Seminar and Training Offerings
2020-2021
What distinguishes our services?

- **Our material and content are never stale** – We review all topics and content on a quarterly basis with respect to topics that are trending nationally/internationally and discussions with our clients regarding prominent issues. We refresh our offerings each quarter.

- **Subject Matter Experts deliver our training** – Our network of trainers is not limited to simply trainers! Often training organizations will “fill” requests with trainers who have no knowledge of the subject matter. We feel that this is the most important part – our sourcing process is distinctive in that we recruit subject matter trainers from a wide variety of professional organizations ensuring that the trainer can truly deliver excellent information.

- **We pay our trainers above market rates and reward for excellence** – Our philosophy? We would rather deliver the “best” to a higher volume of clients, than make a larger margin with a lower volume of clients, so we pay trainers more and, in many cases, charge you less than prevailing market rates – it is very simple!

- **We ascribe to principles of adult learning** – We understand that adults learn differently, and that there are several distinctive learning styles – each of our sessions, be they in-person, online or web-based, and are designed to deliver an engaging adult learning experience.

- **Our trainings are infused with quizzes, assessments, quotes, visual and auditory exercises** – In short, we engage!

Training Delivery Modes

*IMPORTANT! - Due to COVID-19, all trainings are web-based at this time.*

**Face to Face Training** – We can deliver our own **One Hour Impact** sessions, or deliver trainings developed by your organization or by a client. Face-to-Face sessions can range from 45 minutes to full day sessions at your request.

**Web-based Training** – Due to the high-engagement design of our web-based trainings we experience consummate utilization and “stickiness”. All sessions, except for those noted with an asterisk * can be delivered via web.
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Workplace Effectiveness

Harnessing the Power Within: Knowing Yourself to Maximize Effectiveness

Positivity keeps one motivated, emotionally healthy and productive; however, it’s so easy for negativity to creep into one’s thoughts. In this session, we will first explore the origins of our negative thoughts, both at work and in our lives, and begin learning to turn the negative into positive thought and action!

The Respectful Workplace

This seminar touches upon the many facets of a diverse workforce, helping employees and managers alike to set an inclusive, respectful tone. We will touch upon inclusion regarding age and gender issues, disability, and race.

LinkedIn, Facebook, Instagram, and Twitter: Leveraging Social Media for Career Success

Social Media can make you or break you in terms of career success. Join us for this practical session to learn the strategies to best utilize your social media footprint to accelerate your career success.

Cultural Competence at Work

Cultural Competence differs from diversity in that it seeks to examine the importance of individual cultural norms, traditions and values as they relate to the way someone sees the world and relates to his/her co-workers and customers. In this session, we will explore the concept of cultural competence, and its importance in the workplace.

Cultural Competence in Healthcare

Cultural Competence, or understanding the cultural norms, traditions and values of an individual being treated in a healthcare setting, is of vital importance to delivering effective healthcare services and treatment. Rituals and beliefs surrounding health, birth and death can be extremely culturally specific, and without understanding these norms and values, it is impossible to understand the patient and family. This session will assist healthcare professionals to influence better outcomes.

Rebounding: Resiliency in the Workplace

No matter how much you love your job, or how well you are regarded, there will always be setbacks; a project that did not go well, difficulty with a co-worker, or a client lost. Join us to discuss how to survive a setback and show your strength and resiliency by rebounding!
Training Descriptions

Workplace Effectiveness...continued

**Work and Life; A Balancing Act**
Learn to prioritize competing demands, communicate effectively and view the glass as "half full" in this interactive session.

**Procrastinate No More**
Do you tend to “get stuck” and put things off? Are you faced with panic surrounding a deadline? Many of us tend to procrastinate at times; it’s vitally important to understand what motivates your procrastination. Join us to discover why you procrastinate and learn tactics to get unstuck, just do it, and move productively forward!
Training Descriptions

Management Skills

Establishing Attainable SMART Goals
Goal setting is one of the most basic and essential skills someone can develop. What makes a good goal? We will define SMART goals and discuss the SMART Goal strategy. We will also touch on goal characteristics, time management, making a "to-do list," and what to do when setbacks occur. This workshop will provide the knowledge and skills for your participants to complete more tasks and get things done.

Behavioral Interviewing Skill-Builder
Managers may not interview candidates for position on a regular basis, thus interviewing can seem an awkward exercise. In this session, we will explore great "icebreakers" for interviewers, and we will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position, as well as the culture.

Change Management
Organizational change often makes way for progress and ultimate success but can be painful and anxiety producing in the process. In this workshop, we will examine the concept of organizational change, typical expectations and realities, and strategies for successfully managing change, both personally and as part of the organization.

Managing Change from the Inside Out
Change is inevitable, but is also one of the most unsettling, threatening aspects of life and work. It is of critical importance in work teams that individual contributors understand their own reaction to change, and their ability to communicate effectively with colleagues and customers in the face of change. This interactive, three-hour workshop begins with introspection as participants utilize the inventory "What's My Communication Style?" (HRDO). We will explore the results of this self-scoring instrument and discuss how one's communication style can be appropriately leveraged in the face of a changing landscape. An extensive discussion of change will follow utilizing actual examples of change in the employees' work area (our trainers spend time working with management and customizing the session to the specific change management challenges of the work group). Generic case studies will also be presented; employees will work in groups to develop solutions.
Training Descriptions

Management Skills...continued

**Delivering World Class Customer Service**
No matter how superior the product, if the customer service is not optimal, your customers may move to another provider. In this session, we will discuss how to create the consummate customer experience, and how that effort can make your job more enjoyable and meaningful.

**Managing Virtual Employees**
Working virtually sounds terrific and so progressive until you are the manager wondering what your employees are really doing. The first step in managing a virtual work team is understanding your individual leadership style. In this session, we will assist participants in understanding their leadership style by use of the assessment tool, "What's My Leadership Style", (HRDQ). Discussion of the various leadership styles as they relate to managing virtual employees and inspiring virtual teams will lead to a number of challenging role-play exercises. Strategies for effectively monitoring virtual employees and measuring productivity will be discussed in detail.

