

# Your Workplace Training Catalog

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**MINES  
& ASSOCIATES**

*A National  
Business Psychology Firm*

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# RECOMMENDED SERIES PROGRAMS

## Series 1: Communication

- Communication Skills in the Workplace
- Advanced Communication – Adding Value
- The Silver Lining in Effective Conflict Management
- “Feed Forward” – A new Way To Look at Giving Feedback

## Series 2: Employee Growth and Engagement

- Coping With Life Transitions and Change (*or Change in the Workplace*)
- Get Personal: Enhancing Personal Accountability
- Meet Your Future Self – Setting Goals That Make a Difference

## Series 3: Creating a Respectful Work Environment

- What Does it Take to be Civil These Days? Creating a Civil Workplace
- Diversity in the Workplace
- Valuing Generational Diversity in the Workplace
- The Silver Lining in Effective Conflict Management (*or The Art of Mediation: Finding Common Ground*)

## Series 4: Being Our Best Selves

- Enhancing Emotional Resilience
- Learned Optimism
- Healthy Relationships
- Balancing Work and Family/Personal Life
- Resource Management: The Value of Time

## Series 5: Leadership

- Emotional Intelligence and Leadership
- Get Personal: Enhancing Personal Accountability
- Emotional Resiliency and Leadership
- Coaching

## RECOMMENDED NUTRITION SERIES

### Nutrition Foundation Series

- Nutrition Essentials
- A Fresh Look at Healthy Weight Loss
- Get More Energy
- Healthy Meal Planning

### Disease Prevention Series

- Health-Diet Link
- Brain-Diet Link
- Digestive Health
- Nutrition and Aging
- Food Sensitivities, Inflammation and Joint Pain

### Healthy Meal Planning Series

- Healthy Meal Planning or Eating Healthy on a Tight Budget
- How to Get More Vegetables into Your Diet
- Eating Gluten Free



# FEE FOR SERVICE PROGRAMS

***These featured programs are outside of the contracted EAP Trainings and can be purchased at the client rate. Please contact MINES for pricing and program customization information.***

## ***Integrated Wellbeing\****

Are you interested in exploring how you can support your employees being personally accountable for their health and well being? Then, we've got something you'll be interested in!

This program is focused on the mind/body connection that creates holistic wellbeing. It combines teaching participants how to engage in healthy behaviors AND how to think about being healthy. The program combines behavioral, psychological and informative components to create a fully integrated approach to wellness and well being. Employees are encouraged to define wellness on their terms and create a new set of ideas that can be used to help them evaluate how to bring wellness into their lives.

This program is designed to be facilitated over an eight week period. Classes will be held at the employers' office and will be 1 hour and 45 minutes in length. Classes will focus on an integrated approach to mind/body health and vitality with complimentary topics. Participants will have an opportunity to select a buddy(ies) to provide support during the program. In addition, the facilitators will outreach participants once a week, between classes, for a 15 minute check in phone call.

### **Course Curriculum**

1. Change & Transition / Behaviors of a Healthy Person / Adding In
2. WillPower / SkillPower / Setting Up Your Environment for Success
3. Goal Setting / Label Lingo
4. Emotional Resiliency / Sugar, Fat, & Salt
5. Time & Energy / Habits & Routines / Activity
6. Personal Accountability / Assertiveness / Creating a Support System / Saying No
7. Social Aspects of Eating / Playing with Portions/ Eating Out
8. Learned Optimism / Relationship with the Scale / Celebrating Success

## ***Bringing Happiness To Work Program\****

Shawn Achor, founder and CEO of Good Think, Inc., published his 2010 ground-breaking book, *The Happiness Advantage: The Seven Principles of Positive Psychology That Fuel Success and Performance at Work*. In his words, "It's important to organizations for employees to be happy, and not just for the employees themselves. The greatest competitive advantage in the modern economy is a positive and engaged workforce".

Trough an interactive and experiential presentation, participants will learn about the value of intentionally creating a culture that values happiness. Participants will learn effective and simple strategies to enhance their happiness. The program covers 8 different modules for ways to increase happiness at work. Participants will be given field assignments specifically designed to be practiced in the workplace.

### **Course Curriculum**

1. Being Happy Means Business: Making a Case for the Importance of Happiness at Work
2. Whole-Hearted Living: Finding Happiness Within
3. Learned Optimism
4. The Practice of Gratitude and Appreciation
5. Creating a Culture of Celebration
6. Get Happy Communicating
7. Meetings that Make You Happy
8. Finding Your Happy Place: The Art of Connection
9. Emotional Resiliency
10. Creating a Plan for Happiness – A Comprehensive Approach to Personal and Cultural Transformation

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### *Enhancing Emotional Resilience Program\**

Emotional Resilience is defined as our ability to bounce back from challenges and stress. MINES has been delivering trainings on this topic for the past several years that have been very well received. We have also facilitated more in-depth programs that have helped Health Care Workers and others dive into these skills more deeply. This eight week program focuses intensively on identifying areas of need and “how to” enhance emotional resilience. You’ll learn the eight characteristics of emotionally resilient people, explore how to strength your own resilience and enhance your level of well being. Specific topic areas can be created for customized programs.

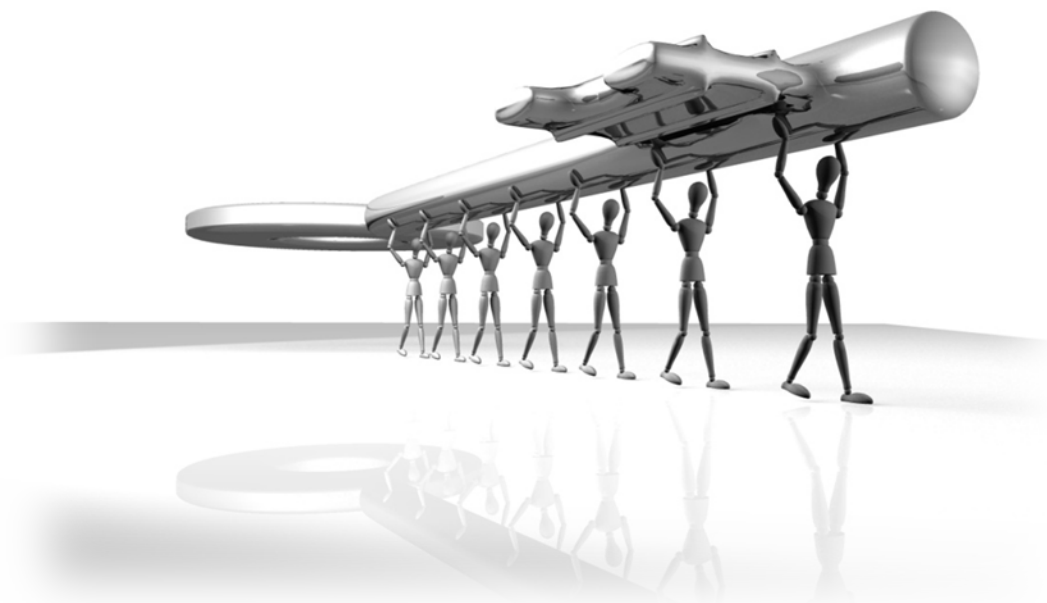
Examples of discussion/skill building topics include:

- **From Distress to Emotional Resilience** – Learn about signs and symptoms of stress
- **Boundaries** – Explore and discuss healthy boundaries in the workplace
- **Stress Reaction** – Focus on the identification of stressors and how to cope with stress
- **Check-In Session** – Review skills, processes, and effectiveness
- **Depression** – Discuss the potential impact of stress, trauma, and the risk of depression
- **Wok-Life Balance** – Helping participants reflect on their beliefs, value systems, and expectations
- **Health/Self Care** – Explore and discuss challenges in staying fit and healthy
- **Check-in/Wrap-up Session** – Review skills, processes, effectiveness, and evaluate increase in resilience

