

TriHealth EAP presents

2019 Enrichment Series

Emotional Eating

Eating large amounts of food to cope with feelings is a universal experience, and the number one cause of overeating in the United States. Through this training, participants should be able to:

- Define emotional eating, and tell the difference between emotional eating and eating out of hunger
- Identify strategies to recognize the reasons behind emotional eating
- Learn techniques to learn emotional cravings management skills
- Learn other emotional eating intervention strategies, including mindful eating, coping with feelings and health management

Verbal De-escalation Strategies

Providing exceptional customer service can be challenging as we strive to meet the wants and needs of the individual being served. What do you do when you are challenged with a person who is upset, angry, and out of control? When faced with this behavior, primal instincts may activate which can lead to lashing out in an inappropriate manner, running from the conflict, or feeling helpless and unable to respond. This training can help you learn and master a more effective response through the use of Verbal De-escalation Strategies. Training participants will feel empowered in their abilities as they learn to utilize targeted communication and engagement techniques that are designed to defuse conflicts and reduce agitation of escalated persons in an effort to increase safety and generate positive outcomes.

Emotional Intelligence

Emotional intelligence, or EQ, is the ability to understand our emotional makeup and to use that knowledge to manage our feelings and build relationships. Studies have shown that success in our careers and relationships depends less on our IQ's and more on our EQ's.

This training focuses on:

- Defining emotional intelligence
- Educating participants about how our brains work to influence our emotions
- Discussing methods each of us can use to strengthen emotional intelligence

NEW TOPIC: Getting Motivated to Meet Our Goals

It is often difficult for us to get motivated toward the changes we want to make in our professional lives and in our personal ones. The goals of the training are to focus on the driving force that helps us do just that. In this training we will motivation, discuss how we can motivate ourselves, and to introduce an array of tools for increasing and maintaining motivation.