

# *Workshop* Solutions

*for employees and managers*



*Solutions*  
FOR PEOPLE IN THE WORKPLACE

**Solutions** offers a variety of workshops and group services to meet the needs of employees and managers in the evolving workplace. We are all struggling to adapt to a changing world of work. Consider this:

*Employees are under more stress than ever on the job as they are asked to do more with less and to do it faster.*

*Balancing work and family needs challenges all levels of employees.*

*The old employer/employee contract that promises job security is extinct.*

*Interpersonal conflict is on the rise as we ask employees to collaborate on teams.*

*Violence at work threatens our safety and security on the job.*

*Traumatic incidents occur to employees and emotionally overwhelm co-workers.*

*Supervisors and Managers must deal with all of this effectively and respectfully, while ensuring that the work gets done within budget and on time.*

*Please review our workshops on the following pages.  
We would be happy to custom design a workshop to fit your needs.*

To schedule a workshop or training, or for more information  
call us at 1-800-526-3485  
Solutions-eap.com

# Solutions

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# *Employee Solutions Workshops*

## **Anger Management**

Explore the emotion of anger. Find your triggers. Learn how to check out your self talk. Learn the levels of anger and how to deal with that anger before it gets to the rage stage.

## **Are You A Right-Brained Person In A Left-Brained World?**

Just as we all have a preference for writing with our right or left hand, we all have a preference for using our right or left brain. Determine your preference and see how compatible it is with your work setting. Find out if you are wasting energy by not using both sides of your brain in a cooperative way.

## **Assertive Communication**

Increase awareness of the effects and consequences of passive-aggressive and assertive communication learn the technique of assertive communication, a skill that commands respect of co-workers, improves interpersonal communication and increases the likelihood of cooperation, compromise and teamwork learn a technique to overcome barriers to practicing assertive communication

## **Change Management- Coping with Change**

Living in transition and facing the unknown – at work or home – will be addressed in this presentation. It's a natural part of life and ways to make change more manageable will be addressed understand the stages of the change process learn what helps you through each stage and identify what you need

## **Conflict Management**

This workshop will assist participants in developing more productive, less stressful ways of resolving actual or potential conflict situations and helps you understand your own style of interacting. Simple, easy steps to take in order to respond in a more assertive, non-threatening manner will be explored to make your conflict resolution a win-win situation.

## **Customer Service – Customer friendly skills and techniques**

Dealing with customers can be challenging, especially if they are having a difficult time. This seminar looks at why people may be difficult, addresses techniques to effectively and professionally deal with them, as well as why and how to effectively take care of yourself. It also discusses conflict resolution tips and effective communication skills.

## **Dealing With Difficult People**

This workshop explores difficult personality traits and how to work with them without conflict and upset. You will learn about your own personality and how you interact with others. Effective communication strategies will be discussed.

## **Diversity in the Workplace**

This workshop will help you explore the far reaching impact of diversity in the workplace. Understand the various aspects of a diverse workforce. Be able to identify the benefits of a diverse workgroup. Identify the stumbling blocks which may interfere with a cohesive work atmosphere

## **Effective Listening**

Learn the components of effective listening techniques which will help others feel comfortable interacting with the participant and reduce the likelihood of miscommunication on the job. Identify some of the barriers that make it difficult for participants to listen effectively and learn to apply effective listening techniques

## **Emotional Intelligence at Work**

Research has shown that emotional competencies were found to be twice as important in contributing to excellence as pure intellect and expertise/ This workshop explores:

How to measure and increase your *Emotional Intelligence*

How emotional competence is central to leadership

The five elements of *Emotional Intelligence*

# Solutions

## **Energy Builders At Work**

Fun ways to increase your energy instead of the usual coffee break. Re-defining breaks and how to structure them to accomplish work goals. Complete a “fun inventory” and learn how to incorporate fun into your day.

## **Respect in the Workplace**

A work environment typified by courtesy and mutual respect is a major factor in a successful organization. Learn what is meant by respect vs. disrespect, specific behaviors which demonstrate respect, along with effective communication tips.

## **Stress Management: Coping with Stress At Work and Other Quick Stress Tips**

Quick and easy techniques to separate from work at the beginning, middle and end of the day! How to use transition rituals, time-shifting, visualizations, imaging and meditation to control your day and your energy.

## **Teambuilding: The ingredients for success**

Today’s workplace has becoming increasingly competitive and stressful and requires more efficiency than ever. Having a workforce which is able to work together successfully increases that efficiency as well as employee satisfaction and decreases stress and conflicts. Communication, work styles, and conflict resolution will be discussed with exercises available to increase team strengths.