### Course Curriculum

1. Introductory session (up to 2 hours and up to 25 participants)
2. “Before and After” assessment
3. Facilitation of 8 modules – 1 ½ hours each (approx. 12 hours)
4. All Print outs and materials
5. Assessment Survey

*May be customized and/or modified to fit your needs, staff, and number of participants*



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# EMPLOYEE DEVELOPMENT



# Communication

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## **Advanced Communication — Adding Value**

This training goes beyond the basics of communication. An essential component to productivity is holding "valuable" conversations in the workplace vs. "wasteful" conversations. In this interactive training value-added listening will be explored: overcoming our "bio-reactions" that lead to *fight, flight, freeze* or *appease* listening. Methods to explore making complete statements that communicate clearly and accurately will be demonstrated and explored, as well as overcoming obstacles to communication in the workplace. *Recommended time: 1.5 hours*

## **Communication Skills in the Workplace**

Effective communication skills are essential for our professional life regardless of our position within the organization. This is an interactive training focusing on listening, body language, joining skills, paraphrasing, barriers to effective communication, and gender specific communication. All participants will walk away with a clearer understanding of their communication tendencies and areas that need improvement. *Recommended time: 1.5 hours*

## **The Silver Lining in Effective Conflict Management**

Learning to turn a conflict into a relationship-building situation is a fundamental skill for family, work, and personal life. A self-assessment can be offered as part of this course to help the participant discover how he or she deals with conflict and understand how our upbringing has influenced our conflict tendencies. Defining conflict, learning to be centered and understanding how the flow of energy works can assist the participant in developing a more positive understanding of what conflict means. *Recommended time: 1.5 hours*

## **Getting Plugged In: Using Technology to Enhance Communication**

"Voice mail is the death of customer service." This phrase held more truth five years ago than it does today. E-mails, text messages, webinars, Blackberries, and other smart phones have become the common - if not preferred - means of communication in the modern business world. In this course you will learn the rules for plugging in and enhancing professional engagement when communicating with co-workers, supervisors and clients. *Recommended time: 1.5 hours*

# Customer Service

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## **Delivering Excellent Customer Service**

This training is aimed towards employees who spend a majority of their time dealing with customers, both internal and external. Participants will be asked to identify who their customers are and conduct a customer service audit including their particular mission and vision. The importance of listening and verbal communication will be emphasized. Techniques for improved communication, dealing with angry customers and complaints, and building customer goodwill and trust will be covered. The film "The Difficult Guest" is recommended to accompany this training along with role play scenarios. *Recommended time: 1.5 hours*

## **Dealing with Challenging Customers: Effective De-Escalation Techniques**

This training will focus on practical techniques for dealing effectively with challenging behaviors and difficult situations. Emphasis will be on what you can control and what skills you need to develop to cope in those situations where there is no opportunity for conflict resolution (i.e. customer service calls). This training will also explore a range of situations from difficult interactions with both internal and external conflict, giving participants the opportunity to practice de-escalation techniques for calming and diffusing situations. Conflict management skills and stress management skills will be reviewed. *Recommended time: 1.5 hours*



# Risk Management in the Workplace

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## **Personal Safety**

The rising numbers of incidents of random stranger violence such as assaults, theft, kidnapping and harassment can pose a major safety concern for employees coming to and leaving work. This may be especially true in urban areas where employees are commuting by mass transportation. In this workshop we will explore tips for enhancing personal safety, raising awareness and addressing personal safety concerns. Of course there is no absolute answer to guarantee personal safety but raising awareness and confidence can be helpful to both increase safety and personal wellbeing. *Recommended time: 1.5 hours*

## **Drug Free Workplace/Alcohol Awareness Training\***

Supervisors and managers are often the first to notice that a work performance problem is related to substance abuse. In this training, the focus will be on learning signs and symptoms of abuse, the impact substance abuse has on the workplace as well as society, the psychological impact on the individual, workplace and family, and how to confront the employee and make an appropriate referral to the EAP. The trainer will incorporate the organization's drug-free workplace policy. *Recommended time: 1.5 hours*

## **Respectful Workplace**

Did you know that workplace bullying is a silent epidemic affecting an estimated one in five workers in the U.S work force? Employees have a right to work in a respectful work environment. However, often times, employees find themselves in a "hostile" work environment that compromises their comfort levels and productivity. In this workshop, we will identify different types of harassment and explore the psychological reasons why there is so much variance in what defines "hostile" conditions. Participants will also learn to recognize some common elements of harassment and choose strategies that contribute to a positive working environment and minimize complaints. The training is best presented in conjunction with your organization's policy regarding sexual harassment. *Recommended time: 1 - 1.5 hours*

## **What Does it Take To Be Civil These Days? Creating a Civil Workplace**

Whether it's a standoffish coworker or an arrogant boss, incivility at the office doesn't just affect the moods of a few employees; it hurts an entire company. Many of us find ourselves confronted with rudeness every day and don't know how to respond. From intrusive behaviors, inappropriate gestures dismissive remarks, people more attuned to their cell phones than to the business at hand, there are numerous situations that constitute incivility in the workplace. Consider these statistics: 12 percent of all employees say they've left jobs because they were treated badly. Fortune 1000 executives spend roughly seven weeks per year resolving employee conflicts. And an astonishing 95 percent of Americans say they've experienced rudeness at work. In this training, you'll learn about what drives the types of behaviors that just "chip away at us" and what to do about it when it happens. *Recommended time: 1 – 1 ½ hours*

## **Sexual Harassment**

The laws against sexual harassment are very clear. However, implementation may not be as black and white. This training will focus on the psychological and behavioral aspects of sexual harassment. This course will cover what constitutes sexual harassment, forms of harassment, behaviors that may be interpreted as harassment, and the possible consequences to both the employee and the employer. Discussions will focus on how to avoid misunderstandings in the workplace and the importance of the perception of each individual. The training is best presented in conjunction with your organization's policy regarding sexual harassment. *Recommended time: 1 hour*

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\*\* Trainings must be scheduled 6 weeks in advance

### ***Recognizing and Preventing Violence in the Workplace***

Violence in the workplace has received much attention in recent years. This training will explore the causes of workplace violence, levels of violence, and prevention options for both the organization and the individuals within it. Current statistics and perpetrator profiles will be discussed. Tips for diffusing a potentially violent situation will be demonstrated. Specific case scenarios will be presented and discussed. The training is best presented in conjunction with your organization's policy regarding violence. *Recommended time: 1.5 -2 hours*

### ***De-Escalation Techniques***

With the regular news of everything from school shootings to random acts of violence in the workplace, organizations need to continue to be vigilant and proactive when it comes to preventing violent acts from occurring. This training will explore a range of situations from difficult interactions with customers, coworkers and the public to guarding against workplace violence. De-escalation techniques for calming and diffusing escalating situations will be presented and practiced. *Recommended time: 1.5 hours*

## **Stress Management**

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### ***Turning Compassion Fatigue into Compassion Resilience***

Compassion Fatigue is the physical, mental and emotional exhaustion that often accompanies secondary traumatic stress. Often unrecognized, Compassion Fatigue costs the healthcare industry millions of dollars each year in stress, burnout and turnover. Signs and Symptoms of compassion fatigue will be identified along with introduction to coping skills. This training is tailored to meet the needs of the specific caregiver group and may include many other topics covered in this manual. *Recommended time: 2 hours*

### ***Proactive Stress Management***

This experiential training will focus on the identification of stressors for each participant and how effectively they currently cope with stress. During the training, several stress-reduction exercises will be demonstrated and practiced by the group. These will include breathing, visualization, muscle-relaxation, and meditation. Participants will glean general information about how to lead a healthy lifestyle. *Recommended time: 1 hour*

### ***Avoiding and Countering Burnout***

People who are experiencing burnout are not as productive as their counterparts. This training will address the causes and signs of burnout and what individuals can do to prevent burnout. Coping-strategies such as taking personal responsibility, setting boundaries and using stress reduction techniques will be discussed. *Recommended time: 1 hour*

### ***Enhancing Emotional Resilience***

High stress, trauma and burnout are all hazards of challenging workloads. As much as we'd like to, we can't eliminate the many external stressors we experience in most of our jobs. Rather than to focus on traditional stress management, this workshop will focus on strengthening emotional resilience. Emotional resilience is defined as our ability to bounce back from challenges and stress. In this interactive workshop, we will present eight dimensions of emotional resilience and share practical applications for combating stress and burnout through strengthening resilience.