**Managing Remotely During a Pandemic**
COVID-19 has changed the course of the world and the way we work; it has given management and employees alike a crash course in working remotely. In this session, we will explore the multiple challenges involved in supporting employees, balancing your own challenges, and sustaining productivity in the face of this crisis.
Training Descriptions

Communication Skills

The Power of Listening
Per the Greek philosopher, Epictetus, "We have two ears and one mouth so that we can listen twice as much as we speak." However, simply hearing what someone says, and actively listening, are two very different things. The active listening skill is critical to business success. In this session, we will explore the three basic listening modes, we will discuss how individual communication styles affect listening and we will practice active listening strategies.

Communication Skills for Managers
Effective communication is critical to management success, yet so many managers and supervisors have difficulty communicating with their employees, and with their peers. In this session, managers will embark on a journey of self-discovery to recognize their personal communication style. Role-play and case studies are utilized as well as a comprehensive self-discovery assessment tool.

Communication Skills: Beyond Words!
There is so much more to communications than the spoken word. In fact, over 60 percent of the message is communicated without words. Participants in this session will discuss non-verbal communication, communication channels through social media, and perceptions of communication through one’s appearance.

Emotionally Intelligent Communication
Emotional Intelligence is best witnessed through one’s communication skills; self-awareness, social awareness, self-management and relationship management. All become very evident in one’s communication pattern. This intensifies with written communication, because the recipient can read the message repeatedly. In this session, we will explore emotionally intelligent communications and will work with several examples of email, text and written communication, as well as telephone and FaceTime/Skype communication.

Harnessing the Power of Social Media
Facebook, LinkedIn, and Twitter: are they good or bad? Utilized correctly these can be wonderful business tools. Utilized incorrectly, they can kill a career. We will discuss effective utilization of these powerful tools, as well as cautions for inappropriate use.

Conducting Meaningful Conversations in the Workplace
It is easy to have positive conversations with employees, but for many managers and supervisors it can be so difficult to conduct those challenging conversations dealing with things such as performance, tardiness and attendance, for instance. In this session, we will explore ways to conduct positive and meaningful conversations in the face of challenging circumstances.
Communication Skills...continued

Beyond Mars and Venus: Male/Female Communications

Males and females often communicate differently, both in words and in non-verbal communications and actions. Frequently, these differences in style can create impediments for attainment of collaboration in the workplace. By better comprehending one’s own communication style and the consequences of dissimilar styles, both males and females can learn how to communicate for better understanding and collaboration in the workplace.

The Power of Networking

Networking is a powerful tool for career success. The more people you know, the greater access you have to opportunities, but for many of us networking can feel awkward and uncomfortable. In this session, we will share practical tips for comfortably building your career network.
Training Descriptions

Leadership Skills

Effective Leadership
We all have the capability to be leaders; it’s just vital for us to recognize our own unique leadership style and how we’re able to most effectively analyze and interface with the styles of others. Join us for this introspective session where we will learn more about the true definition of leadership and we will discover the leader within.

Inspired Leadership for Stressful Situations
Stressful situations occur frequently at work; a looming deadline, a proposal that must be completed overnight, a tragedy of a staff member, loss of a major client. The actions and emotions of the leader sets the stage for the entire team. In this session, we will explore strategies to remain calm and balanced in such circumstances and to inspire team collaboration, despite momentous pressure.

Developing a Strategic Affiliation with your Boss
No matter whether your boss is supportive of your career and a great mentor or difficult and dictatorial, forging a positive working relationship is the best thing you can do for your career. Learn to create a collaborative team relationship with your manager and other superiors.

Leading Efficient and Productive Meetings
Have you ever been to a meeting where it seemed that folks were just "meeting to meet"? Or perhaps you go to meetings with someone who constantly dominates the discussion and decisions. In this session, we will identify the barriers to effective meetings and we will explore constructive and efficient methods for running efficient meetings and driving successful outcomes.

Managing Numerous Clients and Competing Demands
If you are like most of us, you often feel that you have several "supervisors"; your manager, co-workers, and customers who are all competing for your time, combined with imposing deadlines and the stress upon you. In this session, we will discuss stress management techniques, as well as ways to prioritize competing demands and effective communication skills to better facilitate a collaborative spirit with all your "bosses".
Training Descriptions

Performance Management

Executive and Career Coaching*
Our team of certified Executive and Career Coaches can guide employees to clarity and motivation regarding career decisions, goal setting, managing new roles, and a myriad of career and management challenges.

Coaching Employees for Success
Coaching can be a powerful tool in helping employees to maximize their potential, but it is a skill that must be learned and practiced. Supervisors and managers will learn strategies to positively coach and motivate their employees to self-directed success.

Employee Boot Camp: Basics for Success
This workshop is intended for employees in entry level and service positions, or for those who are new graduates entering the workforce. We will focus on basic skills, polite conventions, and the work ethic necessary for success in the workplace. This session is extremely interactive and participatory presenting case studies, role-plays and exercises for success. An optional workbook is available, as well.

Performance Management Planning
Effective performance management requires a well-executed plan that takes each employee’s role and capabilities into account and ensures that employee goals are kept on-track. In this session, we will help managers and supervisors build a strategy for consistent performance management.

Performance Appraisal Guidelines
For most of us, executing a performance appraisal can be an awkward task, especially if there are significant areas for improvement. We will discuss positive and objective strategies to lead to productive and effective appraisals that provide authentic feedback while motivating enhanced performance.

Providing Productive Performance Discussions
Often performance discussions can be like the dreaded elephant in the room. Many of us tend to dance around the issue at hand, perhaps we are afraid of offending the employee, or of backlash. This session focuses on creating a plan and structure for an authentic and productive discussion to will lead to positive outcomes.
Training Descriptions

Performance Management...continued

Managing Virtual Employees*
Working virtually sounds terrific and so progressive until you are the manager wondering what your employees are really doing. The first step in managing a virtual work team is understanding your individual leadership style. In this session, we will assist participants in understanding their leadership style by use of the assessment tool, "What's My Leadership Style", (HRDQ). Discussion of the various leadership styles as they relate to managing virtual employees and inspiring virtual teams will lead to several challenging role-play exercises. Strategies for effectively monitoring virtual employees and measuring productivity will be discussed in detail.

