



ALLPOINTS
EAP & Organizational Services

EAP Works • People Works • Fit to Work

TRAINING CATALOG

Develop your organization. Achieve results.

Customized trainings mean you
choose the level of involvement

*“Tell me,
show me,
involve me.”*

TRAINING (TRADITIONAL)

- Length from ½ hour to all day
- Topics as listed in catalog or tailored to your needs
- Mix of didactic and experiential modalities
- Follow-up groups can be added to reinforce learning

*“Tell me,
show me,
involve me
over time.”*

TRAINING INSTITUTES

- Sequential trainings around a theme (for example, supervisory skills, customer service, or communication)
- Generally 4 to 6 sessions of 1-3 hours each
- Also a mix of didactic and experiential modalities
- Talk to us about your training goals and we can work with you to design a theme that will suit your needs

*“Tell me,
show me,
involve me,
and help me
integrate what I
learned into
real life.”*

APPLIED TRAINING

- Maximizes learning and the potential of your people
 - Takes your workforce beyond the above trainings to integrate new learning into actual operations
 - Following didactic & experiential training, one of our expert facilitators uses actual work tasks (for instance a team meeting) to observe the team process. During breaks woven through the meeting, the facilitator helps participants apply what they have learned in previous sessions. Research demonstrates this type of learning has the greatest power to change behavior.
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Contact Susie Owen, Training Program Manager

For more information (434) 845-1246

EAP / CORE TECHNOLOGY TRAINING:

These trainings are covered under the EAP contract at no additional cost

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Drug Free Workplace Awareness	Page 2
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◆ Back to Work	
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◆ Diffusion	
◆ Debriefing	

ORGANIZATIONAL DEVELOPMENT – BEYOND EAP

These services provided on a fee for service basis

Manager and Supervisor Skill Development	Page 3 & 4
◆ Boundaries in the Workplace	
◆ Constructive Confrontation for Performance	
◆ Excelling as a Supervisor	
◆ Sexual Harassment for Supervisors	
◆ Violence in the Workplace for Supervisors	
◆ Department of Transportation (DOT) Supervisor & Driver Training	
◆ Substance Abuse Education	
◆ Leadership Development and 360° Assessment	
◆ Meeting Facilitation	
◆ Ethics	
◆ Understanding Teams 101	

More topics on the next page

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- ◆ Substance Abuse Education
- ◆ Sexual Harassment for Employees
- ◆ Violence in the Workplace for Employees
- ◆ Managing Up
- ◆ Ethics
- ◆ Start Right and Stay Right

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- ◆ Change in the Workplace – Preparation for Downsizing
- ◆ Processing Change: An After Action Review

Diversity Training..... Page 7

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- ◆ Work Style Differences and Team Development
- ◆ Beyond the Basics: Developing True Diversity

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- ◆ Effective Listening
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- ◆ Dealing with Conflict
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- ◆ Frontline Customer Service
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- ◆ Presentation Skills
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Life-Style Management Training..... Pages 9 & 10

- ◆ Anger in the Workplace
 - ◆ Humor in the Workplace
 - ◆ Understanding Depression
 - ◆ Enhancing Self Esteem
 - ◆ Family Dynamics
 - ◆ Parenting Skills
 - ◆ Quitting Smoking: How to Get Started
 - ◆ Stress Management
 - ◆ Time Management
 - ◆ Assertiveness
 - ◆ Financial 101
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EAP Awareness

EAP Awareness ♦ A brief training session designed to provide an overview of the employee assistance program and its services, and may be presented to the entire workforce or smaller groups of employees. Major topics include voluntary participation, confidentiality, the various types of problems with which EAP assists employees and family members, and types of professional services available. This training is used in the implementation of a new organization or as a refresher with a mature organization.

Supervisory Skills: EAP as a Management Tool

Introductory Supervisor Training ♦ This training introduces supervisors to using EAP as a management tool. It instructs participants in the importance of early intervention, and the process of referring employees with job performance and/or personal problems. This training is used in implementation of a new organization.