# Team Development

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## ***Currency of Collaboration***

Do you experience team members who engage in behaviors that undermine their potential? Do you find yourself or others doing things that compromise the ability to achieve desired goals? Have you ever experienced struggles with a difficult co-worker, boss, client or someone in your personal life? If the answer is “yes”, then we encourage you to attend this workshop. This workshop combines several organizational approaches and theories to convey an experiential understanding of the value of collaboration. The “Currency of Collaboration” approach facilitates participants in taking personal responsibility to improve their collaborative skill sets. You will find out what it takes to see others as whole people, allowing you to interact with them with compassion and kindness while being assertive and clear in your communication and behavior. *Recommended time: 2 hours minimum*

## ***Appreciative Inquiry***

In this interactive workshop, participants are introduced to a mind/brain approach to developing better leadership skills within themselves and others. Participants explore Socratic questioning techniques and how these tools can increase the effectiveness of goal setting, team building, team meetings, decision-making processes, improved client relationships, retained employees and organizational transformation. *Recommended time: 2 hours*

## ***How to Make Virtual Teams Work***

Many organizations find themselves with remote workers, or teams scattered across wide geographies. Some work groups may have a core team in one location with a few members in different locations. No matter what the configuration, virtual teams are called upon to create significant results. In this workshop we will explore some of the unique circumstances facing virtual teams. Some of the research on virtual teams’ success and pitfalls will be shared along with discussion of specific strategies to make them work. Naturally, this workshop can be done via webinar. *Recommended time 1.5-2 hours.*

## ***Diversity in the Workplace***

Today, most professionals need to have a cross-cultural perspective and an understanding of cross-cultural communication in order to effectively address challenges that diversity in the workplace presents. Through interactive exercises, participants will learn how to build bridges between people of different heritages, races, creeds, genders, ethnic backgrounds, economic status, educational backgrounds and cultures. They will have an opportunity to constructively confront their own biases, prejudices and cultural misunderstandings. In addition, participants will develop positive strategies to interact with people who are different from themselves racially, culturally, physically, mentally, by gender, or by sexual references. *Recommended time: 1.5 hours*

## ***Dysfunctions of Teams: How to Make Them Healthy***

This workshop is based primarily on the work of Patrick Lencioni in his book “Five Dysfunctions of a Team: How to Make them Healthy”. Key issues regarding the common breakdowns of teamwork are covered in this workshop. Topics include: Lencioni’s stages of team development, strategies for each stage, what is needed from leaders and priorities for highly effective teamwork. Discussion of this information related to the particular audience may be included. Although this training should not be mistaken for an actual “team building” process, some self assessment of team priorities may be included depending on the organization’s input and objectives. *Recommended time: 1.5 hours*



### **Fundamentals of Effective Teams**

This training provides an overview of the four stages of team development, the obstacles teams may encounter, and the profile of high functioning teams. This is an informational training and not an interactive team building exercise. The training is useful for anyone wants to understand the key components of effective teams. *Recommended time: 1 hour*

## **Workplace Issues**

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### **Change in the Workplace**

Whatever type of change it is, people's response to just the idea of change impacts the success rate. Based on the work of William Bridges, this training will look at the psychological process people go through when adapting to new situations. Participants will also be given a "road map" for what organizations can do to help facilitate successful change initiatives. Participants will learn adaptive strategies to manage change and transition, reduce stress, and develop positive coping skills. *Recommended time: 1 1/2 hours*

### **Dealing with Downsizing**

Downsizing affects people psychologically and emotionally. Large-scale cutbacks can result in a decimated organization where long-term working relationships are severed and people are expected to take on new roles. Many people have difficulty redefining their new roles and moving forward. This training will offer insights and suggestions that come directly from the experiences of numerous workforce reductions and organizational upheavals. It will help to provide participants with support and direction amidst the chaos that often results from downsizing.

*Recommended time: 2 hours. .*

### **"Everyday" Creativity**

Expanding your level of creativity can result in being more productive at work as well as having more fun. This training will challenge the participant's thoughts on creativity. Creative problem solving will be demonstrated, and each individual will have an opportunity to determine his or her creative process in solving problems. Discussion will focus on how these processes can be of value in the workplace both individually and as a team. *Recommended time: 1 hour*

### **Valuing Generational Diversity in the Workplace**

Successfully harnessing the energy of every employee can be challenging, especially when there are generation gaps. In this workshop, you will learn the defining characteristics of each generation and how they impact their work performance, effectively bridge the gaps between generations, understand the factors that shape each generation's perspective of the world, the source of motivation for people of different generations, preferred management approaches for each generation and discover ways to collaborate together. While it's challenging to navigate through some of the differences, learning to understand them and finding ways to communicate more effectively can produce some dramatic and innovative results. We highly recommend putting together a panel of associates from your organization to represent each generation in a discussion during the workshop. Ideally we would meet with the panel ahead for planning and preparation. This panel approach has significantly enriched this workshop on numerous occasions. *Recommended time: 1.5-2 hours*

### **Humor in the Workplace\***

This workshop identifies the importance of humor as part of a stress reduction and coping strategy. The difference between comedy and humor i.e. not taking oneself so seriously that we get in our own way will be explored. We will identify the difference between destructive and constructive humor. Techniques for accessing humor in the workplace are learned and practiced along with experiential techniques to encourage and explore humor as a stress reduction and coping strategy. Participants leave with more tools for managing stress & change. *Recommended time: 1 – 1.5 hours*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance

### ***Merger: The Emotional Impact***

The emotions involved during a merger often go unacknowledged when mergers and acquisitions occur. This can contribute to a sense of instability and threat for those staying, as well as those who are leaving. This seminar will highlight the emotional, cognitive and behavioral processes common to adjusting to change. Grief and loss issues will be discussed. Techniques for dealing with the stress of the change will be offered. Time for group processing will be included. *Recommended time: 2 hours*

### ***Employee Engagement: Attitudes that Optimize Work Performance***

This training invites participants to examine their current belief systems around their motivation to work and to evaluate how they are able to make meaningful contributions in their jobs, to colleagues and to their customers. Participants will have an opportunity to identify their “Patterns of Success” and build upon them to enhance their level of engagement. They will also be asked to identify obstacles that could potentially compromise their ability to stay engaged and develop strategies to help overcome them. *Recommended time: 2 hours*

### ***Meet Your Future Self – Setting Goals that Make a Difference***

Setting goals is one method of improving productivity, challenging ourselves and creating opportunities for personal and professional growth to occur. This training will take the participant through the steps of setting short-term and long-term goals, by assessing his or her values and evaluating how his or her goals and values interface. Participants will be given a guideline to see if their goals are specific and measureable. Strategies that are proven to increase the likelihood of reaching ones’ goals will be also be discussed. *Recommended time: 2 hours*

### ***Resource Management: The Value of Time***

A common stressor in our lives is the feeling that we don’t have enough “time”. We know that time is a finite resource, so how do ensure that we are able to make the best use of the time that we have? This training will help individuals look at the alignment of their values and the choices they make with their time. Most of us find that we have some gaps and inconsistencies between our values and how we spend our time. Or, we’re so depleted and “over-extended” that the quality of how we spend our time is compromised. In this training, participants will have a chance to see what psychological obstacles may be getting in the way and how to overcome them. Participants will walk away with a clear understanding of how they can combat self-imposed time robbers as well as those that are imposed on them. *Recommended time: 1 hour*

### ***Personality Types and Learning Styles in the Workplace***

Participants will complete the Keirsey Temperament Sorter (based on the Meyers-Briggs Type Indicator) prior to the training, which will determine their individual type. Participants will also understand their natural learning styles and how to communicate with others who are different. Discussions will focus on what different personality types bring to the work setting, including how they gather information, how they make decisions, and what makes them energized. Attention will be given to how different types can work and learn together in a complementary manner to achieve success. *Recommended time: 1 hour (1.5 hours if Keirsey is done during training)*

### ***Bringing Happiness to Work***

This workshop is based on the work of Shawn Achor and the emerging field of Positive Psychology. This concept challenges the paradigm that success brings happiness. In fact, the research of Positive Psychology indicates that when we focus on happiness first, success tends to follow. This paradigm shift applies to work as well as personal life. Practical strategies will be shared in this entertaining workshop to enhance the happiness advantage for each participant.