Managing Virtual Work Teams
It requires a paradigm change to be able to effectively manage a virtual work team and instill confidence and team spirit, as well as ensure optimal productivity. In this seminar, we will explore effective management techniques for the virtual manager, and strategies for measuring the success of your virtual team.

Managing Remotely During a Pandemic*
COVID-19 has changed the course of the world and the way we work; it has given management and employees alike a crash course in working remotely. In this session, we will explore the multiple challenges involved in supporting employees, balancing your own challenges, and sustaining productivity in the face of this crisis.

Management Skills for Women
Women encounter distinct workplace challenges that are often different from those of their male coworkers. This highly interactive session is designed to help women to realize their leadership potential, learn the important skills of networking and negotiating, and empower them for successful careers as leaders in their respective fields, and as mentors to other women.

Behavioral Interviewing Skill-Builder
Managers may not interview candidates for position on a regular basis, thus interviewing can seem an awkward exercise. In this session, we will explore great "icebreakers" for interviewers, and we will work extensively with the technique of behavioral interviewing to enable a manager to elicit characteristics in applicants that would make them a good match for the position, as well as the culture.
Training Descriptions

Diversity – Managing Workplace Differences

**Workplace Differences: A Matter of Style**

Everyone has a different style of learning, working, and communicating, and one style is not necessarily better than another - just different. In this session, participants will discover their personal learning/communication style, how their own style affects learning and communication for everyone in the workplace, how understanding and considering the learning and communication styles of others can prevent tension, misunderstanding and stress in the workplace, and how to maximize your own personal style.

**Diversity Basics**

Embracing diversity and inclusion is essential to a productive workplace, colleague and client relationships and a happy and dynamic life. We will explore the concepts of diversity and inclusion and learn why diversity is of vital importance to business success as well as personal fulfillment.

**Overcoming Unconscious Bias in the Workplace**

Bias is so deeply ingrained that we often don’t realize that we are experiencing or exhibiting it. In this session, we will use a variety of self-assessments and exercises designed to help participants to explore their own biases and work to overcome them.

**Understanding and Appreciating Generational Differences**

In this session, we will recognize each of the four generations that are currently in the workplace, and explore the historical perspective, values, motivations and gifts of each of the generations. Strategies for better relating to each generation and understanding how to best utilize the distinct talents and capabilities of each generation for successful collaboration will be discussed.

**Cultural Competence for Business**

Cultural Competence differs from diversity in that it seeks to examine the importance of individual cultural norms, traditions and values as they relate to the way someone sees the world and relates to his/her co-workers and customers. In this session, we will explore the concept of cultural competence, and its importance in the workplace.

**Cultural Competence in Healthcare**

Cultural Competence, or understanding the cultural norms, traditions and values of an individual who is being treated in a healthcare setting, is of vital importance to delivering effective healthcare services and treatment. Rituals and beliefs surrounding health, birth and death can be extremely culturally specific, and without understanding these norms and values, it is impossible to understand the patient and family. This session will assist healthcare professionals to influence better outcomes.
Training Descriptions

Leadership Skills

Diversity from the Inside Out: An Intensive, All-Inclusive Diversity Forum*

In this interactive, half-day session participants will first explore their own personal style (HRDQ’s Personal Style Inventory will be administered) for a better understanding of the diversity in us all, and for reflection of how their personal style might influence their communication with individuals of different perspectives. We will discuss all genres of diversity including cultural diversity and competence, as well as racial diversity, gender diversity, generational diversity and diversity of ability. Participants will engage in case studies, role-play and in a team exercise to heighten their awareness, and collaborative inclination.

Five Generations in One Workplace...

Traditionalists, Baby Boomers, Gen X, Millennials, Gen Z... all with different workstyles and expectations! Join us to better understand each generation and learn how to maximize the fabulous advantages of these generations working in tandem!

The Respectful Workplace

This seminar touches upon the many facets of a diverse workforce, helping employees and managers alike to set an inclusive, respectful tone. We will touch upon inclusion regarding age and gender issues, disability, and race.

Embracing Inclusion

Despite societal progress, homophobia and transphobia remain prevalent in society; yet embracing inclusive policies and attitudes greatly increases innovation, productivity and overall team performance. In this session, we will explore best practice strategies for making LGBT colleagues experience a workplace of acceptance, value and inclusion.
Training Descriptions

Conflict Management

**Effective Conflict Management in the Workplace**
Conflict is an inevitable part of every human relationship, however, in the workplace where the stakes may be high, and several different "styles" may be working together, the incident of conflict can be much more prevalent, and unresolved conflict can have detrimental effects on productivity and innovation. In this session, participants will learn their own conflict style, and will explore the 5 modes of conflict, the time and place when a specific mode may be effective, and strategies for resolving unproductive conflict.

**Anger Management**
Controlling and limiting anger is important in every aspect of one’s life. Without control, you are putting limits on what you can accomplish in your personal and professional life. Since everyone experiences anger, it is important to have constructive approaches to manage it effectively. The Anger Management workshop will help teach participants how to identify their anger triggers and what to do when they get angry.

**Managing Negative People**
Negativity in one employee can spread, affecting the climate of the entire workplace and increasing the emotional burden of your job. While managing negative people is tough, there are the methods that enable you to keep your cool, defuse employee negativity, and create a positive culture in your workplace.

**Dealing with Challenging People**
Everyone can be difficult at times, but we all know those people who specialize in being challenging. In this session, we will discuss how one can best manage their own reaction to negative behaviors and tactics for turning a negative relationship into a more productive, positive one.

**Interpersonal Relationships—Moving Ahead by Getting Along**
Relationships can be challenging at times; competing agendas, differences in personal styles, and divergent values can create divisions among people. In this session, we will learn how to discover our similarities, shared goals and objectives, and commonalities in an effort to put the negative aside and move toward a collaborative, healthy relationship.

