural Communication	16
Emotional Intelligence and Leadership	16
Giving and Receiving Constructive Feedback.....	17
Goal Setting	17
Intergenerational Management.....	17
Mediation: The Fine Art of Resolution	17
Performance Appraisals	17
<i>FAMILY LIFE TOPICS</i>	<i>18</i>
Adolescence: What’s Normal, What’s Not	19
Balancing Work and Family/Personal Life	19
Blended Families	19
Discussing Alcohol and Drugs with Your Children.....	19
Domestic Violence.....	19
Empty Nest Syndrome.....	19
How to Beat Family Stress	20
Retirement Planning	20
Enhancing Your Relationships.....	20
Healthy Relationships.....	20
Single Parenthood.....	20
Thriving With the Holidays	20
<i>PERSONAL DEVELOPMENT</i>	<i>21</i>
De-Clutter 101.....	22
Regaining Your Emotional Resilience	22
Addictive Processes - Drugs, Alcohol, Gambling, Eating.....	22
Assertiveness Training.....	22
Coping With Life Transitions and Change	22
Fundamentals of Self-Esteem	22
Grief and Loss	23
Healthy Relationships.....	23
Learned Optimism.....	23
The Mind/Body Relationship.....	23
Spirituality at Work.....	23
Time Management	23
Yoga at Work	24
<i>HEALTH.....</i>	<i>25</i>
Nutrition 101: Creating a Healthy Foundation.....	26
Stress and Nutrition	26
Balancing Your Blood Sugar	26
How to Get More Vegetables in Your Diet	26
The Health-Diet Link: Addressing Cholesterol, Blood Pressure, Diabetes and Cancer with Proper Nutrition	26
Understanding Obesity.....	26
Nutrition and Aging – Eating Right for a Longer Life!	27
Gluten Intolerance	27
Nutrition for Women.....	27
Eat Healthy on a Tight Budget	27
Your Health IS Linked to Your Diet.....	27
Deskercise.....	28
Current Topics in Nutrition	28

Smoking Cessation	28
Fitday Training	28
My Pyramid Website Training.....	28
Muscle Strengthening for Women	29
Making Exercise Easy.....	29
Fitness – No Gym Required.....	29
Balancing Fitness – Improving Cardio, Flexibility and Strengthening.....	29
Your Best Exercise	29
Yoga/Stretch Anywhere	29
Body Composition 101	30
<hr/>	
FINANCIAL EDUCATION	31
In Debt? Know Your Options!	32
Financial Tips to Beat a Challenging Economy	32
Thrive Financially	32
Am I On Track For Retirement?.....	32
Basic Investing	32
Taking on a Mortgage? Know Your Options!	32
Home Buying 101	32
Managing Family Finances as a Team	33
Money Management: Help Your Child to Develop Great Habits	33
Identity Theft — What You Need To Know.....	33
Preparing For a Layoff	33
Save Money by Boosting Your Credit Score.....	33
Saving For Your Future	34
Scams, Swindles and Rip Offs: How to Protect Your Money	34
Take Control of Your Finances — Budgeting and Money Management.....	34
What You Don't Know About Money Can Cost You —Avoiding Common Financial Mistakes	34
<hr/>	
AGING	35
What Employees Need to Know About Social Security and Medicare	36
Employer Responsibility Regarding Social Security and Medicare.....	36
Dealing with Aging Parents.....	36
Legal and Financial Planning.....	36
Making the Most of the Doctor's Visit	36
Thinking Strategies for Caregivers.....	37
The Responsibilities of a Personal Representative: Preparing for Estate Settlement	37
Grief and Loss	37

EMPLOYEE DEVELOPMENT



Communication

Advanced Communication — Adding Value

This training goes beyond the basics of communication. An essential component to productivity is holding "valuable" conversations in the workplace vs. "wasteful" conversations. In this interactive training value-added listening will be explored: overcoming our "bio-reactions" that lead to *fight, flight, freeze* or *appease* listening. Methods to explore making complete statements that communicate clearly and accurately will be demonstrated and explored, as well as overcoming obstacles to communication in the workplace. *Recommended time: 1.5 hours*

Bypassing: Variation in Language Usage and Its Impact in the Workplace

Variation in language use can have a tremendous impact on the workplace. Bypassing occurs when there is a misinterpretation of the meaning intended. This training will focus on the rich diversity in the workplace, the problems that may occur during communication and how to avoid problems. The participant will evaluate their current style of communication and situations that may make bypassing more frequent, and develop a plan to begin to eliminate bypassing from occurring. *Recommended time: 1 hour*

Communication Skills in the Workplace

Effective communication skills are essential for our professional life regardless of our position within the organization. This is an interactive training focusing on listening, body language, joining skills, paraphrasing, barriers to effective communication, and gender specific communication. All participants will walk away with a clearer understanding of their communication tendencies and areas that need improvement. *Recommended time: 1.5 hours*

Conflict Management and Constructive Confrontation

Learning to turn a conflict into a relationship-building situation is a fundamental skill for family, work, and personal life. A self-assessment will be completed to help the participant discover how he or she deals with conflict and understand how our upbringing has influenced our conflict tendencies. Defining conflict, learning to be centered and understanding how the flow of energy works can assist the participant in developing a more positive understanding of what conflict means. Specific strategies will be discussed and scenarios will be used for group interaction. *Recommended time: 1.5 hours*

Electronic Etiquette: Keeping the Human Element of Communication

"Voice mail is the death of customer service." This phrase held more truth five years ago than it does today. E-mails, webinars, Blackberries, and other smart phones have become the common - if not preferred - means of communication in the modern business world. Regardless of how hi-tech the medium, courtesy and common sense are still expected because we are ultimately communicating with other people. In this course you will learn the rules for professional engagement when using electronic means for communicating with co-workers, supervisors and clients. *Recommended time: 1.5 hours*

How to Gossip Like a Pro

In this workshop, participants will explore both the positive and negative impact that gossip creates in the workplace. Participants will develop an understanding for the role that gossip plays in social relationships and how it can enhance alliances, develop a sense of trust, deepen mistrust, create splits and produce sub groups within departments. Through case studies, participants will have a chance to role play and discuss the consequences of gossip in the workplace. This will be followed by a discussion on making skillful choices, engaging in positive gossip, setting boundaries and managing expectations with respect to gossiping.
Recommended time: 1 hour

Customer Service

Delivering Excellent Customer Service

This training is aimed towards employees who spend a majority of their time dealing with customers, both internal and external. The importance of listening and verbal communication will be emphasized. Techniques for improved communication, dealing with angry customers and complaints, and building customer goodwill and trust will be covered. Electronic versus personal interaction will be explored to assist the participants in improving their delivery.