*Recommended time: 1 hour*

### ***EQ versus IQ: The Emotional Intelligence Advantage***

It helps to be “smart”, but it is becoming ever more evident that true success in the workplace is determined more by one’s emotional intelligence (EQ) than intelligence quotient (IQ). This workshop will lay out some of the basic principles of enhancing emotional intelligence. Participants will be invited to do a basic EQ assessment and then presented the essential components of increasing emotional intelligence. Each participant is considered a “leader” and the importance of self leadership in the workplace will be emphasized. The goal of this interactive workshop is to motivate each participant to identify the areas they can enhance their EQ and strategies to do so. *Recommended time: 1.5 hours*

## MANAGER AND SUPERVISOR DEVELOPMENT



### **Advanced Supervisor Training**

This training will provide an overview for supervisors who are seeking to improve key areas of performance. Strategies for motivating and rewarding employees, coaching and mentoring, fostering teamwork, maximizing performance and exercising influence will be discussed. We suggest offering this as a facilitated dialog with managers and supervisors. Assessment of each organizations particular need and goals is essential for this workshop. *Recommended time: 1.5 - 2 hours*

### **Basic Supervisor Training**

This training is for supervisors, managers, team leaders, and anyone who has contact with employees experiencing problems. The objective is to train supervisors how to recognize problems in the workplace, document work performance issues based on the organization's policies, confront the employee, and make an appropriate referral to the EAP/MAP. Current workplace issues such as ADA, EEOC, FMLA, sexual harassment and workplace violence and its impact on supervisors and managers will also be discussed. In addition, how to incorporate the help of the EAP/MAP for management consults, conflict resolution services and organizational development interventions will be discussed. *Recommended time: 1.5 – 2 hours*

### **The Magic of Mentoring: Creating a Mentoring Program**

Those of us that have had a mentor can attest to the profound difference it has made in our professional development. Companies that intentionally foster mentoring programs in their organizations tend to have higher satisfaction among their employees and higher retention rates. In this training, participants will learn what is needed to develop and implement a mentoring program in their organization. Topics covered include: learning about different types of mentoring programs, pairing of mentors and mentees, and an execution roadmap from the “Kick-Off” to the “Graduation Celebration”. *Recommended time: 1.5 – 2 hours*

### **Coaching**

This training will give an overview of the necessary traits of a successful coach in an organization. Topics covered will include how to build a coaching relationship, how to identify and capitalize upon each member's potential, motivation, dealing with conflicts, and communication skills. Participants will learn to differentiate between counseling and coaching, and discover different types of feedback and how to effectively give feedback. *Recommended time: 2 hours*

### **“Ground Control to Major Tom”: Managing Virtual Teams**

Managing a team takes skilled leadership. Managing a virtual team requires some different strategies since virtual teams have unique challenges and characteristics. This training provides an overview to the potential pitfalls that can compromise virtual teams, highlights key performance challenges that impact virtual teams face and outlines the success factors that create high functioning virtual teams. *Recommended time: 1-1.5 hours*

### **Giving and Receiving Constructive Feedback**

Most people don't enjoy giving or receiving criticism even though it is a necessary aspect of managing people. This training will allow participants a chance to practice giving and receiving constructive feedback in a safe environment. Participants will work in small groups with an observer. Also covered will be gender issues, diversity, and rank. *Recommended time: 1 hour*

### **Emotional Intelligence and Leadership**

Emotional intelligence (EQ) - our ability to manage both ourselves and others – is the single greatest contributor to personal excellence and leadership. Increased EQ can move individuals and organizations to higher performance and greater personal leadership. This program will explore the personal and social domains of leadership and offer specific, actionable steps to drive personal leadership including: managing strong emotions, working with difficult people, dealing with the fear of giving real-time feedback to move communication from breakdown to breakthrough, and living a life of purpose and deep meaning. *Recommended time: 2 hours*

### ***The Art of Mediation: Finding Common Ground***

The art of negotiation takes skill, practice and attitude. This training will allow participants to assess their current skills and comfort levels around negotiation. The areas covered will include assumptions, stresses involved, how to prepare mentally, and tactics that increase your effectiveness and psychological self-care. *Recommended time: 2 hours*

### ***Performance Appraisals***

There is growing evidence that the traditional approach to performance appraisals is often not effective. Prior to facilitating this workshop we will meet with the organization's representative to understand and discuss their approach to performance appraisals and identify specific objectives for this training to enhance the effectiveness of the desired approach. Depending on the organization's need, this training may cover: sample evaluation strategies, the process of the actual interview, documentation, goal setting, using the appraisal process as an opportunity for coaching, full year vs. "annual" appraising ("mini appraisals"), follow up, how to cope effectively with emotions and conflict, writing performance objectives and performance factors, the common errors made, and communication skills required for enhancing the process. *Recommended time: 1.5-2 hours*



## FAMILY LIFE TOPICS





### ***Adolescence: What's Normal, What's Not***

Adolescents offer a unique challenge for parents. Even the best of kids offer an occasional dispute. Determining what are normal behaviors versus behaviors that may be signs of trouble are covered in this training. Parenting tips and strategies will be offered, which include communication pitfalls, behaviors of parents and teens that cause problems, and the difference between caring and care taking. There will be time to interact and share with other parents who may be facing similar challenges. *Recommended time: 1 hour*

### ***Balancing Work and Family/Personal Life***

This training will help participants reflect on their belief and value systems about work and family and develop a plan for how to meet their expectations. Through group discussions and interactive exercises, participants will glean insight on how to make their lives well balanced with work, family and personal life. *Recommended time: 1 hour*

### ***Blended Families***

Blended families, like nuclear families, don't always exist in a harmonious world. It's normal for members to feel a variety of emotions from awkwardness and confusion to frustration and resentment. This workshop will focus on how to blend families successfully by gaining an understanding of step family issues and by learning about the developmental stages that can be anticipated. *Recommended time: 1 hour*

### ***Discussing Alcohol and Drugs with Your Children***

Knowing when to bring up the subject of drugs and alcohol with your children can be confusing. This training will describe what is appropriate for each level: grade school, middle school and high school. Participants will be asked to examine their beliefs system around use of all substances and how it influences their children. The training will look at ways to coach and support children who may find themselves in a situation that forces them to make a choice about drug and alcohol usage. Preventive steps and signs of abuse and addiction versus normal adolescent behavior will be presented. *Recommended time: 1 hour*

### ***Domestic Violence***

Domestic violence knows no boundary, be it race, color, sex or income. Definitions, myths and types of abuse will be covered. The focus will be on signs and symptoms of the victim, as well as the abuser. Learn what to do and what not to do, if you work with a victim of domestic violence. *Recommended time: 1 hour*