**Identifying and Averting Workplace Violence**
Today, more than ever before, it is critical for all employees to be aware of anything out of the ordinary, and to understand what steps to take in the event of violence in the workplace. In this session, we will customize strategies for the specific workplace to aid in thwarting potential violence, and in staying safe in the event of a violent event.
Training Descriptions

Conflict Management...continued

Resisting Workplace Bullies

Bullying isn’t limited to children and playgrounds. In fact, more bullying probably occurs in the workplace than anywhere else, and the stakes can be high! Join us for this session where we will explore the behaviors and motivations of workplace bullies and learn strategies to disarm bullying behavior and establish productive relationships.
Surviving and Thriving in the Workplace

Dressing for Success and Other Savvy Career Tactics
Sometimes appearances are (almost) everything. Dressing for work may not be as easy as it appears, the mysteries of “business casual”, the cost of a business wardrobe, and can you really wear jeans to work, are questions that we all struggle with. Appearances are important, and they often run deeper than simply one’s dress, and include professional behavior and appropriate interaction with colleagues. Join us for an entertaining and interactive forum.

The Power of 66 Day – Forming Positive Habits
We all see those habits we admire in others, and we know would benefit us, both in the workplace and in life. Maybe we make a New Year’s resolution to change, or decide to give a more positive habit a try and fail. We may be unaware that there is a formula for habit enhancement success. Join us to begin the process of a new and improved you!

Mind Your (Workplace) Manners
Good manners are always in style, but manners don’t mean always deferring to others or avoiding conflict. In addition, e-mail, texting and social networking seem to have changed some polite business conventions. We will discuss the new conventions of business manners as well as good, old-fashioned politeness.

Leading Productive and Efficient Meetings
Have you ever been to a meeting where it seemed that folks were just “meeting to meet”? Or perhaps you go to meetings with someone who constantly dominates the discussion and decisions. In this session, we will identify the barriers to effective meetings and we will explore constructive and efficient methods for running efficient meetings and driving successful outcomes.

Harnessing the Power of Social Media
Facebook, LinkedIn, Twitter and more: good or bad? Utilized correctly these can be wonderful business tools. Utilized incorrectly, they can kill a career. We will discuss effective utilization of these powerful tools, as well as cautions for inappropriate use.

Understanding Your Style to Maximize Your Potential
Truly knowing yourself, your likes and dislikes, communication style and motivation is critical to success. In this session, we will utilize the Personal Style Inventory, or another Myers Briggs type assessment tool that will help participants to discover their own personal style and preferences to better understand how their style can be leveraged for success.
Training Descriptions

Surviving and Thriving in the Workplace...continued

**Employee Boot Camp – Basics for Success**

This workshop is intended for employees in entry level and service positions, or for those who are new graduates entering the workforce. We will focus on basic skills, polite conventions, and the work ethic necessary for success in the workplace. This session is extremely interactive and participatory presenting case studies, role-plays and exercises for success. An optional workbook is available, as well.

**Building a Flexible Work Culture**

Many corporate cultures have discovered that managing an employee’s “face time” is not consistent with managing their productivity; yet managers often find flexible work strategies such as telecommuting, flextime and job sharing difficult to understand and supervise. As many of us in supervisory roles will admit – we wonder if someone is working as hard at home as they would in the workplace. Even if a supervisor believes in the concept of telecommuting or flextime, it is common to be confused regarding motivating employees and managing productivity. We will discuss such challenges in this session, and help managers to build a productive, yet flexible work culture.

**Management Skills for Women**

Women encounter distinct workplace challenges that are often different from those of their male coworkers. This highly interactive session is designed to help women to realize their leadership potential, learn the important skills of networking and negotiating, and empower them for successful careers as leaders in their respective fields, and as mentors to other women.

**Change Management**

Organizational change often makes way for progress and ultimate success, but can be painful and anxiety producing in the process. In this workshop, we will examine the concept of organizational change, typical expectations and realities, and strategies for successfully managing change, both personally and as part of the organization.
Training Descriptions

Surviving and Thriving in the Workplace…continued

Managing Change from the Inside Out*

Change is inevitable, but is also one of the most unsettling, threatening aspects of life and work. It is of critical importance to work teams that individual contributors understand their own reaction to change, and their ability to communicate effectively with colleagues and customers in the face of change. This interactive half-day session begins with introspection as participants utilize the inventory “What’s My Communication Style?” (HRDQ). We will explore the results of this self-scoring instrument and discuss how one’s communication style can be appropriately leveraged in the face of a changing landscape. An extensive discussion of change will follow utilizing actual examples of change in the employees’ work area (our trainers spend time working with management and customizing the session to the specific change management challenges of the work group). Generic case studies will also be presented; employees will work in groups to develop solutions.

Recognizing and Preventing Workplace Violence

Too often, the cautionary signs of violent behavior are ignored until a negative event has occurred. Learning to recognize the propensity for violent behavior and working with an employee to pursue counseling before an issue escalates is a “must have” skill for every manager. It is also essential to become familiar with documented emergency plans for your organization. We will also discuss steps to take if a violent event does occur in the workplace.

Resisting Workplace Bullies

Bullying isn’t limited to children and playgrounds, in fact, more bullying probably occurs in the workplace than anywhere else, as the stakes can be high! Join us for this session where we will explore the behaviors and motivations of workplace bullies and learn strategies to disarm bullying behavior and establish productive relationships.

Managing Highly Effective Virtual Work Teams*

Working virtually sounds terrific and so progressive until you are the manager wondering what your employees are really doing…the first step in managing a virtual work team is understanding your individual leadership style. In this 3-hour session we will assist participants in understanding their leadership style by use of the assessment tool, “What’s My Leadership Style”, (HRDQ). Discussion of the various leadership styles as they relate to managing virtual employees and inspiring virtual teams will lead to a number of challenging role-play exercises. Strategies for effectively monitoring virtual employees and measuring productivity will be discussed in detail.
Training Descriptions

Surviving and Thriving in the Workplace...continued

Motivating from Within
Motivation is a primary building block of workplace success, but for most of us, it tends to wax and wane over the course of our career. In this session, we will explore reasons for changes in personal motivation and methods of personally stoking your internal quest for staying motivated, innovative and productive.