Recommended time: 1.5 hours

Dealing With Challenging Customers: Effective De-Escalation Techniques

This training will focus on practical techniques for dealing effectively with challenging behaviors and difficult situations. Emphasis will be on what you can control and what skills you need to develop to cope in those situations where there is no opportunity for conflict resolution (i.e. customer service calls). This training will also explore a range of situations from difficult interactions with both internal and external conflict, giving participants the opportunity to practice de-escalation techniques for calming and diffusing situations. Conflict management skills and stress management skills will be reviewed. *Recommended time: 1.5 hours*

Risk Management in the Workplace

Americans with Disabilities Act (ADA) and the Workplace

This training will serve as an overview of the basics of the ADA and how it can affect employees with mental health or chemical dependency problems. The program can be presented for supervisors and managers on how to deal with work performance issues relating to the covered disabilities. This presentation can also be for the general population describing the mental health diagnoses covered under this act. *Recommended time: 1 hour*

Drug Free Workplace/Alcohol Awareness Training

Supervisors and managers are often the first to notice that a work performance problem is related to substance abuse. In this training, the focus will be on learning signs and symptoms of abuse, the impact substance abuse has on the workplace as well as society, the psychological impact on the individual, workplace and family, and how to confront the employee and make an appropriate referral to the EAP. The trainer will incorporate the organization's drug-free workplace policy. *Recommended time: 1.5 hours (If applicable, DOT regulations can also be covered)*

Hostile Work Environment

Did you know that workplace bullying is a silent epidemic affecting an estimated one in five workers in the U.S work force? Employees have a right to work in a respectful work environment. However, often times, employees find themselves in a "hostile" work environment that compromises their comfort levels and productivity. In this workshop, we will identify different types of harassment and explore the psychological reasons why there is so much variance in what defines "hostile" conditions. Participants will also learn to recognize some common elements of harassment and choose strategies that contribute to a positive working environment and minimize complaints. The training is best presented in conjunction with your organization's policy regarding sexual harassment. *Recommended time: 1 - 1.5 hours*

Sexual Harassment

The laws against sexual harassment are very clear. However, implementation may not be as black and white. This training will focus on the psychological and behavioral aspects of sexual harassment. This course will cover what constitutes sexual harassment, forms of harassment, behaviors that may be interpreted as harassment, and the possible consequences to both the employee and the employer. Discussions will focus on how to avoid misunderstandings in the workplace and the importance of the perception of each individual. The training is best presented in conjunction with your organization's policy regarding sexual harassment. *Recommended time: 1 hour*

Recognizing and Preventing Violence in the Workplace

Violence in the workplace has received much attention in recent years. This training will explore the causes of workplace violence, levels of violence, and prevention options for both the

organization and the individuals within it. Current statistics and perpetrator profiles will be discussed. Tips for diffusing a potentially violent situation will be demonstrated. The training is best presented in conjunction with your organization's policy regarding violence. *Recommended time: 1 hour*

Safety and De-Escalation Techniques

With the regular news of everything from school shootings to random acts of violence in the workplace, organizations need to continue to be vigilant and proactive when it comes to preventing violent acts from occurring. This training will explore a range of situations from difficult interactions with customers, coworkers and the public to guarding against workplace violence. De-escalation techniques for calming and diffusing escalating situations will be presented and practiced. *Recommended time: 1.5 hours*

Stress Management

Compassion Fatigue

Compassion Fatigue is the physical, mental and emotional exhaustion that often accompanies secondary traumatic stress. Often unrecognized, Compassion Fatigue costs the healthcare industry millions of dollars each year in stress, burnout and turnover. This training is tailored to meet the needs of the specific caregiver group and may include many other topics covered in this manual. *Recommended time: 2 – 4 hours*

Avoiding and Countering Burnout

People who are experiencing burnout are not as productive as their counterparts. This training will address the causes and signs of burnout and what individuals can do to prevent burnout. Coping-strategies such as taking personal responsibility, setting boundaries and using stress reduction techniques will be discussed. *Recommended time: 1 hour*

Dealing With Downsizing

Downsizing affects people psychologically and emotionally. Large-scale cutbacks can result in a decimated organization where long-term working relationships are severed and people are expected to take on new roles. Many people have difficulty redefining their new roles and moving forward. This training will offer insights and suggestions that come directly from the experiences of numerous workforce reductions and organizational upheavals. It will help to provide participants with support and direction amidst the chaos that often results from downsizing. *Recommended time: 2 - 4 hours*

Proactive Stress Management

This experiential training will focus on the identification of stressors for each participant and how effectively they currently cope with stress. During the training, several stress-reduction exercises will be demonstrated and practiced by the group. These will include breathing, visualization, muscle-relaxation, and meditation. Participants will glean general information about how to lead a healthy lifestyle. *Recommended time: 1 hour*

Team Development

Appreciative Inquiry

"Appreciative Inquiry" has been one of the buzz- words with regard to leadership development. In this interactive workshop, participants are introduced to a mind/brain approach to developing better leadership skills within themselves and others. Participants explore Socratic questioning techniques and how these tools can increase the effectiveness of goal setting, team building, team meetings, decision-making processes, improved client relationships, retained employees and organizational transformation. *Recommended time: 1.5 - 2 hours*

Creating A Great Place To Work

What is the difference between a *good* place to work and a *great* place to work? Learn the lessons for making your organization a great place to work, the steps to change, as well as the business benefits incurred by learning the principles. This training offers innovative ideas about how each organization can implement changes that are compatible with its company culture. *Recommended time: 1 hour*

Diversity in the Workplace

Today, most professionals need to have a cross-cultural perspective and an understanding of cross-cultural communication in order to effectively address challenges that diversity in the workplace presents. Through interactive exercises, participants will learn how to build bridges between people of different heritages, races, creeds, genders, ethnic backgrounds, economic status, educational backgrounds and cultures. They will have an opportunity to constructively confront their own biases, prejudices and cultural misunderstandings. In addition, participants will develop positive strategies to interact with people who are different from themselves racially, culturally, physically, mentally, by gender, or by sexual references. *Recommended time: 1.5 hours*

Dysfunctions of Teams: How to Make Them Healthy

Key issues regarding the main dysfunctions of teams are covered in this workshop. Topics include: how teams develop, various stages of team development, what to do if and when a team gets broken or stuck, what a leader can do to fix it, what team members can do to fix it, how to prevent the team from breaking again and how to build and structure a strong team. Participants will leave understanding how their teams got into their current situations and how to get out and stay out of broken situations. *Recommended time: 1.5 hours*