### ***How to Beat Family Stress***

Family issues that cause stress in our everyday lives are compounded by the stress we experience elsewhere. Participants will be asked to identify family stressors, as well as workplace stress, and how those impact each other. Areas covered will include the indicators of stress (both physical and behavioral), time management and stress management techniques, communication skills, and conflict resolution. Learn some exercises and strategies to use that will help alleviate family stress. *Recommended time: 1 hour*

### ***Healthy Relationships***

Healthy relationships can add richness to the quality of life. This training will focus on the ingredients essential for healthy relationships with oneself and others, as well as how relationships develop and grow. Areas covered will include assertiveness, self-esteem, positive self-talk, setting boundaries, and communication. *Recommended time: 1 hour*

### ***Thriving With the Holidays***

Emotions can run the gamut during November and December. People deal with expectations, losses, memories associated with the holidays, financial concerns, and family issues. The training will allow each participant to reflect on his or her beliefs about the holidays, and the areas they want to change. The trainer will facilitate group discussion about creative and healthy ways to thrive during the holiday season. The emotional side of holiday gift-giving and eating, expectations, disappointments, family dynamics, and traditions, as well as ideas for stress management, time management, and positive coping strategies will also be covered. *Recommended time: 1 hour.*

## PERSONAL DEVELOPMENT



### **De-Clutter 101**

Thoreau said it best: “Simplify, Simplify”. And that means removing clutter from your work and home life. Clutter is anything you have that you don’t use or don’t take care of. Clutter can drain your energy and become a stressor. It can decrease your effectiveness and performance. When you reduce unnecessary “stuff” you have less “stuff” to store, maintain, and pay for – creating space for freedom and productivity. Participants will learn an easy plan to minimize clutter in order to live a richer, fuller life with less “stuff.” *Recommended Time: 1.5 hours.*

### **Addictive Processes - Drugs, Alcohol, Gambling, Eating**

Addiction involves being abnormally dependent on something that is psychologically or physically habit-forming. The most common addictions involve alcohol, drugs, sex, eating, and gambling. The employee caught in this destructive cycle can be helped through a variety of treatment options. Trainings will focus on identifying and understanding the addict, how the process impacts work and personal lives, and how to obtain help. Each addiction can be presented as a stand-alone presentation, or an overview of all addictions can be given. A separate class on dealing with adolescent substance abuse is also offered. *Recommended time: 1 hour*

### **Assertiveness Training**

This training will give participants the necessary tools to be assertive. Participants will assess their current assertive skills with regard to communication and decision-making. Participants will learn to set boundaries, face problems directly, resolve stressful situations successfully, and feel less guilty when making decisions. The training will examine the difference between being assertive and being aggressive. Appropriate assertiveness skills will be practiced using different scenarios. *Recommended time: 1.5 hours*

### **Coping With Life Transitions and Change**

Change is inevitable and a constant in our lives, even though it may not always be welcome. Resistance to change is to be expected as change brings uncertainty and can cause stress at home and/or work. The process of change and the importance of acknowledging the stages of loss commonly associated with change will be discussed. An overview of attitudes and behaviors and its relationship to our wellbeing will also be addressed. Techniques will be covered that help us comfortably manage change, reduce stress, and develop positive coping skills. *Recommended time: 1 hour*

### **Fundamentals of Self-Esteem**

How a person feels about himself or herself impacts the way he or she interacts with others. His or her performance at work and home can be enhanced through developing a positive self-concept. Participants will learn to diffuse the internal critic, examine self-talk for validity, and change the message appropriately. Self-esteem exercises facilitated. *Recommended time: 1 hour*

### **Grief and Loss**

The process of grief and loss impacts everyone, although not everyone grieves identically. Participants will learn the stages of grief, and the behaviors and emotions that may occur in each stage. The focus of the training will be on strategies to help individuals and those around them take care of needs (both physical and emotional) during a time of loss. *Recommended time: 1 hour*

### **Learned Optimism**

Pessimists believe that bad events are their fault, and that those events will not only last a long time, but that they will ultimately undermine everything. Pessimistic individuals often feel helpless and may sink into depression, which is an epidemic today. Optimists, on the other hand, believe that defeat is a temporary setback or a challenge — it doesn't knock them down. This training will teach participants to develop a new set of cognitive skills that will enable them to take charge, challenge irrational assumptions and accomplish more. *Recommended time: 1 hour*

## HEALTH AND WELLNESS



### **Smoking Cessation\***

This training is an interactive four-part series that's designed to help individuals quit smoking. Nicotine dependence (smoking and chewing tobacco) is an addiction that is composed of physical, mental and behavioral components, and is one of the most challenging addictions to conquer. The workshop contains four parts: **Part 1:** "Getting Ready to Quit" – looks at why individuals smoke, why they want to quit, the risks versus the benefits of quitting, individual belief systems, and preparing to quit; **Part 2:** "Quitting" – looks at withdrawal, the process of change, temptations and triggers, and helpful hints to cope; **Part 3:** "Staying Quit" – looks at situations that create risk for relapse, continued temptations and triggers, and relaxation techniques; **Part 4:** "Relapse Prevention" – includes the health benefits, the identifying of relapses to date, recent triggers, and past successes. *Recommended time: 4 one-hour trainings; (individuals must sign up for all 4 sessions)*

## **Nutrition**

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### **Nutrition Essentials: Creating a Healthy Foundation\***

Do you know the core elements of good nutrition? Do you know what vitamins and minerals are most important to focus on? Do you know how to get them into your diet and when supplements are good to take? Do you know how to cook healthy, quick and simple meals? Let us put your employees on the road to a healthier diet with this workshop. *Recommended Time: 1 hour (Workshop/Webinar)*

### **Stress and Nutrition\***

Did you know that stress contributes to countless health issues and can make it difficult to achieve a healthy weight? Did you know that eating right can help reduce the impacts that stress has on our bodies? We will cover dietary and lifestyle habits that help you deal with stress better. *Recommended Time: 1 hour (Workshop/Webinar)*

### **Get More Energy! Balancing Your Blood Sugar\***

Do you crave sweets? Do you feel irritable if you miss a meal? Do you experience afternoon fatigue? If you experience any of these symptoms, odds are you have a blood sugar imbalance. Unfortunately, most people who eat a Standard American Diet have blood sugar issues of some type. Hypoglycemia, insulin resistance and diabetes will be discussed as well as how these imbalances can be addressed with proper nutrition and lifestyle. Learn what you need to do to get energy back into your life, be healthier, and feel better! *Recommended Time: 45 minutes*

### **How to Get More Vegetables in Your Diet\***

You are always told to "eat more vegetables" and now you will learn how! Almost all of us know we need to eat more vegetables, but sometimes we get bored eating the same ones, cooked the same way. This seminar will give lots of great ideas on how to add more vegetables and more variety to your diet. It will cover the nutritional highlights on why vegetables are so important and give some culinary techniques to motivate you to try some new things. Recipes provided. *Recommended Time: 1 hour*

### **The Health-Diet Link: Addressing Cholesterol, Blood Pressure, Diabetes & Cancer with Proper Nutrition\***

*If you want to better understand the relationship between your health and your diet, this workshop is for you. Participate in this workshop to learn how to impact some of these conditions through nutrition. Recommended Time: 1 hour (Workshop/Webinar)*

### **Nutrition and Aging – Eating Right for a Longer Life!\***

Did you know that nutrition is one of our greatest weapons against disease and aging? Find out what foods can help you address common aging issues such as memory decline, heart disease and bone loss. *Recommended Time: 1 Hour (Workshop/Webinar)*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance

### ***Current Topics in Nutrition \****

It seems difficult to make wise dietary choices when there is so much controversy regarding our food supply. Should I eat only organically grown foods? What are antioxidants and phytonutrients? What foods contain omega 3 fatty acids and what difference do they make? Are trans fats really that bad for you? Do I need supplements, and if so, which ones? What's up with the glycemic effect of foods? Is a vegetarian diet healthy? Should I go for a high protein, low carbohydrate regimen? Why read food labels? In this program we will explore many of these questions and others to help you make sense of a sensible diet. *Recommended Time: 1 hour*