Harnessing the Power of Positive Thought
A positive attitude keeps one motivated, emotionally healthy and productive; however, it’s so easy for negativity to creep into one’s thought. In this session, we will first explore the origins of our negative thoughts, both at work and in our lives, and begin learning to turn the negative into positive thought and action!

Managing your Time to Manage your Life!
So often, we learn bad time management habits early in life, and those habits are a barrier to effectiveness and success. In this session, participants will have an ability to first analyze their own personal “time style” and then will learn methods to best employ effective time management within the parameters of their personal style.

Conducting Meaningful Conversations in the Workplace
It’s easy to have positive conversations with employees, but for many managers and supervisors it can be so difficult to conduct those challenging conversations dealing with things such as performance, tardiness and attendance, for instance. In this session, we will explore ways to conduct positive and meaningful conversations in the face of challenging circumstances.

Coaching for High Performance Teams*
Clearly, teams where employees are encouraged and developed by means of quality coaching/mentoring are dramatically more effective and collaborative, but coaching is a skill that must be learned and refined. In this interactive three-hour session, we will first explore each individual’s personal coaching style by use of the assessment tool “What’s My Coaching Style” (HRDQ). Participants will engage in case studies and in role-play designed to refine their own personal coaching styles.

Rebounding - Resiliency in the Workplace
In the workplace and in life employees’ face challenges, change, and loss on a regular basis. The measure of success is how one rebounds from adverse situations, in life and in work. In this one-hour session, we will explore the notions of challenge, change and loss, and we will discuss strategies for healthy rebound.
Training Descriptions

Surviving and Thriving in the Workplace...continued

“At Will” Employment

With the exception of collective bargaining agreements and contractual employment arrangements, most employment agreements today are presumed to be “at will”; or, an employer is free to terminate employment for good cause, or for no cause at all. At the same time, the employee is likewise free to resign, strike, or otherwise terminate his/her job. As we know, however, nothing is ever that simple. In this session, we will discuss Employment at Will, and explore the variety of exceptions to the law, as well as appropriate strategies for enacting “At Will” employment arrangements.

Sexual Harassment Training for Managers

Sexual harassment is a form of sex discrimination that violates Title VII of the Civil Rights Act of 1964. Harassment can include “sexual harassment” or unwelcome sexual advances, requests for sexual favors, and other verbal or physical harassment of a sexual nature. Often, the harassment may be the result of ignorance and poor taste. This session will clearly define the parameters of sexual harassment, will delineate the law, and will help offer strategies to mitigate inappropriate behavior in the workplace. This two-hour session complies with all State specific legislation.

Sexual Harassment Training for Employees – Sexual Harassment is Against the Law

Sexual harassment has become increasingly pervasive in our culture and often employees don’t even realize that their behavior may be inappropriate. This session touches upon all required legal aspects of sexual harassment, but also focuses upon behaviors that may be long-held and unconscious.

Drug and Alcohol Awareness for Managers

There are many tell-tale signs that an employee might be abusing drugs or alcohol, and the potential consequences to business include lost productivity, susceptibility for workplace accidents, presenteeism and marginalized client relationships. Having a drug and alcohol awareness training session is of vital importance to all business, but especially to organizations that do business with the federal government, as government contractors are required to have an awareness program in place. Join us for this informative session where we will discuss recognizing signs of drug and alcohol abuse, how to report concerns to management, correct procedures for documenting associated work-related performance issues, and the Reasonable Suspicion standard, as well as making personal referrals to your Employee Assistance Program.

Workplace Health & Safety

Healthy, productive employees are essential for the success of your enterprise. In this session you will learn the basics of optimizing ergonomics, infection control to keep employees healthy, environmental precautions, safety issues, and health and fitness ideas for optimizing the overall health, safety and wellness of your workforce.
Training Descriptions

Stress Management

**Emotional Composure: Remaining Unruffled & Dynamic Under Stress**

Emotions are a healthy part of the human experience. Acknowledging emotions and understanding your personal stress style is the first step in beginning to control them. In this highly interactive session, we will discuss a selection of customary stressors as well as techniques for exercising control over them.

**Managing Numerous Clients and Competing Demands**

If you are like most of us, you often feel that you have several “supervisors”; your manager, co-workers, and customers who are all competing for your time, and imposing deadlines and stress upon you. In this session, we will discuss stress management techniques, as well as ways to prioritize competing demands, and effective communication skills to better facilitate a collaborative spirit with all your “bosses”.

**Managing Your Time to Manage Your Life!**

So often, we learn bad time management habits early in life, and those habits are a barrier to effectiveness and success. In this session, participants will have an ability to first analyze their own personal “time style” and then will learn methods to best employ effective time management within the parameters of their personal style.

**Effectively Managing the Stress of Multiple Roles**

Careers, school, parenting, household chores, nurturing a relationship, and eldercare responsibilities impose stress from every direction. In this seminar, participants will learn to identify the most salient sources of stress in their lives and learn strategies for organization, delegation and ultimate stress management.

**Practical Leadership for Stressful Situations**

Stressful situations occur frequently at work; a looming deadline, a proposal that must be completed overnight, a tragedy of a staff member, loss of a major client. The response of the leader sets the stage for the entire team. In this session, we will explore strategies to remain calm and collected in such situations and to inspire team collaboration, despite significant pressure.

**Monitoring and Managing Stress**

Stress has reached epidemic proportions in today’s society. While some stress can be motivating, excessive stress can wreak havoc on our physical and mental health as well as our productivity and innovation. Join us to learn to discover the root cause of your stress and learn to control it for a more positive you!
Training Descriptions

Stress Management...continued

**Identifying and Repairing Burnout**
Ever feel that that you just don’t have the energy, or motivation, to proceed with the gusto and passion that are customary for you? You may be experiencing burnout and it can sneak up on you when you least expect it. Being able to diagnose your own burnout, recognize its source and having a plan of action to counteract it is vital to your emotional well-being. We will discuss strategies for diagnosing and overcoming the burnout blahs!