Supervisor Retraining ♦ Supervisor retraining usually occurs after a company has been with EAP for a year. It is specific to the needs of the organization, provides a refresher of introductory supervisor training, and focuses on topics such as what prevents supervisors from making an appropriate referral, and improving supervisory skills.

Drug Free Workplace

Drug Free Workplace Training for Supervisors and Employees ♦ An overview of the Drug-free Workplace Act is provided in this training, along with alcohol and drug education, and guidance in how to use the EAP for assistance with substance abuse problems. The importance of a DFWP policy to an organization is emphasized. Other applicable policies and regulations may be integrated with this training with the assistance of the employer customer.

Back to Work ♦ Special supervisory skills are required for supervisors who have employees returning to work after treatment for chemical dependency. Participants in this training will be taught about basic concepts in chemical dependency treatment and recovery, how to prepare for the returning employee, how to recognize signs of substance abusers who are relapsing, how to intervene early to assist employees, and how to make a referral to the EAP.

Critical Incident Response

Diffusion and Debriefing ♦ Trauma response consists of on-site group sessions for employees who have experienced trauma. Traumatic incidents include both on and off-site occurrences. Examples include: employee injury or accident on duty, physical violence, death of a co-worker in or out of the workplace, suicidal threats or suicide, sexual assault, and natural or workplace disaster even if no injuries occur. Trained professional staff will facilitate a structured group in order to help employees process the traumatic event(s). Participants of this training will learn about the various types of trauma, the effects of stress, the grief process, how to process the traumatic event and the benefits of doing so.

Manager and Supervisor Skill Development

Boundaries in the Workplace ♦ Boundaries are a natural part of our personal and professional relationships. Varied and complex, boundaries let us know when behaviors are appropriate in the context of certain relationships. This workshop goes beyond the basics of harassment training and examines appropriate interactions with others in the workplace.

Constructive Confrontation for Performance ♦ An advanced training that focuses on how to constructively confront poor performance. Participants are trained to prepare for and conduct performance interviews, to identify signs of a troubled employee and collaborate with the EAP to maximize performance improvement.

Excelling as a Supervisor ♦ Today's workplace environment demands that excellent supervisors have leadership skills. This training explores important skills such as communication and coaching, and examines how supervisors set the tone for defensive vs. supportive work climates. To promote professional development, attendees will complete a self-assessment to determine their individual styles of supervision.

Sexual Harassment for Supervisors ♦ This training provides an overview of sexual harassment and discussion regarding attitudes and behaviors. Participants will learn about the prevalence of sexual harassment, the costs involved with it, and what employers and supervisors can do for prevention. Supervisors will be informed on what steps must be taken when an employee makes a complaint formally or informally.

Violence in the Workplace for Supervisors ♦ Supervisors and managers will receive instruction specifically dealing with managing violence and the threat of violence in the workplace. Participants will examine what constitutes a threat, warning signs of typical perpetrators, common factors in at-risk environments, the employer's responsibility, and strategies to deal with the threat of violence in the workplace.

Department of Transportation (DOT) Supervisor and Driver Training ♦ This training is designed to meet DOT requirements for CDL holders and supervisors. Participants learn about the effects of alcohol and controlled substances, and the profile of the substance abuser; supervisors learn how to identify troubled employees, poor job performance indicators, appropriate interventions, proper documentation, and how to utilize EAP.

Substance Abuse Education ♦ What supervisors need to know about substance abuse. An in-depth than Drug Free Workplace Awareness, this program provides more extensive education on alcohol and other drugs and the progression of addiction.

Manager and Supervisor Skills Development Trainings are continued on the next page

Manager and Supervisor Skill Development (continued)

Leadership Development and Assessment ♦ Through training, 360⁰ assessment and one-on-one coaching, our facilitators can help an organization build leadership capacity.