### ***Eat Healthy on a Tight Budget\****

Discover how to improve your nutrition and spend less money on food. This seminar will cover the fundamentals to eating healthy, how to establish a healthy food budget, low cost meal planning, and helpful food preparation techniques. *Recommended Time: 1 hour*

### ***Boosting the Immune System to Stay Healthy\****

It's not just about Vitamin C! Learn effective strategies to strengthen your immune system and reduce your chances of getting sick! *Recommended Time: 1 hour (Workshop/Webinar)*

### ***The Brain-Diet Link\****

Diets lacking in the right foods and nutrients for the brain can result in poor memory, mental sluggishness, mood and behavioral issues, depression, lack of motivation and cravings. Brain imbalances can result from what's in our food as well and impacts children, adults and the elderly. Learn about what to eat and what to avoid for a healthier brain. *Recommended Time: 1 hour*

### ***Bone Health and Osteoporosis\****

Diet and lifestyle play a significant role in the health of your bones and managing your risk for osteoporosis. Discover what foods and nutrients are necessary for maintaining healthy bones; what foods you need to avoid, and what lifestyle factors to incorporate. *Recommended Time: 1 hour*

### ***Healthy Meal Planning\****

Do you eat the same things over and over again? Are you looking for healthy meal ideas? Learn some practical culinary techniques and get jazzed to try some new things! Recipes provided. *Recommended Time: 1 hour*

### ***Food Sensitivities, Inflammation and Joint Pain\****

Did you know that a food you are eating may be irritating your hands or knees? Did you know that inflammation may lead to heart disease? Learn about these connections and support your body with the help of this information-packed, advanced workshop. *Recommended Time: 1 hour*

### ***A Fresh Look at Healthy Weight Loss\****

While there are literally hundreds of diets on the market, obesity levels are on the rise. Discover what really contributes to obesity including metabolic imbalances, lifestyle, food choices, fat cell physiology, stress, and environmental toxins. Addressing obesity is about understanding the root causes rather than simply counting and reducing calories. *Recommended Time: 1 hour*

### ***Healthy Eating for the Business Traveler\****

Whether you are working "on the road" or just eating in your car between appointments, this seminar is for you! Learn how to make healthy food choices at airports, hotels and restaurants and what snacks you can pack to supplement your diet while traveling. *Recommended Time: 1 hour*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance

### ***Eating Gluten-Free\****

Gluten is a protein found in wheat, rye and barley and can cause a myriad of physical, mental and emotional imbalances in people who are intolerant to it. Learn more about the range of symptoms associated with gluten, how to determine if you have gluten sensitivity, and how to eat gluten free. *Recommended Time: 1 hour*

### ***Supplements 101\****

Are you confused about what supplements you should take? Do you feel overwhelmed with the options available? Do you know how to select a quality supplement? Join us as we discuss the basics of a healthy supplement protocol and get the information you need to move forward with your own supplement regimen. *Recommended Time: 1 hour*

### ***How to Eat More Fresh, Local Foods\****

The opportunities to obtain whole, fresh foods are on the rise. Understand where your food comes from, the benefits of eating local, when to eat organic and how to start a small garden of your own. Join us and acquire some resources for where to get healthy foods in your community. *Recommended Time: 1 hour*

### ***Maintaining Health during the Holidays\****

It can be hard to maintain a healthy diet, and during the Holidays it can get even more challenging. Learn some strategies for maintaining healthy eating principles while still participating in festivities. *Recommended Time: 1 hour*

### ***Fat – Friend or Foe? \****

Good fats are good for you and bad fats are bad for you – but do you know which is which? This workshop is designed to set the record straight about dietary fats. We will look at solid scientific evidence and discuss how each fat may help or hinder our health. *Recommended Time: 1 hour*

### ***Healthy Weight Essentials\****

Achieving optimal health and weight starts with nourishing your body. In this workshop we will discuss how specific food choices, supplementation, and lifestyle changes impact health imbalances and underlying weight loss hurdles such as blood sugar and toxicity. Optimal weight goes hand in hand with optimal health – which is more about nourishing your body and less about counting calories! *Recommended Time: 1 hour*

### ***Self Assessment Tools for Health and Wellness\****

While most people would like to be healthier, it can be hard to know what that means or where to start. Let us walk you through a self-assessment exercise to determine potential areas of imbalance, followed by tips on how you can create change in those areas. Feel empowered! *Recommended Time: 1 hour*

### ***Digestive Health\****

We are not what we eat – but rather what we eat, digest, absorb, and utilize. Food, supplements, and lifestyle techniques that can help you see improvements in your digestive health immediately will be presented. And since nearly 80% of our immune system is in our gut, attending this workshop may also help you prevent sickness this fall and winter. *Recommended Time: 1 hour*

## **Mind and Body**

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### ***Walk Your Way to Better Health (Previously known as Making Exercise Easy) \****

Did you know that the easiest form of exercise is walking? Walking takes no special equipment or location. If you've struggled to exercise regularly, this training will help you start at the easiest place for conditioning your body- putting one foot in front of the other! In this session, participants will discover the benefits of walking, how to start a walking program, and how to monitor and maintain walking as exercise to access better health. *Recommended Time: 45 minutes*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance



### ***Fitness – No Gym Required\****

No time to exercise? Then get your workout at work. You won't get to the Olympics this way, but you can do stretching, muscle strengthening and even short bursts of aerobic exercise at your desk (or in a vacant conference room or stairwell). Any amount of exercise helps and the results are cumulative. You will feel more alert and productive throughout the day with mini-breaks of activity. Come prepared to move your body and learn how to incorporate activity into your workday. *Recommended Time: 1 – 1.5 hours*

### ***Yoga/Stretch Anywhere\****

Flexibility is one of the key components of fitness. Yoga has been shown to enhance flexibility, strengthen muscles, and improve functionality in life. It can also greatly reduce stress. And, you can practice it anywhere, even in your office space! In this session, you will learn how to use stretching and yoga techniques to gain flexibility, focus and relax anywhere! *Recommended Time: 1 hour*

### ***Exercise Triad – How to incorporate the 3 components of exercise for improved fitness and wellbeing\****

Most people think that just running or pumping weights will suffice as exercise. But to best take care of your physical body, we need to incorporate the three main components of exercise regularly into our fitness regimen. In this session, you will learn about all aspects of physical fitness, with a focus on the big three – cardiovascular endurance, muscle strengthening, and flexibility – and how to improve each area, without a gym membership. In this session, participants will learn doable ways to incorporate all aspects of exercise into their day to enhance fitness and lead a healthier life.

*Recommended Time: 1 hour*

### ***Nature – Based Mindfulness\****

Are you looking for ways to decompress and restore balance in the middle of your work day? The therapeutic value of nature is well-established as a way to help people improve mental health, clarify important personal needs, slow down, and reduce stress. Even brief encounters with natural elements bring calm and can help us live longer. Unfortunately, nowadays, most people are even more disconnected, with heightened levels of discontent and stress negatively affecting their health and wellbeing. This training is an opportunity to take time away from the office and learn techniques, in a natural area, to slow down and enhance awareness to deepen the mind/body/nature connection. Participants will be guided through mindfulness practices to experience the benefits of being in nature and be left with tips on how to start their own nature-based practice. Requirements: Nearby green space or landscaped facility (need not be big!) *Recommended Time: 1 – 1.25 hour*

### ***Mind/Body Connection (Previously known as Mind/Body Relationship) \****

The connection of our thoughts and our physical body is important to understand, especially this relationship to our health and stress levels. We will discuss the impact of stress on our lives and how developing a stronger mind/body connection will enhance your health and focus. You will also have the opportunity to experience techniques to enhance self-care and help you live in the moment. *Recommended time: 1 hour*

