

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

Assertive Communication

Assertiveness involves the use of a communication style in which a person expresses their own wants and needs while also taking into consideration the wants and needs of others. Assertive people are respectful and they communicate in a style that is neither passive nor aggressive. People who exhibit a passive communication style may feel taken advantage of and manipulated by others and they often struggle with putting their needs in front of the needs of others. A lifetime of passive communication often contributes to increased stress and feelings of anger and resentment. Individuals who communicate in an aggressive manner are often perceived as bullies who have no regard for the rights of others and cannot be trusted. This behavior may lead to others avoiding you or constantly opposing you. In this training we will focus on mastering appropriate assertive communication skills which will help to increase self-esteem, boost confidence, gain respect, improve relationships, and enhance life satisfaction.



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