TriHealth Employee Assistance Program

Training Catalog

TriHealth EAP

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TriHealthEAP.com

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TRAINING

TriHealth EAP trainings are designed to help your organization's staff improve their lives both at home and in the workplace. Our employee trainings cover areas of interest, including health, wellness, safety, and productivity. Our supervisor/manager trainings are designed to promote safety and productivity as well as regulatory compliance in the workplace. TriHealth EAP's trainings and seminars are presented by a highly qualified team of experienced professionals with expertise in specific content areas.

Training sessions can be tailored to meet your needs including time of day, duration and location. Trainings are most frequently offered in one or two-hour programs. However, our flexible scheduling can adjust to your needs, from 30 minutes to half-day to all-day trainings, or as a series. Trainings can be offered onsite or at a TriHealth location. Many presentations are available as webinars as well.

We are continually developing new trainings as our companies' needs change. If you are interested in a topic not appearing in this catalog, please contact an EAP supervisor at 513 891 1627 /800 642 9794.

What participants have said:

"The presenter was very informative and helpful. I especially appreciated his help with turning a negative conversation to a more positive one. He gave us several websites and other reading material that will be helpful."

"I feel I learned things I can immediately apply to the workplace as well as my personal life."

HEALTHY LIFESTYLE

Wellness for Women

Women's roles continue to change dramatically and so have the challenges facing women today. This training examines the contemporary woman, the common issues she deals with, and "tools" that can help with the unique situations she encounters. Issues covered include how women can strengthen their emotional wellness and how they can implement stress management strategies.

Aging Well

Unfortunately, aging is inevitable for all of us. We can't help getting older, but we do have a major influence in the quality of our lives as we age. This training addresses the challenge of aging, by discussing the normal changes in our mental, emotional and physical state as we go through each adult decade of life and the factors that influence how our bodies age. We will also explore proactive steps to improve the qualities of our lives as we age.

Work Life Balance

Achieving balance in life is not easy. The demands of our life roles often seem to exceed our available time and energy. In this presentation we will explore factors that contribute to imbalance, learn how to set priorities and stick with them, and develop good self-care strategies for finding and maintaining a balance in our life.

Getting Motivated to Reach our Goals

It is often difficult for us to get motivated toward the changes we want to make in our professional and personal lives. The goals of the training are to describe motivation, discuss how we can motivate ourselves, and to introduce an array of tools for increasing and maintaining motivation.

Organizing Your Life: Making the Most of Your Time

When it comes to organizing, we can be our own worst enemies. It is easy to get frustrated and overwhelmed and just want to give up. However, the benefits include lowered stress, increased efficiency, and greater productivity both at home and work. Learn how to overcome personal barriers and learn effective tools for organizing your personal and professional lives.

Sleeping Well

Getting enough sleep is critical to both our physical and emotional well-being yet 70 million Americans suffer from some type of sleep disturbance. This presentation will explore the importance of sleep and help participants develop an understanding of what is required for restful sleep. We will also look at common causes of sleep disruption and review helpful tips to improve sleep and be well rested.

Changing Your Habits

The psychologist, William James once observed that ninety-nine percent of human activity is out of mere habit. Habits often serve us well by freeing up our conscious thought processes for more creative pursuits but understanding why and how habits are formed can also explain why some people have

difficulty breaking unhealthy habits such as smoking, overeating or constantly checking their phones. This presentation explores theories of the development of habits including the Habit Loop. We will examine some practical and useful tools to help reshape negative habits into positive ones.

Stress Management

Increased work expectations, financial uncertainties, information overload, voice menus, long lines... it seems people are more stressed-out than ever. A *U.S. News* survey found 7 out of 10 people felt stress at some point on a typical weekday. This presentation discusses the causes of stress, how to identify stress signals, and learn useful techniques to manage the stress in your life.