### ***Mind/Body Connection Practice\****

While briefly discussing the mind/body connection and the impact of stress in our lives, the bulk of the session will be spent practicing techniques to help you actually experience the benefits. We will try techniques such as mindfulness, yoga, and breath work, and discuss how to start your own practice. You will leave relaxed and with a better understanding of what a mind/body practice can be for you, even at work! *Recommended time: 1 - 1.5 hour*

### ***Understanding and Mitigating Headaches\****

Headaches are debilitating and stressful for many people. Discover how food sensitivities, nutrient deficiencies, metabolic imbalances and lifestyle can all trigger headaches. Attending this workshop will give you some insight and tools to live a more pain-free life. *Recommended Time: 1 hour (Workshop/Webinar)*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance

### ***Self Assessment Tools for Health and Wellness\****

While most people would like to be healthier, it can be hard to know what that means or where to start. Let us walk you through a self-assessment exercise to determine potential areas of imbalance, followed by tips on how you can create change in those areas. Feel empowered! *Recommended Time: 1 hour*

### ***Meditation for Stress Relief\****

This one hour meditation workshop includes an overview of the benefits and uses of meditation as well as 2-3 short meditations. These meditations are designed to demonstrate the benefits of meditation including focus, mindfulness, detachment, and acting rather than reacting. *Recommended Time: 1 hour*

### ***Wellness After 50\****

Many diseases and cognitive conditions that affect us as we age are a result of lifestyle choices more so than the actual aging process. A change in lifestyle and behavior is REQUIRED if we are going to live healthy lives and stay independent as we grow older. We can no longer neglect our body and mind with poor choices, yet it's not too late to incorporate healthy choices right now! In this session, we discuss what health and wellness means after 50, and participants will learn ways they can incorporate healthy choices in all areas of their wellbeing, including exercise, into their daily life. *Recommended Time: 1 - 1.25 hours*

### ***Winning Your Wellness Game\****

How can you enhance your health and wellness so that you can *win* your own wellness game? By adopting a whole person model and proactively making healthy choices in all areas of your wellbeing you are empowered to live your best life. In this session, we focus on the six areas of wellness to help you understand and access what "wellness" means for you. You will leave the session with doable solutions to help you move toward improved health and wellbeing, enabling you to *win* your own wellness game! Not only will you be able to view your life with more clarity, but also be empowered to make healthy choices and lead a healthy life. *Recommended Time: 1 - 1.25 hours*

### ***Body Composition 101\****

Why is understanding your body composition so important? What use is it to know your body fat or hydration levels? Understanding your body composition is very important in being able to assess your level of health risk. By having concrete information about your body fat, hydration level, BMI (what's that!?), and other important factors, you have a base foundation from which to improve your health and longevity. In this session, you will learn about the different aspects of body composition, and why each is important to know. You will also leave knowing how you can access tools to determine your own body composition. *Recommended Time: 1 hour*

### ***Anti-aging/ Secrets to living a healthy longer life\****

Information about the many ways mature adults can stay independent, active, and healthy for many more years. Participants will learn how exercise, balanced eating, stress reduction, sleep, and other lifestyle choices have an effect on our well-being and how to make little changes in these areas to increase longevity. *Recommended Time: 1 hour*

### ***Improving Balance for better functionality and maintaining independence\****

What is balance, and how can we improve our balance to prevent falls and injuries? We will discuss circumstances and issues that may affect our balance, and participants will learn exercises and stretches that may improve it, as well as gain tips to reduce chances of debilitating falls. *Recommended Time: 1 hour*

### ***Healthy Back/Health Posture \****

Good back health is important so we may better function and move our bodies in all directions correctly and without pain. Participants will learn the importance of maintaining proper alignment and how to access neutral posture. They will also learn appropriate exercises and stretches that may improve balance, relieve back pain and increase the ability to do everyday activities with more ease. *Recommended Time: 1 hour*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance

### ***Improving Function Ability \****

We need our body to move in so many ways each day. The ability to do Activities of Daily Living (ADL's) is what dictates and maintains our independence. In this training we will discuss why body strength and flexibility (Range of Motion) is important to maintain as we get older and how they affect our everyday life so that we can move with relative ease. Participants will learn exercises and stretches to help improve function-ability, longevity, and assist in maintaining independence. *Recommended Time: 1 hour*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance

# FINANCIAL EDUCATION



### ***Identity Theft — Prevention and Resolution\*\****

This class highlights helpful information and key strategies people can use to reduce the chance of having their identity stolen. Topics for this class are: the I.D. theft crisis, I.D. theft protection, the need for I.D. theft assistance, and what to do if you are a victim. *Recommended time: 1 – 1.5 hours*

### ***Getting and Keeping Good Credit\*\****

Gain the knowledge to use credit to your advantage and learn the steps to get back on top of credit issues. We'll discuss the best time to use credit, ways for you to manage your credit, why your credit score is so important, and techniques for maintaining good credit. *Recommended time: 1 – 1.5 hours*

### ***Money Basics: Spending, Borrowing, and Savings\*\****

Money is what makes your financial world go around. Learn how to make it work for you as we cover creating a workable monthly budget, techniques for building savings, setting financial goals, and managing debt. *Recommended time: 1 – 1.5 hours*

### ***Adjusting to Your Adjustable Mortgage\*\****

Adjustable mortgage payment steadily increasing? Concerned about future payments? You need to consider your options for dealing with a somewhat unpredictable mortgage payment. This training will discuss such topics as: Understanding how and when payments adjust, knowing when to refinance, and tips and help for unaffordable payments. *Recommended Time: 1 hour*

### ***Dreaming of Retirement\*\****

Dreaming of retirement or staying awake worrying? In this class get the tips for a solid plan to retirement. Topics will include: retirement costs, estimated income levels needed, calculating savings to accomplish goals, and important options you need to consider. *Recommended time: 1 – 1.5 hours*

### ***Making Tax Returns Less Taxing\*\****

The less money you send Uncle Sam, the more goes into your pocket. This class gives you some great tips on tax savings. Topics will include: income tax review, how to check your withholding, how an FSA or 401(k) contribution can save you money, and tax credit versus tax deduction. *Recommended time: 1 – 1.5 hours*

### ***Understanding Investment Basics\*\****

Even as a small investor, you can make some very smart decisions by understanding how Wall Street works. In this seminar we will cover stock investments, bond investments, mutual funds, key considerations (example: inflation, risk tolerance, asset allocations), and the investment pyramid. *Recommended time: 1 – 1.5 hours*

### ***I Want to Buy a House\*\****

Are you trying to experience your own version of the American Dream? If you think the time is right to stop paying rent and buy your own home, we will provide tips and strategies along the way. We will cover: benefits of home ownership, how to get started, mortgage loan options and cost considerations. *Recommended time: 1 – 1.5 hours*

### ***Dealing with My Credit Cards\*\****

Concerned about high interest rates, increasing balances, or monthly payments? This class will help you understand all of your options. Topics include: actions you can take, debt reduction strategies to consider, finding the right solution for you. *Recommended time: 1 – 1.5 hours*

### ***When Pay Periods Change\*\****

Changing paydays or the frequency of paydays can make a tight budget seem impossible. Planning and saving tips can help soften the blow. We will help with understanding the changes, using pay period calendars, scheduling debt and expense payments, as well as savings and budgeting suggestions. *Recommended time: 1 – 1.5 hours*

\*Trainings are subject to trainer availability

\*\* Trainings must be scheduled 6 weeks in advance



### ***Surviving a Personal Financial Cliff\*\****

Notice of a furlough, job termination, or other loss of income can be devastating news to an already tight budget. Careful analysis leading to an action plan can be the difference between panic and peace of mind. We will discuss how to analyze your situation, making financial decisions not emotional responses, and using a spending plan and creating an action plan. Recommended time: 1 – 1.5 hours