## **Time Management: Stopping Time From Ticking You Off.**

While time stops for no one, there are ways you may slow down the pace with quick, simple steps designed to better organize even the most hectic days. Prioritizing, planning, and yes, talking yourself through the toughest times will be explored. Nuts-and-bolts tips included. Learn techniques for successful time management become aware of the ways in which people can contribute to their own time management problems. Learn a technique to overcome barriers to successful time management

## **Toxic Work: Preventing Job Burn-out**

Learn what job burn-out is, what causes it and how to assess the burn-out potential of your job. Identify what is eroding your motivation and enthusiasm for your job. Learn eight strategies for beating job burn-out and preventing it in the future.

## **Working Together**

We all bring our different perspectives into work and learning to work together is important for a team and for our own stress level. Participants will learn what behaviors they have which contribute to stress and misunderstandings, how stress impacts on our perceptions, how to effectively and professionally communicate on the job, conflict resolution skills and important characteristics of a well functioning team.

## **You Don’t Have To Leave Work Exhausted!**

The ever-increasing demands of our jobs combined with multiple responsibilities in our personal lives can be overwhelming at times. Designed to help busy people get in control of their energy, time and work style. Participants will learn to strategically slot energy breaks in the day, separate from work, expand their fun quotient, pace themselves through time-shifting, and use their left brain/right brain dominance more effectively. Based on the principles in the book, *“You Don’t Have To Go Home From Work Exhausted.”*

# *Life Solutions Workshops*

## **Balancing Work & Family**

Explore and define your home responsibilities, your career requirements and how you spend leisure time. Find ways to put quality time where you want it and deal with any feelings that arise.

## **Caregiver Stress/Compassion Fatigue**

Helping others is very satisfying work but sometimes the work can take its toll on caregivers. This workshop explains what compassion fatigue is. Learn what the signs and symptoms are. Learn coping techniques and resources for finding help.

## **Clutter Clearing**

This workshop helps participants look at the clutter in their lives and how it becomes a stumbling block to growth. Suggestions for how to get started on clearing and organizing.

## **Couples Communication: Fighting Fair**

The art of fighting fair requires commitment, awareness, discipline and patience. Looking beyond the content of our fights helps us to gain more understanding of our differences and similarities. In addition, there are certain guidelines that can be useful in achieving more productive discussions. Take the win-lose out of your fighting and learn how to have a positive outcome.

## **Eldercare: Resources**

You may be trying to balance a busy work schedule and family life and it now looks like your parents will need help from you, as they grow older. Where do you turn? How do you find an assisted living facility or other services? Are they becoming confused? Are you afraid to leave them alone? How are you going to get it all done? This workshop will provide resources to assist you in finding the support you need for this time in your life.

## **Eldercare: Taking Care of the Caregiver**

Your family is important to you and you take your responsibilities seriously. But are you ignoring someone else who needs support? Yourself? Come hear and talk about why it's important to take care of yourself and some strategies to do so while still meeting your responsibilities.

## **Getting the Most Out Of Your Holidays**

How do you get into the Holiday Spirit when you have too many things to do and not enough time? In this workshop we will explore family traditions, expectations vs. reality, budgeting, and the mixed emotions that come from all these sources. Coping strategies will be presented to help you survive. We will provide Special Holiday Stress Kits, "Three Minute Relaxation Exercise" CD, A Lighter Look at Stress During the Holiday Season, Literature related to Handling Stress Through the Holidays.

## **Grief Workshop**

Grief is a normal process after a loss. This workshop will discuss the process of grief. It will educate people about the steps of grief and what they can do to help themselves and others through the process. This workshop is usually interactive.

## **Male-Female Communication: What Planet Are You From?**

What do we really mean when we say, "It's a guy thing"? Take a look at stereotypes, general cultural differences and learn how to integrate information that will help in successful communication.

## **Parenting – Your (Second) Full Time Job!**

Single and partnered parents, alike, will benefit from this informal discussion utilizing the "collective wisdom" of participants who work while raising a family. Come and pick up helpful hints on time management, setting limits and discipline, family chores, and precious time for yourself.

# Solutions

## **Recapturing Balance In Turbulent Times**

Resilience, Optimism and effective Stress Management Skills are important in achieving balance during these turbulent times. This workshop addresses the tools and skills we have in our personal resources that will help us survive in these difficult times. Participants will assess their own tools for coping and learn ways to develop resilience, optimism and stress management.

## **Relaxation Techniques**

In these hectic times, we don't always allow ourselves to fully relax. There are techniques you can learn that can bring you to a relaxed state in a short period of time. This will benefit your physical as well as mental health.

## **SELF TALK: You Are What You Tell Yourself.**

Take a close look at what you say to yourself, especially in stressful situations. Are you as kind to yourself as you are to friends? If not, join us and explore ways to change your self-talk. You may not be able to change the world, but you can change the way you think about it.