**De-Stress at Your Desk!**
A “hands-on” session that teaches practical stress management techniques that can be done at one’s desk or in any workspace. Deep breathing techniques, visualization, in-place exercises, and mindfulness and mediation techniques will be introduced.

**Practicing Mindfulness to Rid Stress**
Mindfulness, the practice of maintaining a moment-by-moment consciousness of our thoughts, feelings, physical sensations, and environment, through a calm, nurturing lens, that stresses that there is no “right or wrong” way of thinking, feeling or doing things and reflecting only upon the present moment can lead to greater perspective, and calm from life’s stresses. Join us to learn how effectively to practice mindfulness.

**Understanding and Managing Personal Stress**
Everyone experiences stress, but our response to it is very individual. In this session, we will explore individual stress triggers, discover individual “stress styles” via a brief self-assessment, and devise personalized stress management plans. We will also discuss ways in which stress can be helpful and leveraged for successful outcomes.

**Balancing Work and Personal Life**
In our quest to be “all things to all people”, we often neglect to take care of ourselves and balance responsibilities and competing demands. In this seminar, we will explore and defuse issues of guilt that can occur as we attempt to prioritize, and we will offer practical solutions to the work-life balance challenge.
Training Descriptions

Physical and Emotional Wellbeing

Surviving During a Pandemic
COVID-19 has changed the way we live our lives; join us for this session where we will discuss the implications of our “new normal” in terms of working remotely, adjusting emotionally and physically and helping children to adjust.

A Balancing Act for the Work and Personal Life Seesaw
Learn to prioritize competing demands, communicate effectively and view the glass as “half full” in this interactive session.

Celebrating Peaceful, Harmonious Holidays
So often, unrealistic expectations of the “perfect holiday” mar the joyous peace of the season. In this session, we will discuss those expectations and learn to create new traditions that bring joy to all, while reducing stress, overspending and exhaustion. We will also explore the many emotional issues (grief, loneliness, isolation, and stress) that can make the holidays a very difficult time. The goal of this session is to help you to reduce stress, and experience peace and joy.

The Power of Listening
According to the Greek philosopher Epictetus, “We have two ears and one mouth so that we can listen twice as much as we speak”, however, simply hearing what someone says, and actively listening are two very different things. Active listening skill is critical to business success. In this session, we will explore the three basic listening modes, we will discuss how individual communication styles affect listening and we will practice active listening strategies.

A Balancing Act for the Work and Personal Life Seesaw
Learn to prioritize competing demands, communicate effectively and view the glass as “half full” in this interactive session.

Oldest, Youngest, Middle? – How Birth Order Influences Your Life and Work
A good deal of our behavior, motivations, and reactions as adults is established by our place in our family’s birth order. This session will be entertaining and interactive. You will learn about yourself and your own behavioral patterns, and your work and communication styles based on whether you were an oldest, a youngest, or a middle child. You will also learn keys to interacting with co-workers based on their birth order.

Four Part Smoking Cessation Program – Change Your Mind to Change Your Life*
A dynamic and interactive four-week (one hour per week) series, based upon Smoke-Free. Gov’s START process, to assist employees with smoking cessation, the series employs daily strategies and workbook exercises for the four-week period. Participants are awarded a certificate at the successful conclusion of the series. The series can be offered in-person or via webinar and is approved by most insurance carriers for wellness credits.
Training Descriptions

Physical and Emotional Wellbeing...continued

**Rebounding: Resiliency in the Workplace**
No matter how much you love your job, or how well you’re regarded, there will always be setbacks; a project that didn’t go well, difficulty with a co-worker, or a client lost. Join us to discuss how to survive a setback and show your strength and resiliency by rebounding!

**Harnessing the Power of Positive Thinking**
Negative self-talk, which often impedes our everyday lives, can be extremely harmful to your personal relationships, productivity and performance and overall quality of life. This is why learning to change how we think is crucial to our happiness. It takes time and a conscious effort, but if we can change our “faulty” thinking and replace it with more rational, realistic, and positive thinking, then we will be able to approach the challenges in our daily lives from a more confident, rational, and optimistic perspective.

**Managing Your Time to Manage Your Life!**
So often, we learn bad time management habits early in life, and those habits are a barrier to effectiveness and success. In this session, participants will have an ability to first analyze their own personal “time style” and then will learn methods to best employ effective time management within the parameters of their personal style.

**Interpersonal Relationships-Moving Ahead by Getting Along**
Relationships can be challenging at times; competing agendas, differences in personal styles, and divergent values can create divisions among people. In this session, we will learn how to discover our similarities, shared goals and objectives, and commonalities to put the negative aside and move toward a collaborative, healthy relationship.

**Basic Facts about Substance Abuse**
Substance abuse impairs decision-making abilities, causes decreased productivity and performance, and is responsible for many workplace injuries. This session explores the various kinds of substance abuse found in the workplace, new “trends” in substance abuse, and implementation of effective workplace policies and programs, as well as how to recognize possible substance abuse issues and how to approach an employee or co-worker regarding the issue.

**Loving Long Distance**
Long distance relationships are prevalent these days. In fact, 3.75 million marriages in the U.S. are long distance. In this session, we will explore how to keep a relationship, be it a college relationship or a long-time marriage, alive and conflict free when it must endure long-distance.
Training Descriptions

Physical and Emotional Wellbeing...continued

Dealing with Grief and Loss (Tragic Death)
The death of a family member or close friend is, undoubtedly, one of the most difficult experiences in life. In this session, we will discuss the process and stages of grief and learn to move toward resolution of this emotionally trying time.

Stages of Grief
In this session, we will explore Dr. Elisabeth Kubler Ross' "Five Stages of Grief" and discuss how these stages manifest as we process through loss, both in death and loss of relationships, and other tragic events. We will discuss coping skills to help to get through a difficult time.