Fundamentals of Effective Teams

This training provides an overview of the four stages of a team, the obstacles teams may encounter, and the profile of high functioning teams. This is an informational training and not an interactive team building exercise. The training is useful for anyone wants to understand the key components of effective teams. *Recommended time: 1 hour*

Workplace Issues

Change in the Workplace

Change in the workplace has become the norm and it can take on three identities: transactional, transitional or transformational. Whatever type it is, people's response to change impacts the success rate. This training will look at the psychological process people go through when adapting to a new situation. The importance of acknowledging the stages of loss commonly associated with change will be discussed. Techniques will be covered that will help influence change, reduce stress, and develop positive coping skills. *Recommended time: 1 hour*

"Everyday" Creativity

Expanding your level of creativity can result in being more productive at work as well as having more fun. This training will challenge the participant's thoughts on creativity. Creative problem solving will be demonstrated, and each individual will have an opportunity to determine his or her creative process in solving problems. Discussion will focus on how these processes can be of value in the workplace both individually and as a team. *Recommended time: 1 hour*

Generations in the Workplace: Understanding and Working With Their Differences

Successfully harnessing the energy of every employee can be challenging, especially when there are generation gaps. In this workshop, you will learn the defining characteristics of each generation and how they impact their work performance, effectively bridge the gaps between generations, understand the factors that shape each generation's perspective of the world, the source of motivation for people of different generations and discover ways to collaborate together. While it's challenging to navigate through some of the differences, learning to understand them and finding ways to communicate more effectively can produce some dramatic and innovative results. *Recommended time: 1-1.5 hours*

Humor in the Workplace

The workshop discusses the need for humor as part of a stress reduction and coping strategy. The difference between destructive and constructive humor is explored. Techniques for accessing humor in the workplace are learned along with experiential techniques to encourage and explore humor as a stress reduction and coping strategy. Participants leave with more tools for managing stress & change. *Recommended time: 1 – 1.5 hours*

Merger: The Emotional Impact

The emotions involved during a merger often go unacknowledged when mergers and acquisitions occur. This can contribute to a sense of instability and threat for those staying, as well as those who are leaving. This seminar will highlight the emotional, cognitive and behavioral processes common to adjusting to change. Grief and loss issues will be discussed. Techniques for dealing with the stress of the change will be offered. Time for group processing will be included. *Recommended time: 2 hours*

Optimizing Your Work Performance and Attitude

This training will allow participants to examine their current belief systems around motivation to work, work ethics, and expectations. Participants will also determine what obstacles get in the way of reaching their maximum performance. The topics covered will enable individuals to reach peak performance. Areas of focus will include goal setting, time management, communication, and conflict resolution. *Recommended time: 2 hours*

Personal Accountability – “QBQ” The Question Behind the Question

In this workshop, participants will learn how to enjoy improved productivity, increased sales, greater teamwork, reduced stress, healthier relationships and better customer service by practicing personal accountability. We will explore ways to "make better choices in the moment by asking better questions." The workshop will highlight the principals from John Miller's new book, "QBQ-The Question Behind the Question, What to Really Ask Yourself, Practicing Personal Accountability in Business and in Life". We will also examine "Incorrect Questions", which are the first things that often pop into people's minds when confronted with difficult situations. *The Question Behind the Question* focuses on three main principles: 1) The question behind the question begins with *what* or *how* but not *why*, *when* or *who*; 2) The question contains an *I*, not *they*, *them*, *we*, or *you*; 3) Focuses on action. Participants will have an opportunity to practice asking effective questions and creating a personal accountability action plan. *Recommended time: 1.5 hours*

Personality Types and Learning Styles in the Workplace

Participants will complete the Keirsey Temperament Sorter (based on the Meyers-Briggs Type Indicator) prior to the training, which will determine their individual type. Participants will also understand their natural learning styles and how to communicate with others who are different. Discussions will focus on what different personality types bring to the work setting, including how they gather information, how they make decisions, and what makes them energized. Attention will be given to how different types can work and learn together in a complementary manner to achieve success. *Recommended time: 1 hour (1.5 hours if Keirsey is done during training)*

Respectful Work Place

Disrespectful interactions in the workplace are not new. What *is* new is that employers and employees are challenging old, accepted, unproductive behaviors and insisting that all employees need to be treated with respect. Adult Americans spend 50% - 70% of their waking hours in the workplace. The quality of interpersonal interactions in the workplace has the potential to affect teamwork, job satisfaction, morale and trust. In this workshop, participants will have an opportunity to identify the qualities and characteristics that create a respectful work environment through the use of value cards. In addition, they will be encouraged to develop an action plan to incorporate the desired values into their work environment. *Recommended time: 1.5 hours*

MANAGER AND SUPERVISOR DEVELOPMENT



Advanced Supervisor Training

This training will provide an overview for supervisors who are seeking to improve key areas of performance. Strategies for motivating and rewarding employees, coaching and mentoring, fostering teamwork, maximizing performance and exercising influence will be discussed. Each area can also be presented as a stand-alone workshop for supervisors. *Recommended time: 1.5 - 2 hours*

Basic Supervisor Training

This training is for supervisors, managers, team leaders, and anyone who has contact with employees experiencing problems. The objective is to train supervisors how to recognize problems in the workplace, document work performance issues based on the organization's policies, confront the employee, and make an appropriate referral to the EAP/MAP. Current workplace issues such as ADA, EEOC, FMLA, sexual harassment and workplace violence and its impact on supervisors and managers will also be discussed. In addition, how to incorporate the help of the EAP/MAP for management consults, conflict resolution services and organizational development interventions will be discussed. *Recommended time: 1.5 – 2 hours*

Mentoring Program

This is a series of trainings that will be designed to meet the needs of your organization. The goal of the program is to improve organizational retention, cultural assimilation and integration of new employees. Topics covered will include leadership development, effective communication and information flow, strategic planning and vision enhancement, enhanced thinking skills, and creative problem solving. *Recommended time: 8 - 12 hours (*Extra Cost for this program outside of EAP/MAP hours)*

Coaching

This training will give an overview of the necessary traits of a successful coach in an organization. Topics covered will include how to build a coaching relationship, how to identify and capitalize upon each member's potential, motivation, dealing with conflicts, and communication skills. Participants will learn to differentiate between counseling and coaching, and discover different types of feedback and how to effectively give feedback. *Recommended time: 2 hours*