## **Stop Worrying and Take Control**

We all struggle with worry at some time or another. Acquire a tool to help you determine what is worth worrying about. It is a waste of energy unless it motivates us to take some action to deal with the perceived threat. Learn the criteria of control and importance to determine what's worth worrying about and strategies to approach those issues.

## **Stress Management**

Learn about stress management techniques. Learn about the ways people contribute to their own stress. Learn techniques to minimize stress. Learn relaxation techniques.

## **Stress Management: Build Your Own Stress Kit**

Learn a variety of quick and easy stress management skills to begin designing an individualized Stress Kit tailored to your own needs. This workshop includes handouts that will help you get started on your own design.

## **Substance Abuse Awareness**

Understand how substance abuse affects the workplace and family. Two workshops, one geared toward general staff and one geared toward management.

## **Surviving the Teenage Stage**

Knowledge is power and the more you can know about adolescence the better equipped you will be to not only survive the teenage years, but enjoy them, too. Learn seven common mistakes parents make and suggestions and resources available to you to help guide you through those turbulent years.

## **Take Time For Your Life**

Have you ever thought, "I just don't have enough time to do the things I want to do?" This workshop explores ways to make more time by :

- Finding out what drains you and what fuels you
- Determining your goals and prioritizing your time
- Building a supportive community
- Putting yourself first and taking action in your life

# *Manager Solutions Workshop*

## ***Balancing Act***

The ever-increasing demands of our jobs combined with multiple responsibilities in our personal lives can be overwhelming at times. On top of this, we are trying to manage in an environment that is in the midst of tremendous change. Managing and leading our employees in this “whitewater” can be very difficult, especially if we too are feeling tossed about and out of control. This two-part series will help you:

- get in control of your time and your energy
- learn how to separate from work
- recapture the vitality of childhood
- slot energy breaks in your workday

## ***Communicating Effectively as a Leader***

Managing means dealing with many different individuals and their own styles of communication. As such, it is very important for managers to become effective communicators so that a successful team can develop.

In this seminar participants will learn about how to deal with conflict, learn various styles of communication, giving and receiving feedback, barriers to effective communication, and how to confront and address performance issues. Role playing and small groups will be used to facilitate the process and participants will be encouraged to actively participate.

## ***Conflict Resolution for Managers & Supervisors***

Everyone has some conflict in their lives and work is no exception. Learn how to strategize rather than react to conflict. Understand your own style of interacting as well as ways to make your conflict resolution a win-win situation.

This workshop will assist Managers and Supervisors in developing more productive, less stressful ways of resolving actual or potential, conflict situations. Simple, easy steps to take in order to respond in a more assertive, non-threatening manner will be explored. Difficult personality traits and how to work with them without conflict and upset will also be addressed. Effective communication strategies will be discussed with an emphasis on helping supervisors and employees resolve conflict on their own.

## ***Confronting Sexual Harassment***

Sexual Harassment is a misuse of power with serious consequences. It can cause victims to change careers, lose their jobs, and develop stress related illnesses. Sexual harassment will be defined, how it operates in the workplace and the many forms of sexual harassment will be discussed. Scenarios will be presented to further explore and better understand sexual harassment. Legal ramifications will be presented.

This two hour workshop will fulfill the requirements for the State of Connecticut.

## ***Cultivating Emotional Intelligence in the Workplace***

Emotional intelligence is related to awareness and effectiveness of feelings, both one’s own and in dealing with others. Research shows that organizations headed by individuals with high Emotional Intelligence outperformed yearly revenue targets by 15%-20%. Learn more about this competency and how it can enhance you as a leader. Understand what Emotional Intelligence is. Learn the five components of Emotional Intelligence. Identify your own Emotional Intelligence level.

## ***Leading & Coaching for Results at Work***

Being in a leadership position can be challenging in dealing with both diverse individuals and team dynamics. It’s important to recognize individual contributions and strengths while promoting collaborative teamwork. Learn ways to increase your emotional intelligence and that of your team. This workshop will address techniques, skills and strategies for getting results while motivating people and increasing job satisfaction.

- ▶ *Influence and motivate for peak performance*
- ▶ *Communication skills essential to effective team functioning*
- ▶ *Guiding your team to prevent conflict and deal with it proactively*
- ▶ *Emotional Intelligence concepts to enhance leadership skills*



# Solutions

## ***Managing Challenging Situations & Creating a Respectful Workplace***

- ▶ *Modeling direct and open communication*
- ▶ *Conflict, bullying, disrespect, gossiping*
- ▶ *How to deal with difficult behaviors proactively*
- ▶ *How to handle difficult situations with employees*
- ▶ *Laying the foundation for creating a respectful workplace*
- ▶ *Developing supportive relationships with other managers & supervisors*
- ▶ *Using resources, coaching, professional development to increase and enhance your skills*

## ***Managing Through Transitions***

Managing in times of organizational change can be challenging. Employees have intense emotions. Communication at these times often breaks down. This training is designed to teach managers about the three-phase process of change and to understand what employees are feeling by mapping their own change experience. Specifics of how to communicate and what to avoid are discussed.