Beating the Winter Blues

The winter season can bring about the winter "blues." Shorter days of sunlight, colder weather, snow emergencies and even "cabin fever" can get you down. This presentation will focus on the qualities of winter that can make it a difficult time, educate regarding the difference between normal "winter blues" and the more serious seasonable affective disorder, and educate regarding ways to cope with winter and its effects.

Managing Holiday Stress

The holidays can be a very stressful time. Learn how to focus on what is important to you during the holidays and manage the areas that cause stress during this time. This presentation describes the value of an action strategy to reduce stress, and provides tips on how to take care of your health during the holidays.

The Benefits of Humor

Humor, in the forms of laughter, silliness, and seeing the bright side of difficulties, is often very good for us. It aids with stress management, helps us feel connected with others, and gives us the tools to be more productive. However, when times are the most stressful, we often use the skills of humor the least. This training will discuss the physical, social, and mental benefits of utilizing humor in our lives and how to put the fun back in our daily lives.

Understanding Emotional Eating

Eating large amounts of food to cope with feelings, rather than out of hunger, is a common experience and the number one cause of overeating in the United States. Participants will be learn to define emotional eating and tell the difference between eating when hungry and emotional eating. They will also learn emotional craving management skills.

Resilience

Learn skills to build resiliency and to better cope with the stress that affects your daily life. Resilience is the ability to adapt and persevere through stresses and times of adversity.... not just to survive, but to thrive and become stronger. In this program, key skills to increasing your resiliency will be explored.

Strategies for Self-Care

We are all skilled at showing compassion to others, but, how many of us show ourselves that same level of kindness? One of the best things we can do for our minds and bodies is to take a break and remember our value. In session one, we will define self-care and discuss how to weave the six components of self-care into our daily routine.

In an optional session two, we will talk about the barriers preventing us from fully implementing self-care into our routines. We will also practice relaxation exercises as a foundation for self-care.

Drug and Alcohol Awareness

Alcohol Awareness

Alcohol can be an enjoyable beverage. However, it is also a drug that can cause serious consequences if used inappropriately. This training is designed as a "user's manual" to the effects of alcohol, healthy drinking habits, and how to enjoy our national beverage in a moderate and safe way.

Addiction Awareness

Addiction to alcohol or drugs affects at least one out of every 10 adults in the United States. It not only affects the individual with the disease, it harms everyone associated with them, including their family, friends, coworkers, and fellow community members. This seminar discusses the elements to understanding addiction and how to help someone who is addicted.

Celebrating Wisely: Alcohol and the Holidays

The holidays are a time of joy and celebration! They often mean an opportunity to spend more time with family members, a chance to relax with coworkers, and a chance to attend parties with our friends and family. This training addresses how to enjoy the season without letting the "holiday spirits" cause problems in your life. The goals of the training are to educate on the increased danger of alcohol-related accidents during the holiday season, to understand the effects of alcohol, and to teach strategies to keep holiday parties safe and enjoyable.

Tobacco Cessation

Tobacco Cessation 3-Part Series

Tobacco use is the leading preventable cause of illness, disability, and death in the United States. Nicotine, in the form of cigarettes, cigars, or chewing tobacco, is one of the most difficult drugs to quit. These trainings help the employee on the journey of quitting, by presenting the challenges of quitting   and strategies to help with those challenges. Each of the following three trainings can be presented individually or in a sequence.

- **The Challenge of Quitting Nicotine**

   The effects of tobacco and nicotine and why smoking is so difficult to quit is discussed. It describes the common withdrawal symptoms when quitting and effective strategies in   managing those symptoms. The most widely used medication options for quitting nicotine are also reviewed.

- **Nicotine Cravings Management**

   This training helps participants identify the people, places, and things that can trigger a nicotine craving and strategies they can employ to minimize the amount or severity of nicotine cravings. It also focuses on effective coping skills for managing cravings.