### ***When Mortgages Go Bad\*\****

The American Dream of home ownership can become a nightmare. We'll go over tips and strategies for dealing with bad mortgages including: keeping the house versus letting it go, credit implications, and tax consequences. Recommended time: 1 – 1.5 hours

### ***Paying for College 101\*\****

Planning for the future, deciding on immediate financial options, or dealing with the reality of paying back student loans? In this class we will discuss your available options and strategies such as: exploring loans grants and scholarships, repayment programs and strategies, budget review, and savings plan options. Recommended time: 1 – 1.5 hours

### ***Select Your Benefits... to Benefit You\*\****

Do you select your benefits by asking your co-workers, or do you check the box "Same As Last Year"? We'll review popular options and discuss ways to help you make better choices during open enrollment. Things we'll cover include: health insurance plans, flex spending accounts, and retirement programs. Recommended time: 1 – 1.5 hours

### ***A Holiday Spending Survival Guide\*\****

Creating an action plan that includes activity planning and budgeting can help ensure holiday cheer rather than holiday fear. Topics include: planning and organizing, shopping tips, and technology and traditions. Recommended time: 1 – 1.5 hours

### ***New Year...New You! 10 Financial Resolutions You Can Keep\*\****

Get your New Year off to a good start by concentrating on 10 financial resolutions that you can actually keep! We'll talk about: health and finances go together, creating an action plan, and implementing a monthly budget. Recommended time: 1 – 1.5 hours

### ***It's My Budget and I'm Sticking To It!\*\****

Whether you are trying to overcome financial struggles, or trying to reach financial goals, a well-planned budget may be the key to success. This program will explore income projections, tracking expenses, trouble spots and helpful hints, and more. Recommended time: 1 – 1.5 hours

### ***A Prescription for Financial Wellness\*\****

If you are looking for help to navigate through life challenges, your prayers may be answered. We provide ten simple steps that allow you to chart a course toward financial piece of mind. This program covers planning and goal setting, debt consolidation, and progress tracking. Recommended time: 1 – 1.5 hours

### ***Coaching our Money to Win for You\*\****

MSA is a unique financial wellness program where you can work with a Money Coach to overcome financial stress and achieve your financial dreams. This program covers reducing financial stress and debt, while increasing your bank balances and credit score. Recommended time: 1 – 1.5 hours

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LEGAL





### **Family Law\*\***

Family law can involve relationships of married couples, unmarried couples, or couples undergoing divorce. Additional family relationships that may involve lawyers include parent and child, unmarried parents, neglected children, foster care, and adoption. Regarding divorce, all states require a spouse to identify a legal reason for requesting a divorce when a spouse files the divorce papers with the court. In the discussion of divorce, we will cover: an overview of community property law in your state if applicable and how marital property is divided, including residences and pensions. Regarding child custody issues, we will cover how disputed custody cases are handled by the courts. Regarding child and spousal support we will cover how it is determined and how long it is payable. *Recommended time: 1 – 1.5 hours*

### **Estate Planning, Wills, and Trusts\*\***

Estate planning, wills, and trusts go hand-in-hand. This presentation covers the fundamentals of each topic. We will help you identify reasons for the importance of estate planning, identify assets to consider for estate planning, define key estate planning tools (wills/trusts, and their differences), learn the process of estate planning , and develop strategies for communicating about estate planning with older relatives and other family members. *Recommended time: 1 – 1.5 hours*

### **Powers of Attorney/Advanced Directives (“Living Wills”)\*\***

In this class we will discuss the definition of “advanced directives” and their benefits, the difference between a “living will” and a “durable power of attorney,” the history of “advanced directives,” tips for preparing an “advanced directives,” and strategies for communicating with older relatives about the need for “advanced directives.” *Recommended time: 1 – 1.5 hours*

### **Legal Issues for Older Relatives (or Disabled Family Members) \*\***

In this class we will discuss the key estate planning decisions people need to make for their future, describe the legal tools that assist older people and disabled family members when others must make decisions for them, the basics on identifying how and when to utilize various tools to serve the needs of your older relatives, and how to create a list of items for preparing for a meeting with your older relative’s attorney. *Recommended time: 1 – 1.5 hours*

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# AGING



### ***What Employees Need to Know About Social Security and Medicare\****

Planning for retirement? Social Security and Medicare will play a big part in your retirement years. This workshop provides basic information about Social Security benefits, Medicare and supplements, and prescription drug coverage. It will include information about determining eligibility and enrollment procedure. It will also help in understanding the options for supplemental coverage including Medigap policies or coverage under Medicare Advantage plans. The goal is to help participants know when to enroll in Social Security and Medicare, and how to make supplemental coverage choices. This workshop is designed for employees planning their own retirement or employees who may be assisting family members with the decisions on making coverage choices. *Recommended time: 1 – 1.5 hours*

### ***Employer Responsibility Regarding Social Security and Medicare\****

Our population is aging and this means there is a greater possibility of having employees over the age of 65. What do employers need to know about their older workforce? This workshop is designed to assist employers with an understanding of Social Security and Medicare. It will include rules for coverage for older employees, including traditional health insurance plans as well as HSA plans. It will give participants an opportunity to determine what types of communication should be provided to their older employees. The goal is to help participants anticipate questions older employees will have about their coverage. *Recommended time: 1 – 1.5 hours*

### ***Dealing with Aging Parents\****

Prepare for the changes you will encounter as your parents age. From normal aging issues and milestones to an overview of Alzheimer's/dementia warning signs and diagnosis guidelines, this one hour presentation will help prepare you for what may come. Role reversals, sandwich generation implications, long distance parental care, communications and safety topics are discussed, as well as practical tips for preparing for the possibility of an unexpected second career as a caregiver. *Recommended time: 1 hour*

### ***Alzheimer' and Dementia A to Z \****

5 million Americans are currently living with Alzheimer's disease. The #1 risk factor is age and 10,000 Baby Boomers are turning 65 everyday in the United States. Understanding the basics of Alzheimer's disease and other types of dementia is valuable knowledge for everyone who wants to be prepared to deal with the issue with aging parents, spouses and friends now or in the future. This course covers facts about the disease, how to determine if it is Alzheimer's or another form of dementia and what to do once a diagnosis is received. Warning signs, planning, resources and hope through research are all covered in this comprehensive overview. *Recommended time: 1 hour*

### ***Unexpected Career – You as an Alzheimer's/Dementia Caregiver\****

There are 15 million family caregivers caring for the 5 million Americans currently living with Alzheimer's disease. Alzheimer's accounts for 70% of all dementia cases. Whether the diagnosis is Alzheimer's disease or another form of dementia, the task of caregiving is complicated, stressful and in many cases, long term. This course covers the emotional aspects of caregiving, caregiver health, how to handle challenging behaviors and the top ten dementia caregiver tips. *Recommended time: 1 hour*

### ***Project Management for Alzheimer's/Dementia Caregivers\****

Juggling work responsibilities along with the stress of caring for loved ones with Alzheimer's disease or other forms of dementia is a delicate and complicated balance. This course helps family caregivers understand the "buckets" they must manage including medical, legal and financial issues as well as living arrangements and family dynamics. Getting organized and building a team is critical. Understanding the stages of dementia over the long term and preparing for the challenges that lie ahead is key. Planning is a crucial component and this course helps caregivers create a basic plan and learn to adapt to unexpected variables that will occur during the family's dementia journey. *Recommended time: 1 hour*

### ***Taking Care of Your Brain – Reducing Risk for Alzheimer's Disease\****

You only have one brain and it deserves your best attention and protection. Alzheimer's is a fatal brain disease that will affect as estimated 14 million Americans by midcentury. Understanding the relationship between cardiovascular disease, diabetes and traumatic brain injury as it relates to Alzheimer's is key. This course outlines lifestyle elements that everyone can consider to maximize risk reduction. From diet and exercise to building cognitive reserve, this course will cover practical tips for protecting and nurturing your most valuable asset, your brain. *Recommended time: 1 hour*

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