Meeting Facilitation ♦ Because time is one of our biggest commodities, wasting time in unproductive meetings can be costly. This training will focus on the key ingredients for effective meeting facilitation. This training will also cover the specific roles necessary in a team meeting and emphasizes ways to increase participation.

Understanding Teams 101 ♦ This training provides a good foundation for understanding and leading teams. The various types of teams, group dynamics of teams, stages of teams, role of development, and working with resistance will all be explored in this training.

Got Ethics? ♦ Most of us would readily respond that we have and uphold our ethical responsibilities, without doubt, on a regular basis. However, upon closer examination we can see that the answers to ethical dilemmas aren't always so black and white and that many things we consider acceptable daily practices may actually be pushing the ethical envelope. Areas to be covered in this training – ethical issues in the workplace today, exploration of moral development, the power of rationalization, the role of boundaries and areas of uncertainty, consequences of unethical behavior, and models for dealing with ethical issues.

Workplace Training for Employees

Boundaries in the Workplace ♦ Boundaries are a natural part of our personal and professional relationships. Varied and complex, boundaries let us know when behaviors are appropriate in the context of certain relationships. This workshop goes beyond the basics of harassment training and examines appropriate interactions with others in the workplace.

Substance Abuse Education ♦ More in-depth than Drug Free Workplace Awareness, this program provides more extensive education on alcohol and other drugs and the progression of addiction.

Sexual Harassment for Employees ♦ An overview of sexual harassment and discussion regarding attitudes and behaviors. Participants will learn about the prevalence of sexual harassment, the costs involved with it, as well as do's and don'ts for appropriate workplace behavior and steps to take if involved in a sexual harassment situation.

Violence in the Workplace for Employees ♦ Participants will learn about the warning signs of a typical perpetrator of workplace violence, and appropriate steps to take if concerned about a co-worker. Emphasis will be on what constitutes a threat, common factors in at-risk environments, and strategies to deal with the threat of workplace violence.

Managing Up ♦ Rarely do we consider the following – have I taught my boss how to supervise me, do I make my boss look good, do I have a mutually dependent relationship with my boss or is it a hostile dependency, and what is my attitude toward authority in general? These areas will be explored in this training which emphasizes the importance of a win-win relationship with one's supervisors for both professional and organizational success.

Got Ethics? ♦ Most of us would readily respond that we have and uphold our ethical responsibilities, without doubt, on a regular basis. However, upon closer examination we can see that the answers to ethical dilemmas aren't always so black and white and that many things we consider acceptable daily practices may actually be pushing the ethical envelope. Areas to be covered in this training – ethical issues in the workplace today, exploration of moral development, the power of rationalization, the role of boundaries and areas of uncertainty, consequences of unethical behavior, and models for dealing with ethical issues.

Start Right and Stay Right ♦ An employee training focused on the foundations of positive work performance, which includes – our conduct and attitude in the workplace, taking personal responsibility, along with many other principled and ethical behavior – working the hours we are paid for, showing initiative, following the rules, asking for feedback, embracing diversity and many other key ingredients for job success.

Change Management

Leading Through Change ♦ During any period of significant change, such as leadership succession, downsizing, or restructuring, organizations typically experience decreased productivity and increased anxiety, and negativity. This program for managers/supervisors examines the attitudes and behaviors that enable leaders to keep the organization on track. Participants will learn about the change process, the typical reactions to change, including one's own personal reactions, and how to help employees work productively through challenging times.

Working Through Change ♦ This companion training of the **Leading Through Change** program is for employees and explores the dynamics of change and coping strategies for working productively through stressful times. Participants will examine their own personal reactions to change and be encouraged to adopt constructive, positive behaviors toward change.