- **The Stages of Nicotine Cessation**

   This training provides an overview of the process of quitting nicotine. It focuses on strategies to help with the preparation stage, coping with withdrawal symptoms in the initial three days of quitting, the life-style changes of the first month, maintaining nicotine recovery in the ensuing years, and coping with a   nicotine relapse.

Tobacco Cessation Program

The process of quitting nicotine is one of the most difficult an individual will undertake and no one has to do alone. This 6-session program delivered at the work site helps employees learn the steps of quitting tobacco and how to make a decision to quit. The sessions include the setting of a "quit date," and utilizing the support group to discuss the challenges and triumphs of quitting tobacco.

Emotional Health

Understanding Depression

Depression is the most common form of mental illness. Chances are, someone you know has experienced or is experiencing an episode of depression. This program will help you recognize the signs and   symptoms of depression and understand what makes it different than sadness. We will explore helpful tools for managing depression as well as the most effective treatments available. You will also learn how to help someone who may be depressed.

Emotional Intelligence

Emotional intelligence is the ability to understand our emotional makeup and to use that knowledge to manage our feelings and build relationships. Studies have shown success in our careers and relationships depends less on our IQ's and more on our EQ's. This training will help participants understand emotional intelligence and how to use it for their own benefit by defining emotional intelligence, presenting how our brains work to influence our emotions, and discussing methods to employ to   build stronger emotional intelligence.

Positive Psychology

In the past, psychology focused on helping people alleviate negative emotions, such as depression, grief, or anxiety. Positive psychology focuses on helping people boost a positive emotion, called happiness. We will explore what makes us happy, by defining positive psychology, describing the qualities that help people feel happy and discuss   methods for establishing and developing those qualities.

.RELATIONSHIPS AND FAMILY

Healthy Relationships

Relationships are an integral part of our lives, from our spouses and significant others, to our friends and our co-workers. They sustain us, they support us, and often they contribute strongly to who we are. The better we understand relationships, the better we can strengthen them. This presentation explores the qualities of good relationships, whether friendships, our family of birth, or co-workers, and will also focus on the qualities of a healthy romantic relationship.

Coping Skills for Caregivers

The overwhelming majority of caregivers are non-professional; typically caring for aged, infirmed or disabled family members, friends or children. Caregiving is fraught with numerous job and family pressures, yet can have its own intangible rewards. This program identifies signs of caregiver stress, and offers useful suggestions for self-help, respite and support for the caregiver.

What? Me Worry?

Most of us are very familiar with the emotional habit of worry, and 38% of Americans admit they worry on a daily basis. Worry itself is a normal and healthy coping mechanism but too much worry can make us overwrought, sleepless, and unhappy. This training focuses on defining worry and the different types of worry, describing the difference between productive worry and unproductive worry, and outlining strategies on how to worry less and enjoy life more.

THE WORKPLACE

Assertive Communication

Assertiveness involves the use of a communication style in which a person expresses their own wants and needs while also considering the wants and needs of others. Assertive people are respectful and they communicate in a style neither passive nor aggressive. People who use a passive communication style may feel taken advantage of, manipulated by others, and they often struggle with putting their needs in front of the needs of others, leading 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 so others avoid them or constantly oppose them. In this training we will focus on mastering assertive communication skills through interactive group discussion and role play which will help to increase self-esteem, boost confidence, gain respect, improve relationships, and enhance life satisfaction.

Change in the Workplace

With our changing technology and current financial pressures, workplace change feels like it's occurring at the speed of light. This presentation focuses on the strategies an employee can use not only to get by, but to excel in a changing workplace. We will explore the challenges involved and strategies to aid in the process of coping with workplace change.

Time Management in the Workplace

There are always demands on our time and like it or not, there are only a finite number of hours available to us in any day. What you accomplish at work depends largely on your own motivation, your energy, your skills and abilities, and other resources. Effective time management can help us to work smarter, be more efficient, and feel less stressed. We will look at obstacles to effective time management, learn how to set priorities and avoid urgency addiction along with other strategies to manage your time.