Dealing with Divorce
Divorce is one of life’s most difficult experiences, but the magnitude of its lasting effect depends upon how one responds to that challenge. This seminar will focus on the social/emotional aspects of divorce, as well as the practical, and is designed to inspire with "move ahead" strategies.

Preparing Your Child for Divorce
Regardless of their age, divorce affects the children involved - the initial reaction is usually one of shock, sadness, anger, and anxiety. If handled well, kids also can emerge better able to cope with stress, and many become more flexible, thoughtful adults. In this workshop, we will explore strategies for best managing this challenging situation.

Social Media: How it Affects Your Family
Texts, emails, Facebook posts, Tweets...these can all be convenient and, in some cases, entertaining, but they can also affect how a family interacts. Do your family members text during dinner? What is the tone of your electronic communication? Do you hear about your things going with your children on Facebook? Join this session to explore the positive and negative influences of social media on family communications and develop some strategies to harness the power of social media, while eliminating the negative influences.
Training Descriptions

Physical and Emotional Wellbeing...continued

Minimizing Worry to Maximize your Life
Are you a worrywart? Nineteen million Americans are chronic worriers and 38 percent report worrying every day. We all worry at times, but if you constantly stress over everything in your life you may be developing a chronic worry habit that can lead to physical and mental health difficulties including stress-related illnesses, generalized anxiety disorder and depression. In this session, we will assist you in analyzing the root cause of worry, and strategies to break the cycle of worry.

Drug and Alcohol Awareness
There are many tell-tale signs that an employee might be abusing drugs or alcohol, and the potential consequences to business include lost productivity, susceptibility for workplace accidents, presenteeism and marginalized client relationships. Having a drug and alcohol awareness training session is of vital importance to all businesses, but especially to organizations that do business with the federal government, as government contractors are required to have an awareness program in place. Join us for this informative session where we will discuss recognizing signs of drug and alcohol abuse, how to report concerns to management, correct procedures for documenting associated work-related performance issues, and the Reasonable Suspicion standard, as well as making personal referrals to your Employee Assistance Program.

Mental Illness - A Manager's Primer
As a manager, it is important to know when an employee may need help with a mental health or stress-related issue, but if we don't have mental health background, it may be hard to know when there may be an issue of concern. In this informative session, we will explore the signs and symptoms of common dimensions of mental illness and appropriate steps to take if you may suspect that an employee requires assistance.

Basic Facts of Mental Health - A Primer
The Centers for Disease Control and Prevention state that approximately 25 percent of all U.S. adults will experience mental health issues at some point; thus, mental illness in the workplace is more prevalent than is assumed. In this session, we will explore common mental health issues, how to recognize them in employees and co-workers, and appropriate strategies for assisting with these issues.

Living Single/Single Again
Life can often feel like Noah’s Ark - everyone seems to be paired up. If you are single or divorced in a world of couples it’s important to define what makes you happy and fulfilled, find ways to discover and nurture your gifts and passions, and meet new people. We will explore these dimensions and more in this session.
It's the Little Things that Count: Maximize your Health and Fitness

Ever embark on an ambitious fitness regime only to quit because it’s too hard to keep up? Often the most enduring and beneficial endeavors are the small gradual changes in your fitness and diet. Join us to discuss great "little" strategies that work!

Personal Fitness for Life

Appreciate the physical and mental health advantages of consistent exercise and healthy eating. Learn to make them a constant in your daily routine by acknowledging the obstacles to success and developing realistic, customized strategies to overcome them.

Nutrition Know How: Eating for Health

There is so much advice available regarding healthy eating that it can seem overwhelming and you don’t know what to believe. In this session, we will explore myths and realities of nutrition, learn some great, economical strategies for healthy eating and share some useful apps.

Grocery Store Strategy

Have you ever thought about what time of day you grocery shop? Where you shop? Do you order online or prepackaged meals? Balancing budget and beneficial nutrition when grocery shopping can be a substantial challenge; not to mention navigating the grocery store in an efficient manner! This session will offer tips, tools and tactics to make grocery shopping a pleasant exercise in good fiscal and physical health.

The Mysteries of Middle Age

On both physical and psychological levels, middle age can make you feel like you have a stranger living in your body. In this seminar, we will discuss normal feelings and issues of this period of life, strategies to alleviate symptoms, and a plan to enjoy the positive aspects of middle age.
Training Descriptions

Physical and Emotional Wellbeing...continued

One Couple, Two Careers: Thriving as a Dual Career Family
When both members of a couple have successful, high-profile careers there are many advantages, but there are many sacrifices as well. Travel, busy schedules, deadlines, and long hours can lead to stress in the family. In this session, we will discuss strategies to help dual career couples balance their work and home life and maximize their family's happiness.

Getting the Most from Your Doctor's Visit
When you visit your doctor, do you ever feel so rushed or anxious that you forget your questions? Do you get home and think "I should have mentioned ___?" Often, even if we are great consumers in other transactions, we become deferential in our visits to physicians. In this session, we will discuss steps to take prior to your consultation to maximize the effectiveness of your visit for improved health.

The Real Secrets of Marital Bliss
Communication, compromise, companionship and more. We will discuss the stages of marriage, learn to minimize conflict and maximize the enjoyment of your relationship.

The Influence of Positive Self-Talk
So often we talk ourselves out of things – "I can’t possibly do that", "I know that person doesn’t believe me (like me, etc.)" – in this session we will explore research related to the power of positive thinking and we will learn to take negative thoughts and turn them to the positive for a healthier more productive life!

When Your Marriage is in Trouble
So often, marriages are in trouble for a considerable amount of time before spouses even realize it. On average, a marriage experiences duress for six years before couples are cognizant of it; often that is too late. This seminar will assist participants in discovering the signs of trouble in a marriage and will offer practical strategies to mitigate difficulty before divorce is considered.