Cross-Cultural Communication

This training will give those in positions of leadership an opportunity to assess how well they communicate in a cross-cultural setting. This training will go beyond the basics of diversity and focus on specific management issues, such as communication skills for those who speak English as a second language, body language, dealing with conflicts, and learning to recognize bias and discrimination. *Recommended time: 1 hour*

Emotional Intelligence and Leadership

Emotional intelligence (EQ) - our ability to manage both ourselves and others – is the single greatest contributor to personal excellence and leadership. Increased EQ can move individuals and organizations to higher performance and greater personal leadership. This program will

explore the personal and social domains of leadership and offer specific, actionable steps to drive personal leadership including: managing strong emotions, working with difficult people, dealing with the fear of giving real-time feedback to move communication from breakdown to breakthrough, and living a life of purpose and deep meaning. *Recommended time: 2 hours*

Giving and Receiving Constructive Feedback

Most people don't enjoy giving or receiving criticism even though it is a necessary aspect of managing people. This training will allow participants a chance to practice giving and receiving constructive feedback in a safe environment. Participants will work in small groups with an observer. Also covered will be gender issues, diversity, and rank. *Recommended time: 1 hour*

Goal Setting

Setting goals is one method of improving productivity. This training will take the participant through the steps of setting short-term and long-term goals, by assessing his or her values and evaluating how his or her goals and values interface. A holistic approach will be discussed incorporating all aspects of an individual's personal life, including work, health, finances; and spirituality. *Recommended time: 2 hours*

Intergenerational Management

Every generation of workers presents its unique challenges. A supervisor/manager is most likely dealing with a broad range of age groups. This training will help supervisors/managers understand each generation's background and what differentiates them such as motivation factors, communication styles, and work ethics. A variety of scenarios will be used for group discussion and interaction. *Recommended time: 2 hours*

Mediation: The Fine Art of Resolution

The art of negotiation takes skill, practice and attitude. This training will allow participants to assess their current skills and comfort levels around negotiation. The areas covered will include assumptions, stresses involved, how to prepare mentally, and tactics that increase your effectiveness and psychological self-care. *Recommended time: 2 hours*

Performance Appraisals

This training will cover sample evaluation strategies and the process of the actual interview. Participants will learn how to cope effectively with emotions and conflict. Attention will be on writing performance objectives, performance factors, the common errors made, and communication skills required for the meeting. *Recommended time: 1.5 hours*

FAMILY LIFE TOPICS



Adolescence: What's Normal, What's Not

Adolescents offer a unique challenge for parents. Even the best of kids offer an occasional dispute. Determining what are normal behaviors versus behaviors that may be signs of trouble are covered in this training. Parenting tips and strategies will be offered, which include communication pitfalls, behaviors of parents and teens that cause problems, and the difference between caring and care taking. There will be time to interact and share with other parents who may be facing similar challenges. *Recommended time: 1 hour*

Balancing Work and Family/Personal Life

This training will help participants reflect on their belief and value systems about work and family and develop a plan for how to meet their expectations. Through group discussions and interactive exercises, participants will glean insight on how to make their lives well balanced with work, family and personal life. *Recommended time: 1 hour*

Blended Families

Blended families, like nuclear families, don't always exist in a harmonious world. It's normal for members to feel a variety of emotions from awkwardness and confusion to frustration and resentment. This workshop will focus on how to blend families successfully by gaining an understanding of step family issues and by learning about the developmental stages that can be anticipated. *Recommended time: 1 hour*

Discussing Alcohol and Drugs with Your Children

Knowing when to bring up the subject of drugs and alcohol with your children can be confusing. This training will describe what is appropriate for each level: grade school, middle school and high school. Participants will be asked to examine their beliefs system around use of all substances and how it influences their children. The training will look at ways to coach and support children who may find themselves in a situation that forces them to make a choice about drug and alcohol usage. Preventive steps and signs of abuse and addiction versus normal adolescent behavior will be presented. *Recommended time: 1 hour*

Domestic Violence

Domestic violence knows no boundary, be it race, color, sex or income. Definitions, myths and types of abuse will be covered. The focus will be on signs and symptoms of the victim, as well as the abuser. Learn what to do and what not to do, if you work with a victim of domestic violence. *Recommended time: 1 hour*

Empty Nest Syndrome

As children move out of the home, many parents are concerned with how to handle their changing role. This is especially true for the parent who was the primary caregiver for the children. Participants will reassess their beliefs about their life role, and begin to set goals for the future. Topics covered will include information on grief and loss, communication skills for spouse and adult children, time allowed for growth or establishing a new identity, and how to cope with the change. *Recommended time: 1 hour*

How to Beat Family Stress

Family issues that cause stress in our everyday lives are compounded by the stress we experience elsewhere. Participants will be asked to identify family stressors, as well as workplace stress, and how those impact each other. Areas covered will include the indicators of stress (both physical and behavioral), time management and stress management techniques, communication skills, and conflict resolution. Learn some exercises and strategies to use that will help alleviate family stress. *Recommended time: 1 hour*

Retirement Planning

This training will be presented in conjunction with a financial advisor or consultant. Participants will learn to prepare themselves and their families psychologically as well as financially for retirement. General financial retirement advisement will be shared with the audience along with questions and answers. Participants will reflect on their values around work and leisure to help them determine how they may wish to structure their lifestyle. *Recommended time: 2 hours*

Enhancing Your Relationships

Keeping a relationship alive takes work, involvement and commitment. This workshop will provide insight about why some relationships don't work and tips about the essential ingredients and basic skills needed to keep your relationship vital and healthy. *Recommended time: 1 hour*

Healthy Relationships

Healthy relationships can add richness to the quality of life. This training will focus on the ingredients essential for healthy relationships with oneself and others, as well as how relationships develop and grow. Areas covered will include assertiveness, self-esteem, positive self-talk, setting boundaries, and communication. *Recommended time: 1 hour*

Single Parenthood

Single parenthood can present a variety of challenges including time management and emotional issues. This workshop will offer some insight and immensely practical tips on childcare and self-care for those who choose or have to go it alone. *Recommended time: 1 hour*

Thriving With the Holidays

Emotions can run the gamut during November and December. People deal with expectations they put on themselves, losses and memories associated with the holidays, financial concerns, and family issues. The training will allow each participant to reflect on his or her beliefs about the holidays, and the areas they want to change. The trainer will facilitate group discussion about creative and healthy ways to thrive during the holiday season. The emotional side of holiday gift-giving and eating will be discussed as well as expectations, disappointments, family dynamics, and traditions. Ideas for stress management, time management, and positive coping strategies will also be covered. *Recommended time: 1 hour.*