Diversity in the Workplace

This training defines diversity and inclusion, the relationship between them, and the major dimensions it often encompasses. How to build greater cultural competence and skills to improve cross- cultural communication are also discussed.

Generational Differences in the Workplace

Each generation is going through a different developmental stage and has "come of age" during different world events and popular cultures. There are common differences between generations that manifest in the workplace. This training focuses on common life events and philosophies of the generations of workers, and presents tools on how to improve our understanding and appreciation of our differences.

Building Work Relationships

Good work relationships are essential to our ability to do our jobs, but also contribute to our job satisfaction. This training discusses the joys and challenges of interacting with coworkers, explores the process of making and keeping a good working relationship with coworkers and teaches how to constructively cope with difficult co-worker situations.

Harassment

Employees want to be treated with respect, and in return are responsible for treating each other with respect. This training focuses on the dangers of workplace harassment, and the misconceptions of workplace harassment. It describes the types of harassment that endangers morale, productivity, and smooth operations of a workplace. It also addresses the employees' role in maintaining a respectful workplace and reporting harassment.

Conflict Management

Conflict is an inevitable part of everyone's work lives. It is impossible to interact with others without disagreements or differences of opinion which when managed well can lead to improved working relationships and a positive means to arriving at better solutions. This seminar is designed to discuss the common causes of conflicts, help participants discover their preferred conflict management style, and to discuss how to manage workplace conflict in a healthier way.

Dealing with Difficult People

From time to time we all face the challenge of how to best deal with difficult people on and off the job. This program is designed to explore what makes people "difficult" and help participants develop communication strategies to deal constructively with difficult people. We will look at traits of common types of difficult people and identify strategies to assist in improving interactions with them.

Dealing with Angry Customers

From time to time, we have to deal with irate customers, whether it is in person or on the phone. Sometimes we may even find ourselves being one of those angry people! This program offers tips on how you can assist irate customers while helping take care of yourself emotionally. We will examine causes of customers' anger and understand our own responses to customers' anger. We will also discuss the difference between difficult people and difficult situations, develop effective skills to diffuse customers' emotions and review self-care strategies.

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 a more effective response through the use of verbal de-escalation strategies. Training participants will learn to utilize targeted communication and engagement techniques designed to defuse conflicts and reduce agitation of escalated persons to increase safety and generate positive outcomes.

Surviving Job Loss

Losing one's employment can be a devastating event. No matter how prepared we might be it remains one of the most traumatic circumstances we can encounter. This program will help those who have or will be losing their jobs to understand the emotional, physical and behavioral symptoms of job loss, and to learn skills to come out stronger from job loss.

RESILIENCY TRAINING AND COACHING

Building a Happier You: Taking Charge of Your Emotional Health

Resilience is the capacity to adapt successfully, to grow, and thrive in the presence of adversity. This program is designed to help your employees develop their own personal Resiliency Strategy by finding positive ways to manage life and improve their ability to cope with stress. The goal is to achieve a happier, more meaningful, and successful life. The program consists of <u>six </u>small group sessions incorporating education, discussion, and "homework" assignments to learn and practice new resiliency tools. The program can be tailored to your organization's needs with options available to include one-on-one telephonic or in-person coaching sessions.

SUPERVISOR/MANAGER

The New Supervisor

Great workers often get picked to be new leaders. Being an excellent leader often requires a very different skill set than those acquired as a great worker. This training will help new supervisors or managers to explore the challenges and opportunities of leading people and develop the critical know-how to succeed

in their new role. We will explore basic skills essential to good management and learn how to avoid potential pitfalls often encountered by a new supervisor or manager.

Effective Leadership

Leadership means something different to each of us and there are a variety of leadership styles in the workplace. There are common aspects to these styles that make them effective and productive. As a result of this training, supervisors will be able to understand the variety of leadership styles, assess their own leadership skills, and identify areas for improving their capacity to lead others.