Change in the Workplace – Preparation for Downsizing ♦ In this training, supervisors/managers receive instruction on how to conduct a downsizing. Learning objectives include (1) developing a notification/ communications plan, (2) what you should and should not say and do, (3) red flags and worst case scenarios and (4) managing the emotional and psychological factors that impact the overall success of the transition.

Processing Change: An After Action Review ♦ A learning experience designed for those employees/workgroups who have been involved in workplace transition. With assistance from one of our facilitators, participants will actively discuss their experiences, examine the stages of change, and their evolving roles. Using new insights, participants can then conduct an “after action review” in order to incorporate past learning into future activities.

Diversity Training

Introduction to Cultural Diversity ♦ An overview of concept of cultural diversity is offered in this training. For some employees, working with someone who looks, believes, or acts differently from them can be uncomfortable. This training seeks to help employees understand cultural differences, prejudices, and stereotypes, to increase their sensitivity to others, and unite around common goals.

Work Style Differences and Team Development ♦ Successfully integrating an appreciation for diversity in your workplace starts with a better understanding of ourselves and others. In this learning experience, participants will use a social style model (similar to other personality inventories such as the Myers-Briggs) to identify their own style of interacting and relating. Using this insight, participants will increase their awareness of and appreciation for other styles, thus enhancing personal and professional relationships.

Beyond the Basics: Developing True Diversity ♦ Successfully incorporating diversity into our work lives takes place over time. This training program takes participants through a sequential learning experience conducted over a number of sessions and is designed to integrate new learning about diversity into daily work and relationships.

Communication Training

Effective Listening ♦ This training is designed to teach participants effective listening skills by focusing on listening without judging, condemning, or criticizing, while receiving relevant information from others. Participants will learn the components of “active listening,” which will help others feel more comfortable interacting with them and reduce the likelihood of miscommunication on the job. Supervisors and employees alike will benefit from this training.

Fundamental Communication Skills ♦ Verbal communication is the focus of this training, which seeks to enhance the participant’s personal and professional relationships. The three basic styles of communication (passive, aggressive, and assertive) are defined. The participant will learn to identify their communication style, to improve the ability to give and receive feedback, to actively listen, and to examine the “do’s and don’ts” of effective communication. This training is appropriate for supervisors and employees.

Interpersonal Interaction Training

Dealing with Conflict ♦ A learning experience that focuses on the dynamics of conflict and the various approaches to dealing with conflict. Participants will examine their own attitudes toward conflict, will learn about assertive communication and how to communicate respect to co-workers, and how to increase the likelihood of cooperation and teamwork. Beneficial to supervisors and/or employees.

Dealing with Difficult People ♦ This training addresses the role of conflict in relationships when dealing with difficult people. The participant will learn approaches to conflict, how conflict progresses, styles of conflict management, and how to specifically deal with the most common types of difficult people. Beneficial to supervisors and/or employees.

Frontline Customer Service ♦ This training is designed for those employees who have regular contact with customers (internal, as well as external). Participants will gain awareness of customer service principles and of one's own self within the customer service environment. Also, basic customer service techniques will be learned to enhance the participants' ability to provide effective, high quality service.

Skills for Better Relationships / Team Building ♦ The basic premise of this training is that in order to better relate to others, it is important to have a better understanding of ourselves. Using a Social Style Survey, which is similar to Myers-Briggs and other personality inventories, participants will identify their own style of interacting and relating. With this insight, participants will also gain awareness and an appreciation for other styles, which can enhance personal and professional relationships.

Presentation Skills – Can You Hear Me Now? ♦ Whether you are persuading colleagues, energizing a team, selling to a customer or pitching an idea to senior management, your presentation skills can make or break the deal. In this day and time of fast paced competitive work environments, one must be able to present ideas in a concise and effective manner.

This 2 day workshop will allow you to learn what makes for a skilled presentation and the highly interactive individual and group practice will allow you to develop your presentation skills. Additional workshop content – organizing materials, planning a presentation, delivery skills, use of visual aids and increasing impact with experientials, facing our fears – dealing with the anxiety of presenting.