PERSONAL DEVELOPMENT



De-Clutter 101

Thoreau said it best: “Simplify, Simplify”. And that means removing clutter from your work and home life. Clutter is anything you have that you don’t use or don’t take care of. Clutter can drain your energy and become a stressor. It can decrease your effectiveness and performance. When you reduce unnecessary “stuff” you have less “stuff” to store, maintain, and pay for – creating space for freedom and productivity. Participants will learn an easy plan to minimize clutter in order to live a richer, fuller life with less “stuff.” *Recommended Time: 1.5 hours.*

Regaining Your Emotional Resilience

Feeling emotionally brittle? Irritable? The amount and immediacy of bad news in the world at large and in our personal worlds today can overwhelm us and leave us feeling fragile and vulnerable. It can cause us to revert back to a fear-based, survival mentality that generates depression and anxiety. In this course, you’ll get to measure your emotional resilience and discover some innovative ways to improve it. *Recommended time: 1-1.5 hours*

Addictive Processes - Drugs, Alcohol, Gambling, Eating

Addiction involves being abnormally dependent on something that is psychologically or physically habit-forming. The most common addictions involve alcohol, drugs, sex, eating, and gambling. The employee caught in this destructive cycle can be helped through a variety of treatment options. Trainings will focus on identifying and understanding the addict, how the process impacts work and personal lives, and how to obtain help. Each addiction can be presented as a stand-alone presentation, or an overview of all addictions can be given. A separate class on dealing with adolescent substance abuse is also offered. *Recommended time: 1 hour*

Assertiveness Training

This training will give participants the necessary tools to be assertive. Participants will assess their current assertive skills with regard to communication and decision-making. Participants will learn to set boundaries, face problems directly, resolve stressful situations successfully, and feel less guilty when making decisions. The training will examine the difference between being assertive and being aggressive. Appropriate assertiveness skills will be practiced using different scenarios. *Recommended time: 1.5 hours*

Coping With Life Transitions and Change

Change is inevitable and a constant in our lives, even though it may not always be welcome. Resistance to change is to be expected as change brings uncertainty and can cause stress at home and/or work. The process of change and the importance of acknowledging the stages of loss commonly associated with change will be discussed. An overview of attitudes and behaviors and its relationship to our wellbeing will also be addressed. Techniques will be covered that help us comfortably manage change, reduce stress, and develop positive coping skills. *Recommended time: 1 hour*

Fundamentals of Self-Esteem

How a person feels about himself or herself impacts the way he or she interacts with others. His

or her performance at work and home can be enhanced through developing a positive self-concept. Participants will learn to diffuse the internal critic, examine self-talk for validity, and change the message appropriately. Self-esteem exercises facilitated. *Recommended time: 1 hour*

Grief and Loss

The process of grief and loss impacts everyone, although not everyone grieves identically. Participants will learn the stages of grief, and the behaviors and emotions that may occur in each stage. The focus of the training will be on strategies to help individuals and those around them take care of needs (both physical and emotional) during a time of loss. *Recommended time: 1 hour*

Healthy Relationships

Healthy relationships can add richness to the quality of life. This training will focus on the ingredients essential for healthy relationships with oneself and others, as well as how relationships develop and grow. Areas covered will include assertiveness, self-esteem, positive self-talk, setting boundaries, and communication. *Recommended time: 1 hour*

Learned Optimism

Pessimists believe that bad events are their fault, and that those events will not only last a long time, but that they will ultimately undermine everything. Pessimistic individuals often feel helpless and may sink into depression, which is an epidemic today. Optimists, on the other hand, believe that defeat is a temporary setback or a challenge — it doesn't knock them down. This training will teach participants to develop a new set of cognitive skills that will enable them to take charge, challenge irrational assumptions and accomplish more. *Recommended time: 1 hour*

The Mind/Body Relationship

The mind and body are so intimately connected that an imbalance in one can affect the other. This training will examine the relationship between high levels of emotional stress and the affect on our physical being. Topics covered will include: getting in touch with our body and mind connection, awareness of imbalanced thought patterns, ways to practice emotional release, self-care activities, and mindfulness of the moment. *Recommended time: 1 hour*

Spirituality at Work

Learning to get in touch with one's spiritual side is becoming more and more important to people in the workplace. This training will bring participants to an understanding that spirituality is not religion, but rather a connection with something important in a person's life that helps with the learning process. Spirituality helps people be creative and passionate about their lives as a whole. *Recommended time: 1 hour*

Time Management

A common stressor in our lives is managing time. This training will help individuals look at how they currently manage their time and what psychological obstacles may be getting in the way.

Participants will walk away with a clear understanding of how they can combat self-imposed time robbers as well as those that are imposed on them. Emphasis will be placed on covering one of the most prevalent thieves of time, procrastination. The training will discuss how to determine priorities and practical tips on how to keep track of them. *Recommended time: 1 hour*

Yoga at Work

Yoga has been shown to lower heart rates, increase strength and flexibility, and improve relaxation. This participatory training will provide an overview of yoga, with an emphasis on technique. Participants will leave the training feeling refreshed and alert. *Recommended time: 1 hour*



Nutrition 101: Creating a Healthy Foundation

In this one-hour presentation you'll learn the basics that will put you on the road to a healthier diet. The core elements of good nutrition will be explained and the guidelines needed for healthy eating will be given. You will also learn which vitamins and nutrients to focus on, how to get them from your diet, and when supplements are appropriate. In addition, a quick overview of effective culinary techniques that make healthy food choices more convenient will be given. *Recommended Time: 1 hour*

Stress and Nutrition

Perhaps the most important health issue facing us today is stress. Our bodies were simply not designed to deal with the chronic stress that we currently face as part of everyday life. Stress not only contributes to many health issues but it can make it difficult to manage a healthy weight due to resulting hormonal imbalances. Learn how nutrition can help reduce the impacts of stress on our bodies. Specific nutrient recommendations to support a healthier stress physiology and manage stress hormones will be discussed. *Recommended Time: 45 minutes*

Balancing Your Blood Sugar

Do you crave sweets? Do you feel irritable if you miss a meal? Do you experience afternoon fatigue? If you experience any of these symptoms, odds are you have a blood sugar imbalance. Unfortunately, most people who eat a Standard American Diet have blood sugar issues of some type. Hypoglycemia, insulin resistance and diabetes will be discussed as well as how these imbalances can be addressed with proper nutrition and lifestyle. Learn what you need to do to get energy back into your life, be healthier, and feel better! *Recommended Time: 45 minutes*