The Coaching Process

One of a supervisor's goals is to get the best out of their employees and encourage them to grow and develop. Coaching can help in this process of bringing an employee from where they are to where they want to be. This training will describe the coaching techniques that help empower employees to do their best, including creating a culture of ownership,   promoting motivation, giving feedback, and conducting formal corrective coaching sessions.

Leading Change in the Workplace

Organizations must change in order to be successful in today's business climate. While leaders are often focused on the end results it is still human nature to resist change. Change can be stressful, even in the best situations. This program will assist managers in understanding the impact change has on their employees and learn strategies to engage and support their employees through the change process. The end result can be a positive outcome for the manager, their employees and the organization.

Harassment for Supervisors

One of the more challenging responsibilities of a supervisor is in taking steps to ensure the work environment is a respectful place for all. This training focuses on the dangers of workplace harassment and addresses common misconceptions. It describes the types of harassment that can endanger morale, productivity, and smooth operations of a workplace. It also addresses the supervisor's role in maintaining a respectful workplace, and addressing harassment.

Stress Management for Supervisors

Supervisors with their multiple responsibilities and daily challenges can often find themselves in a highly stressful environment. This program will explore what supervisors can do to manage their own stress and also create a positive and less stressful work environment for employees. The goals of this training are to gain a better understanding of supervisor stress and its effects, and to identify strategies to manage workplace stress, including effective conflict management and difficult employees.

Building Resilience in Supervisors and Employees

Resilience is a large predictor of our success at work, as well as our overall satisfaction with life. Resilience is the ability to adapt, "bounce back" in difficult circumstances, and emerge stronger. In today's rapidly changing world, it is an essential skill for both employees and supervisors. This program defines resilience, its positive effects and outlines strategies supervisors can use to build resilience in their employees as well as reinforcing their own resilience.

Burnout

Job burnout can affect any employee. However it is a real occupational hazard for professionals, including supervisors, helping professionals, and managers. This workshop focuses on the unique properties of the professional job, the symptoms of burnout, and how to prevent burnout. Strategies on how to intervene when supervisors observe burnout in their employees will also be discussed.

Conflict Management for Managers and Supervisors

Conflict is a natural part of the workplace. It is impossible to interact with others without disagreements or differences of opinion. When managed well, conflict can often be a means to arriving at better solutions and can lead to improved working relationships. Supervisors and managers have significant influence towards a positive outcome when conflict arises. This training is designed to help managers and supervisors understand common causes of conflicts, and to lead to resolution of workplace conflict in a healthy way. Participants will have the opportunity to discover their preferred conflict management style as well as other styles that can be useful in the work place.

Difficult Conversations

"Difficult conversations" happen all the time in the workplace. Giving feedback to an employee, conveying unpleasant news, and working through company change are just a few examples. Effectively managing these conversations requires certain skills. This training focuses on describing the components of a "difficult conversation", describing the key elements necessary for a good dialogue, and instructing how to conduct a "crucial conversation" in a productive and positive way

Managing Disruptive Behaviors

Unfortunately, disruptive behaviors can occur in every workplace - bullying, emotional outbursts, defensiveness, or "presenteeism." This training focuses on corrective approaches and responses to a variety of disruptive behaviors before they escalate. Participants will learn how to recognize disruptive behaviors, strategies on addressing specific disruptive behaviors, and the resources available through TriHealth EAP to manage difficult workplace situations

Violence in the Workplace

No workplace can be completely safe from the potential for violence. However, the more we understand warning signs and risk factors, the better we are able to significantly reduce the risk of workplace violence. This training will focus on identifying the risk of potential violence in the work setting, learning to distinguish between the four types of workplace violence, developing knowledge of prevention strategies including risk assessment, and learning how to best respond to a potentially escalating violent workplace incident.