Emotional Intelligence ♦ What is it and do you have it? EI is a crucial foundation for anyone who wants to lead others or work well with others. In this training, participants learn the principles that define EI along with learning the importance of self regulation and relationship management. If you want to be successful in your career- this training is a must.

Lifestyle Management

Anger in the Workplace ♦ Anger is a basic human emotion. It serves an important survival function by communicating to ourselves and others that something is wrong. Much like an engine light that warns that a car is overheating, anger alerts us to the fact that there is a problem. How we express anger is something we learn, which means we can learn to express it appropriately rather than mismanaging it and exploding. Anger that is expressed inappropriately can lead to miscommunication, poor interpersonal relationships and in its worst form – violence.

This training will provide a better understanding of anger as an emotion, the do's and don'ts of anger management, and how explosive anger can lead to violence in the workplace. This training is compatible with the *Violence in the Workplace* training.

Humor in the Workplace ♦ Come to this session ready to learn and laugh! The effective use of humor in both work and personal situations can add more fun to the workplace, build stronger relationships and reduce stress. This workshop uses magic and humor to reinforce strategies for a healthier, more productive workplace.

Understanding Depression ♦ Depression is defined and examined in the context of its manifestations in the workplace. Participants will learn the symptoms of depression, how depression may affect job performance, and how it can be effectively treated. Also, strategies participants may utilize to assist co-workers who are depressed, without inappropriately enabling them, will be examined.

Enhancing Self-Esteem ♦ Good self-esteem is an important ingredient for personal and professional development. This training examines the origins of self-esteem and how we form opinions about ourselves. Participants will learn effective ways to improve self-esteem through assertiveness skills, positive thinking, and affirmations.

Family Dynamics ♦ This educational training focuses on understanding the challenges facing family systems, such as chemical dependency and other compulsive behaviors. Other family related topics such as domestic violence and suggestions for healthy communication within a family system will be discussed.

Quitting Smoking: How to Get Started ♦ This training is designed to provide education regarding the effects of smoking, and to examine the motivations for smoking and for quitting. Techniques to begin a smoke-free life are explored and additional community resources are discussed.

Life-style Management Trainings are continued on the next page

Life-Style Management (continued)

Stress Management ♦ This training is designed to define stress and provide participants with a better understanding of how it affects individuals. Participants will examine ways they may contribute to their own stress, and complete a personalized stress evaluation and a stress management plan. Relaxation techniques will be explored. Casual dress is suggested for this program.

Time Management ♦ This training focuses on the internal forces that have a major role in how time is managed. Participants will examine beliefs and behaviors that may sabotage their best efforts and learn techniques to better manage time.

Parenting Skills ♦ Just like children, the act of parenting may take many forms and allow for vast possibilities. This training will help the participant to examine his/her roles as a parent and provide useful techniques for various parenting goals. These parenting goals may include being an active parent, instilling courage and self-esteem, understanding your child, developing responsibility, winning cooperation, and active parenting in a democratic society. This is recommended for parents of children ages 2-12 and involves 6 sessions of an hour each – great for brown bag lunch format.

Assertiveness ♦ This self development course assists one with building assertiveness skills that are relevant in both our personal and professional lives. Participants will learn the connection between self esteem and assertiveness, learn to identify non-assertive vs. assertive communication styles (which includes passive-aggressive behavior), learn how to develop an assertive response, and learn how to practice assertiveness.

Financial 101 ♦ Understanding the emotional connection between money and our spending habits is a very important concept rarely considered, yet significant in how we manage our own finances. This along with budgeting and other foundational finance advice are provided in this training.

If a topic you're looking for is missing, talk to us. Many of our trainings were originally designed to meet a customer's request.

*For more information, contact:
Susie Owen, Training Program Manager
(434) 845-1246 or (800) 645-1246
info@allpointseap.org*