How to Get More Vegetables in Your Diet

You are always told to "eat more vegetables" and now you will learn how! Almost all of us know we need to eat more vegetables, but sometimes we get bored eating the same ones, cooked the same way. This seminar will give lots of great ideas on how to add more vegetables and more variety to your diet. It will cover the nutritional highlights on why vegetables are so important and give some culinary techniques to motivate you to try some new things. Recipes provided. *Recommended Time: 1 hour*

The Health-Diet Link: Addressing Cholesterol, Blood Pressure, Diabetes and Cancer with Proper Nutrition

Many common illnesses are linked to poor diets including high cholesterol, high blood pressure, heart disease, diabetes and cancer. In this seminar you will gain a better understanding of the relationship between your health and your diet and what you can do to improve your odds against disease! *Recommended Time: 1 hour*

Understanding Obesity

There are literally hundreds of diet programs available that claim to be the answer to obesity. Yet, obesity levels are on the rise, especially in children. In this one-hour presentation, many factors that contribute to obesity are explained including: psychological factors, lifestyle, food choices, fat cell physiology, stress, hormones, and environmental toxins. The variables

associated with obesity are complex and the solution needs to be comprehensive. You will learn how these variables affect your ability to lose weight and what to do to overcome them. *Recommended Time: 1 hour*

Nutrition and Aging – Eating Right for a Longer Life!

Nutrition is one of our greatest weapons against disease and aging. Living a healthy lifestyle and eating a diet designed for longevity can help you live a longer life. In this presentation you will learn the fundamentals of anti-aging nutrition as well as which nutrients and foods specifically address common aging issues such as memory decline, heart disease and bone loss. When it's appropriate to take supplements, as well as which ones to take, will also be discussed. The top 25 healing foods as well as simple cooking strategies to prepare them will be presented. *Recommended Time: 1 Hour*

Gluten Intolerance

Gluten is a protein found in wheat, rye and barley that causes the dough to be sticky. It can also cause a myriad of physical, mental and emotional symptoms in people whose immune systems recognize gluten as a foreign and toxic substance. Gluten intolerance can manifest as celiac disease or non-celiac gluten sensitivity with symptoms ranging from bloating and weight gain to infertility and depression. In this presentation you'll learn more about the range of symptoms associated with gluten as well as getting tested for gluten-intolerance and finally, how to eat gluten free. *Recommended Time: 1 Hour*

Nutrition for Women

Women's lives can be quite hectic as they find themselves continually juggling schedules, career, and family. Too often time is short for fixing healthy meals and we don't always support ourselves nutritionally. In this presentation, the biggest health challenges women face are discussed, as well as how nutrition plays a key role in staying healthy. Nutritional factors relating to stress, hormones, heart, and bone health are all discussed. Effective culinary techniques to make healthy food choices more convenient and less costly are also included. *Recommended Time: 1 hour*

Eat Healthy on a Tight Budget

Discover how to improve your nutrition and spend less money on food. This seminar will cover the fundamentals to eating healthy, how to establish a healthy food budget, low cost meal planning, and helpful food preparation techniques. *Recommended Time: 1 hour*

Your Health IS Linked to Your Diet

Many common illnesses are linked to poor diets and obesity including high cholesterol, high blood pressure, heart disease, diabetes, and cancer. In this seminar you will gain a better understanding of the relationship between your health and your diet and what you can do to improve your odds against disease. (Seminar can be modified to focus on cancer or high cholesterol specifically). *Recommended Time: 1 hour*

Deskercise

No time to exercise? Then get your workout at work. You won't get to the Olympics this way, but you can do stretching, muscle strengthening and even short bursts of aerobic exercise at your desk (or in a vacant conference room or stairwell). Any amount of exercise helps and the results are cumulative. You will feel more alert and productive throughout the day with mini-breaks of activity. Come prepared to move your body and learn how to incorporate activity into your workday. *Recommended Time: 1 – 1.5 hours*

Current Topics in Nutrition

It seems difficult to make wise dietary choices when there is so much controversy regarding our food supply. Should I eat only organically grown foods? What are antioxidants and phytonutrients? What foods contain omega 3 fatty acids and what difference do they make? Are trans fats really that bad for you? Do I need supplements, and if so, which ones? What's up with the glycemic effect of foods? Is a vegetarian diet healthy? Should I go for a high protein, low carbohydrate regimen? Why read food labels? In this program we will explore these questions and others to help you make sense of a sensible diet. *Recommended Time: 1 to 1.5 hours*

Smoking Cessation

This training is an interactive four-part series that's designed to help individuals quit smoking. Nicotine dependence (smoking and chewing tobacco) is an addiction that is composed of physical, mental and behavioral components, and is one of the most challenging addictions to conquer. The workshop contains three parts: **Part 1:** "Getting Ready to Quit" – looks at why individuals smoke, why they want to quit, the risks versus the benefits of quitting, individual belief systems, and preparing to quit; **Part 2:** "Quitting" – looks at withdrawal, the process of change, temptations and triggers, and helpful hints to cope; **Part 3:** "Staying Quit" – looks at situations that create risk for relapse, continued temptations and triggers, and relaxation techniques; **Part 4:** "Relapse Prevention" – includes the health benefits, the identifying of relapses to date, recent triggers, and past successes. *Recommended time: 4 one-hour trainings; (individuals must sign up for all 4 sessions)*

Fitday Training

This one-hour class will teach you how to use Fitday online services to help manage your weight. We will begin by calculating your target calories based on your height, age, and current and target weight. Once you have your target calories/day established, you will learn how to use Fitday to track what you eat and make sure you reach your goal weight. (Computer training - requires internet connection). *Recommended Time: 1 hour*

My Pyramid Website Training

The USDA continues to update and expand the Food Pyramid. In this class you will learn how to use this free online tool to calculate how many servings of each food group you should be eating to manage your weight and how to use diet logs to track your progress. (Computer training - requires internet connection). *Recommended Time: 1 hour*

Muscle Strengthening for Women

Strength training is possibly more important for women than it is for men. Strong muscles reduce the risk of osteoporosis, increase functionality and help control weight. In this session, participants will learn all the reasons why they should start strength training and why it is important to dispel the myth of ‘bulking.’ Participants will also learn easy exercises to begin increasing lean muscle and how to start – and maintain – a strengthening plan. *Recommended Time: 1 hour*

Making Exercise Easy

Did you know that the easiest form of exercise is walking? Walking takes no special equipment or location. If you’ve struggled to exercise regularly, this training will help you start at the easiest place for conditioning your body – putting one foot in front of the other! In this session, participants will discover the benefits of walking, how to start a walking program, and how to monitor and maintain walking as exercise to access better health. *Recommended Time: 45 minutes*