The Supervisor's Guide to Mental Health

Mental health and substance abuse problems often appear in the form of employee performance issues, affecting work quality, attendance, behavior or relations with co-workers or supervisors. This training is designed to help supervisors understand the impact of substance abuse and behavioral health problems in the workplace, as well as recognize how those issues are manifested in the workplace. It will include instruction on how an effective supervisor can manage an impaired employee in a safe manner.

When Life Crises Affect the Workplace

When an employee experiences a life crisis, it can affect the entire workplace. A serious illness, the death of a coworker, a severe accident, or a catastrophic event can cause powerful emotions in employees, and has the potential to interfere with the employees' ability to function. This training helps supervisors to manage potential workplace crises. We will define "critical incident," how it affects the work place, and discuss the stages an employee experiences during a critical incident. We will explore supervisory strategies to support employees through difficult events and how a supervisor can use TriHealth EAP to provide a critical incident stress response for employees.

Downsizing and Reorganizing

Downsizing and reorganizing occurs in many organizations in today's economy. It can bring fear, insecurities, and a decrease in employee morale. This seminar describes the effects of downsizing and reorganizing on the organization and the employees. It also introduces strategies on how the supervisor can aid employees, themselves, and the organization cope.

STUDENT ASSISTANCE AND YOUNG PROFESSIONALS

Thriving in College, Resilience for Students

College is filled with new experiences, new relationships, and new responsibilities, but is also a time of disappointments, mistakes, and indecision. This training presents resiliency skills, time management tips, and organization strategies to help you thrive when life stressors get you down.

Communication Strategies for Gen Z

How to talk so people will listen. What is professional etiquette? When to text vs. email vs. talking face to face? How does communication with your parents change as you grow up? How is talking to your supervisor different than talking to your friends? This training discusses ways to improve your self-image through thoughtful, clear communication.

Self-Care in the Digital Age

Growing up in the digital age certainly has its advantages, but there are also disadvantages.

Obesity, chronic stress, high rates of anxiety and depression, and staggering rates of suicides are a real part of the lives of digital natives. This seminar teaches strategies for good self-care and how to overcome the challenges of making time for them so you feel the way you want to feel.

Test Anxiety

Anxiety is a normal, human emotion. It helps us with motivation and focus, and protects us from dangerous situations. However, too much anxiety can become overwhelming or paralyzing. Test anxiety often creates difficulty for students. This training discusses characteristics of test anxiety and strategies to overcome.

DRUG-FREE SAFETY PROGRAM

Drug-Free Safety Program: Employee Education

This program provides alcohol and drug awareness for employees, including the effects of drug and alcohol abuse on the workplace, the most widely used drugs and their effects, information on addiction and recovery, and the effects of addiction on the workplace and society. This training satisfies the employee education requirement for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.

Drug-Free Safety Program: Supervisor Training

This program focuses on skill-building for supervisors and how to address drug or alcohol abuse in the workplace. The topics covered include the most commonly abused drugs, signs of their use, reasonable suspicion, and how the supervisor can respond to specific situations in conducting the reasonable suspicion process. This training satisfies the supervisor training requirement for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.

Drug Free Safety Program: Train the Trainer

This training teaches company representatives how to conduct Drug-Free Safety Program trainings for their employees. Information for three years of TriHealth EAP's Drug-Free Safety Program trainings is presented. Train the Trainer trainings can be for employee trainings or for supervisor refresher trainings. This training satisfies the Train the Trainer training requirements for the Ohio Bureau of Worker's Compensation's Drug-Free Safety Program.

DOT Supervisor Trainings

This training provides education for supervisors on the DOT (Department of Transportation) Drug-Free Safety Program. It focuses on the signs that may indicate an employee has a drug or alcohol problem. In addition, it addresses the DOT requirements as well as the employee referral process to a SAP (Substance Abuse Professional). This training satisfies the supervisor training requirement for the Department of Transportation's Drug-Free Safety Program.

To schedule a training
contact us at 513 891 1627 or toll free at 800 642 9794.