## ***Managing Through Turbulent Times***

With today's turbulent changing times, managers need to be adept at coping with their own changing environment at the same time they lead employees through transitions. This can be quite a challenge, but with knowledge and real life skills, it can be managed in an empathic manner while continuing to be productive in the workplace.

Participants will learn about:

- ▶ *Their own reactions to change*
- ▶ *Review common myths about change*
- ▶ *Learn stages, common feelings and reaction of their employees*
- ▶ *Understand what employees need*
- ▶ *What to avoid in the midst of change*
- ▶ *How to communicate effectively*

## ***Preparing for and Preventing Violence in the Workplace***

This workshop will give managers tools to handle conflict, anger and aggression in the workplace. An overview of workplace violence, signs of a potentially violent employee, creating an atmosphere that prevents violence, preparing for a terminating and using a team approach for handling threats will be discussed. Interventions that help healing when violence strikes will also be covered.

## ***Saving Good Employees***

*A basic workshop on identifying, confronting and referring a troubled employee.*

Supervising an employee with personal problems can be one of the most time consuming and toughest jobs a manager has. If an employee's personal problems are significantly affecting his or her job performance, the manager must take some action. How does one motivate the employee to get assistance? Designed to help managers be more proactive and effective without getting over-involved, this training helps save good employees.

## ***Supervision 101: What Everyone Needs To Know***

Learn some basic skills necessary to be an effective supervisor. Communication skills and techniques, how to manage employees in conflict, addressing performance issues, and building an effective, cooperative team will be discussed. This is interactive and role-plays will be utilized.

## ***What Supervisors Need To Know About Alcohol & Drug Use In The Workplace***

*This training will fulfill the requirements for the DOT Alcohol & Drug Regulations.*

Supervisors are a company's first line of defense against drug and alcohol use in the workplace. The nature of their role makes them the most responsible for identifying alcohol and drug use and confronting users. This training gives supervisors the necessary tools and coaches them on how to handle this effectively and within the law.

# *Financial Solutions Workshop*

## **Budget and Credit In Tough Times**

With the current financial crisis affecting our country, the ability to successfully manage our personal budgets, while still maintaining good credit, becomes extremely challenging. This workshop looks at the keys to budget management and the importance of establishing (and keeping) a good credit history. It will also address the best ways to identify and cope with financial stress.

*Presented by: American Consumer Credit Counseling & Solutions EAP Staff*

## **Financial Fitness**

This program motivates and instructs participants to conduct a check-up on their finances. It examines the basics of money management, including: goal setting, budgeting, debt, credit and credit reports. Warning signs of potential problems, as well as, preventive measures are discussed so everyone can learn, regardless of income.

## **Focus on Turbulent Times**

As the aftermath of recent events have left many of us concerned about the economic ramifications for our selves and for our country, it is a most important time to examine your current investments and asset allocation. Even out of uncertainty, can come opportunity. Riding out this current financial storm really depends on having a sound financial strategy. Focus on "Turbulent Times" can help attendees evaluate their current financial strategies and if necessary can help them to develop new ones. In addition, they will be provided with proven investment approaches that can help all of us survive in these uncertain financial times.

*This seminar is brought to you by MetLife and Solutions EAP.*

## **Handling Stress Through Economic Uncertainty**

This workshop will address:

- A. Worry – divide into what you can control and cannot control
- B. Communication – Let your family know what is going on financially and keep the lines of communication open.
- C. Action – Opportunities to address financial issues and make informed decisions for today and the future
- D. Health Issues – It is important to take care of yourself in stressful times
- E. Healthy Coping Strategies

## **Identity Theft**

What is Identity Theft? Learn how to protect yourself against this new threat.

Identity theft can be a frightening and overwhelming experience and if it does happen to you it can go undetected for months.

How the Identity thief steals your Identity

Why is it important to check your credit report yearly

What steps to take to resolve being a victim of Identity Theft

How to protect yourself from e-mail phishing scams

How to protect yourself from electronic skimming of your ATM / Credit Cards

## **Money Talk: Get Control of it Before it before it gets control of you.**

This workshop explores values and what money means to you. The psychological power of money can be very seductive in our day to day lives. Learn how to set goals within your own value system.

# Solutions

Notes:





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