Fitness – No Gym Required

Exercise can happen anywhere. There may be no need for a gym membership or a piece of equipment; you really could get basic fitness almost anywhere! With a little creativity and motivation, you can increase your conditioning in any place, at any time. In this session, you will learn how to use your body weight and small props to enable you to get fit wherever you are. *Recommended Time: 1 hour*

Balancing Fitness – Improving Cardio, Flexibility and Strengthening

Did you know there is more to exercise than just running or pumping weights? When accessing fitness, most people focus only on one area of their physical wellbeing, ignoring or disregarding the need to take care of the other two areas. In this session, you will learn about the three aspects of fitness, and why it is so important for you to work on each area to improve your overall physical health. Easy techniques in each area will be offered to help you improve your fitness and have you leading a fit – and balanced – life. *Recommended Time: 1 hour*

Your Best Exercise

Many people think that if they knew the ‘right’ way to exercise they would be healthier and they would stick with it. But, there is no ‘right’ way to exercise! There is choice and action. Find out how to make the best choices for you, and how to be in action to access your ‘best’ exercise. Instead of spending your energy on what is ‘right’ or not for you, this will get you into action to lead a healthier and more productive life. *Recommended Time: 45 minutes*

Yoga/Stretch Anywhere

Flexibility is one of the key components of fitness. Without it, our bodies won’t function as well and we are more subject to pain and discomfort, as well as more prone to injury. But stretching doesn’t have to be centered on exercise or only done at the gym! In this session, you will learn how to use stretching and yoga techniques to relax and gain flexibility anywhere, even

at your desk! Many positions and suggestions for stretching will be offered to have you gaining more ease and flexibility every day, at work or at play. *Recommended Time: 1 hour*

Body Composition 101

Why is understanding your body composition so important? What use is it to know your body fat or hydration levels? Understanding your body composition is very important in being able to assess your level of health risk. By having concrete information about your body fat, hydration level, BMI (what's that!?), and other important factors, you have a base foundation from which to improve your health and longevity. In this session, you will learn about the different aspects of body composition, and why each is important to know. You will also leave knowing how you can access tools to determine your own body composition. *Recommended Time: 1 hour*

FINANCIAL EDUCATION



In Debt? Know Your Options!

Being in debt can be stressful, whether it's a little or a lot. There are a variety of options available and it's important to know the pros and cons of each alternative. We'll discuss how to negotiate with creditors on your own, and other options such as debt settlement, credit counseling, and bankruptcy. You'll also learn how to build credit and boost your credit score once you're debt free. *Recommended time: 1 – 1.5 hours*

Financial Tips to Beat a Challenging Economy

In today's uncertain economy, it's important to be a smart spender. This class will give money-saving tips on topics from mortgages to utilities, from groceries to impulse purchases, and beyond. We'll cover a variety of topics to help you become a wiser consumer. *Recommended time: 1 – 1.5 hours*

Thrive Financially

This class gives financial tips to help you thrive, even when you're living on a reduced paycheck. In this training you will learn how to create a great money management plan, take control of your finances, and work with your creditors to get the best terms. Money-saving ideas and helpful hints will be provided, and a group exercise will demonstrate budgeting in a fun and interesting way. *Recommended time: 1-1.5 hours*

Am I On Track For Retirement?

Most of us dream of the day we can retire, but not many of us know whether we'll have enough saved to retire in comfort when that day comes. This class will help attendees to calculate when they can retire with enough savings to sustain their lifestyle. To prepare, employees will be asked to estimate their expenses during retirement, their pension income, their social security earnings in retirement, and the balance in their 401(k) account prior to class. They should also bring a calculator to class. *Recommended time: 1 – 1.5 hours*

Basic Investing

No matter what level investor you are, this class will be enlightening and provide a great review. You'll learn the fundamentals of investing such as compound interest, risk versus return and diversification. We'll also discuss investment options including stocks, bonds, mutual funds and real estate and how to evaluate them. The class gives a good overview and provides a strong foundation for those that are interested in investing. *Recommended time: 1 – 1.5 hours*

Taking on a Mortgage? Know Your Options!

There's plenty to know and watch out for when you're considering a mortgage. We'll discuss all the options and terms such as fixed rate, ARM, and interest-only mortgages. We'll also talk about the most common mortgage mistakes to avoid. This class will help you to understand mortgage basics so you can compare all the choices and select the one that's best for you. *Recommended time: 1 – 1.5 hours*

Home Buying 101

Purchasing a home is a big financial step. In this class we'll take the home-buying process step-

by-step, along with the decisions that will have to be made. From estimating how much of a home you can afford to choosing the right home loan, you'll learn what you need to know before you buy your home. *Recommended time: 1 – 1.5 hours*

Managing Family Finances as a Team

'Finances' is cited as one of the top reasons for divorce. Managing money can be difficult and challenging for even the closest of families. This class will give you ideas on how to work together as a family and find the perfect solution for you to manage your money as a team. Everyone is welcome (including single employees) because the class is full of interesting money management tips that apply even to those attendees without a partner. *Recommended time: 1 – 1.5 hours*

Money Management: Help Your Child to Develop Great Habits

Money management is a life skill that all children need to thrive as adults. Good spending habits and a positive relationship with money have to be cultivated at home though, because managing money is rarely taught at school. Parents have a great opportunity to instill responsible spending and money management habits within their child, but they don't always know where to begin. This workshop will give you the tools to help your child master his money. We'll discuss allowance, setting limits, tips to instill good money management habits, and making the most of your child's best resource of all — you as a great role model. *Recommended time: 1 – 1.5 hours*

Identity Theft — What You Need To Know

Identity theft is one of the fastest growing crimes in the country, and many are astonished at the ways that it can happen. This workshop will begin with an "Identity Theft Quotient" in which participants can determine their risk for ID Theft. Topics will also include: how it happens, the consequences for the victim, tips for preventing it and what to do if you are a victim. *Recommended time: 1 – 1.5 hours*

Preparing For a Layoff

When employees are initially told that the company they are working for will be downsized, it is difficult for them to know what financial moves they should make to prepare for the change. This workshop provides various financial tips to put the employee in the best possible financial situation. Helpful steps such as cutting expenses, prioritizing bills, considering insurance, researching community resources, and understanding payment options for outstanding loans give the employee some control over the situation. This kind of assistance can soften the impact and reduce the employee's stress during a difficult time. *Recommended Time: 1 hour*

Save Money by Boosting Your Credit Score

Your credit score is a vital measurement of your financial situation and boosting that score is easier than you think. A higher score can save you thousands of dollars on your mortgage, bank and car loans, plus it'll also help you save on insurance premiums. Learn what appears in your credit report (you may be surprised at what doesn't), how your credit score is calculated, and the steps to take to give your credit score a leg up. *Recommended time: 1 – 1.5 hours*

Saving For Your Future

This seminar is ideal for companies with a goal of increasing employee 401(k) contributions.

Financial freedom during retirement will happen only if employees plan for it. The best part about saving for retirement is that the more time they have, the less money they need to save. We'll talk about the benefits of investing early and its power to multiply retirement savings and discuss why tax-deferred gains and matching funds give them an even bigger boost. For those employees that haven't yet begun saving for retirement, they will be motivated to get started. If they already participate, they'll get suggestions on how to increase their contributions. Although we'll discuss investment vehicles such as 401(k) programs and Individual Retirement Accounts, the conversation will be kept to general terms. Specific investments such as stocks, bonds or mutual funds will not be discussed. *Recommended Time: 1 hour*

Scams, Swindles and Rip Offs: How to Protect Your Money

There are new and clever ways cropping up every day to part you from your money. We'll discuss the top ten scams ranging from Identity Theft schemes, Work at Home programs, the rip-offs that lurk in the fine print in credit card statements, predatory loans and debt consolidation companies. This workshop will arm you with the knowledge to avoid getting ripped-off and help you to become a smarter consumer. *Recommended time: 1 – 1.5 hours*

Take Control of Your Finances — Budgeting and Money Management

When employees struggle to make end's meet they usually face overwhelming financial stress. This workshop helps employees to take control of their money and their stress by understanding how to live within their means, pay down debt, reduce expenses and save for the future. Topics will include: the warning signs of financial trouble, creating a plan to get back on track and avoiding financial pitfalls that keep them in debt. Numerous moneysaving ideas and helpful hints will be provided throughout the workshop. A group exercise based on actual financial situations will demonstrate the concepts that are discussed. *Recommended time: 2 hours*

What You Don't Know About Money Can Cost You —Avoiding Common Financial Mistakes

Everyday financial mistakes such as skipping the fine print in credit card offers, not working together with your partner to manage money, and falling for financial scams not only cost money, but they create stress. This seminar will explain common financial pitfalls of money management and outline steps to avoid them. *Recommended Time: 1 – 2 hours*

AGING



What Employees Need to Know About Social Security and Medicare

Planning for retirement? Social Security and Medicare will play a big part in your retirement years. This workshop provides basic information about Social Security benefits, Medicare and supplements, and prescription drug coverage. It will include information about determining eligibility and enrollment procedure. It will also help in understanding the options for supplemental coverage including Medigap policies or coverage under Medicare Advantage plans. The goal is to help participants know when to enroll in Social Security and Medicare, and how to make supplemental coverage choices. This workshop is designed for employees planning their own retirement or employees who may be assisting family members with the decisions on making coverage choices. *Recommended time: 1 – 1.5 hours*

Employer Responsibility Regarding Social Security and Medicare

Our population is aging and this means there is a greater possibility of having employees over the age of 65. What do employers need to know about their older workforce? This workshop is designed to assist employers with an understanding of Social Security and Medicare. It will include rules for coverage for older employees, including traditional health insurance plans as well as HSA plans. It will give participants an opportunity to determine what types of communication should be provided to their older employees. The goal is to help participants anticipate questions older employees will have about their coverage. *Recommended time: 1 – 1.5 hours*

Dealing with Aging Parents

More employees are dealing with care for elderly parents or relatives than ever before. They may be doing this in their home or from 1000 miles away. Additionally, they may also be caring for their own children at the same time. This training will focus on the psychological aspects of caring for loved ones, changes in relationship roles, and how to communicate and delegate to family members. In addition, the training will help participants identify areas of need, resources in the community for their loved ones, and teach them how to access resources when long-distance is an issue. *Recommended time: 1 hour*

Legal and Financial Planning

Your loved one may have the capacity to manage his legal and financial affairs right now, but as disease and/or normal aging progresses, this may not continue to be the case. At some point, as caregiver you will likely have to act on behalf of your loved one. Advance planning is the key that allows you and your loved one to make decisions together now for whatever may come later. In this workshop, participants will learn how to turn to legal and financial specialists for information and support to address issues of aging, long-term illness and death. Topics to be covered include advance directives (living will, powers of attorney, CPR directive) and other protective options, estate planning, paying for long-term care, and tips on how to choose an elder law attorney. *Recommended time: 1.5 hours*

Making the Most of the Doctor's Visit

Getting a diagnosis for your loved one is a crucial step in your care-giving career and sometimes the hardest one. Meeting with the doctor can be an intimidating experience. Without advance

preparation, it also can be a disaster. This workshop will help participants learn how to turn to medical specialists for information and support. Participants will learn how to prepare for doctor's visits, including understanding the various types of health care providers in the eldercare arena, tips for laying the groundwork for a successful visit, what to expect in terms of testing to diagnose dementia, and how to be an advocate for your loved one in the healthcare system, including institutional care. *Recommended time: 1.5 hours*

Thinking Strategies for Caregivers

As you think about your care-giving role, ask the question: What can you do to prepare yourself for this journey? This workshop will teach caregivers how to take control of the care-giving experience. Participants will learn about the connection between their thoughts, feelings, and outcomes, how to identify negative and unproductive thoughts, and new techniques for replacing these thoughts, using a simple and powerful five-step process. The goal is to help participants become more effective caregivers and to make care-giving a more positive experience. *Recommended time: 2 hours*

The Responsibilities of a Personal Representative: Preparing for Estate Settlement

Are you the named Personal Representative in a loved one's estate? Or, have you prepared a will and named a Personal Representative to handle the details of your own estate? Have you wondered what being a Personal Representative entails? This program will take a unique look at the responsibilities involved in being a Personal Representative including identifying and dealing with all of the details, family dynamics, potential liabilities and much more. Most importantly, we will discuss how you can prepare your family today for the emotional and difficult task of estate management and settlement at the time of a death. *Recommended time: 1.5 hours*

Grief and Loss

The process of grief and loss impacts everyone, although not everyone grieves identically. Participants will learn the stages of grief and the behaviors and emotions that may occur in each stage. The focus of the training will be on strategies to help individuals and those around them take care of needs, both physical and emotional, during a time of loss. *Recommended time: 1 hour*