Protecting Your Family from Cyber Bullies
The internet and social media have taken bullying to new lengths; now our family members can be bullied virtually, while in the comfort of our homes. This session helps participants to understand the issues of bullying via social media (Facebook, Instagram, Snap Chat, Twitter and others) and offers practical suggestions for protecting your family from this harmful invasion.
Training Descriptions

Topics for Effective Parenting

Selecting Optimal Child Care

Selecting an optimal care arrangement for one’s child is, without doubt, one of the most stressful responsibilities of parenthood. Optimal care arrangements have great benefit to both the child and the family. First, one must determine the ideal mode of care for the particular child and household environment; family day care, center-based care, cares in one’s own home (nanny), or live-in care. Once that has been determined, individual providers must be assessed, both for quality, and for chemistry. This seminar will help parents to sort through the specifics of childcare and will offer a “tool box” of assessment strategies, as well as practical suggestions for adjustment to the new caregiver.

Attracting and Retaining Mary Poppins

Finding the perfect nanny can be challenging; as consistency of care has great impact upon a child’s development, retaining that person is even more important. In this session we will explore a variety of in-home caregiving arrangements, will discuss search and assessment strategies, and we will explore tactics for long-term retention of the perfect caregiver.

An Explosion of Learning – The Developing 2 to 5-Year-Old

Between the ages of 2 and 5 children experience an incredible metamorphosis; they grow tremendously both physically and intellectually, and their individual talents and personalities begin to emerge. As children experience this ever-widening world, parents often wonder if they are doing enough, or, conversely pushing too hard to facilitate learning. In this seminar, we will explore developmental highlights of this age group, and will help parents to fully enjoy this magnificent stage of life.

Surviving and Enjoying the Six Stages of Parenthood

In this half-day session, we will examine, not child, but parental development from the prenatal phase through the empty nest, or departure phase, combining the human development theories of Freud and Erikson with concrete, contemporary insights from the book, “The Six Stages of Parenting”.

Training Descriptions

Topics for Effective Parenting...continued

Being the Grandest of Grandparents
A number of years ago grandparents often lived in close proximity to their grandchildren and had the ability to interact frequently. Things have changed, today often grandchildren reside a great distance from the grandparents; we will discuss how to maintain that special closeness with those long-distance grandchildren. A number of grandparents these days are assuming custody of grandchildren; this presents complex challenges. Grandparents living close to grandchildren may be spending more time with grandchildren as their children are employed outside the home. We will discuss the issue of discipline, while maintaining the parents' authority. Most importantly, we will discuss ways to enjoy those wonderful children while creating memories and traditions.

Effective and Rewarding Single Parenting
Close to 14 million U.S. households are headed by single parents; these parents are true heroes, shouldering a multitude of roles including mother, father and employee. In this session, we will explore the stresses they encounter as they juggle roles and we will discuss practical solutions to multiple challenges, as well as ways for single parents to enjoy their own lives as they fulfill these numerous roles.

Learning Disabilities and Your Child
Being told you child has a learning disability can be daunting for a parent; however, learning disabilities don't have to be an impediment, just a detour. This session will educate parents regarding optimal resources to help their children, will assist parents in learning to celebrate their children’s capabilities and gifts, will help parents to understand what is entitled to their children by law, and will empower parents to demand the best support and services for their kids.

Children and the Internet – How much is too much?
Do children ever pick up the phone and call their friends anymore? Texting, instant messaging, Facebook, Twitter; this is how kids communicate these days, but how much of this is too much? What will the impact be on the child’s ability to communicate, and is all of this a distraction from schoolwork or other tasks at hand? Join us as we explore the nuances of the internet, its effect on the development of children and adolescents, and strategies for helping your child to keep its use in perspective.
Training Descriptions

Topics for Effective Parenting...continued

Parenting Teens – The Parental Merry-Go-Round
Parenting adolescents is one of the more challenging tasks of parenthood, but at the same time, one of the most rewarding. Moods, motivations, friendships and attitudes can change on a dime; yet, at the same time, you can share interests and appreciate them on a more sociable level. In this seminar, we will explore the characteristic behaviors of adolescence, and discuss strategies to harmoniously share time together, and begin to build an adult relationship with your child.

Separating – The Bittersweet Task of Parenting
From the day they’re born, we hold our children close to our hearts and protect them. Whether they are leaving for preschool or college; separating is a parent’s biggest challenge, and at times can be an equally difficult challenge for the child. This session will help parents to appreciate their children’s successes while encouraging their independence.

Protect Your Child from Bullying
More and more school districts are becoming aware of bullying yet often children who are being bullied are ashamed, and fearfully hide this fact until it is too late. Learn to recognize the signs that your child might be the object of bullying, learn strategies to communicate effectively with your child’s school administrator, and explore strategies to assist your child in standing up to the bullies.

Maximizing Your Child’s Gifts and Talents
Every child has special gifts and talents and helping your child to explore a wide variety of activities can help them to discover their talents. Some children are identified as “gifted” as a result of testing in their school environment. In this seminar, we will discuss the challenges of being “gifted” and ways to maximize gifts and talents without placing undue pressure on the child.
**Training Descriptions**

**The Challenge of College Selection and Admission**

**What Do Colleges Really Look For?**
The college admissions process has become fiercely competitive, both parents and students are facing significant anxiety regarding admission to college. In this session we will discuss how a student’s distinct background will be assessed by an admissions committee, dialogue regarding such issues as AP courses, SAT and ACT scores, Early Decision vs. Early Action admission, what extracurricular activities are most impressive, athletic considerations, and some basic information about financial aid. We will also explore the presentation of an appealing resume and application.

**Assisting Your Child in the College Selection Process**
Choosing a school that’s optimal for your individual student is critical to your child’s college experience. In this session we will offer practical suggestions for maximizing campus visits, creating a personal assessment document, and evaluating various details of environment, programs offered, culture and academic/career capabilities.

**Paying for College**
College is a tremendously expensive proposition! In this session, we will discuss strategies for affordability including grant opportunities, student loans, navigating the FAFSA, work study opportunities and a number of other practical strategies.

**Making it Work – Fulltime Work and College at the Same Time**
Basically, there are two ways to get ahead – doing well at your job and advancing your education. For adults who are pursuing college or graduate education, and, at the same time are working fulltime, this can seem like an impossible task. In this session, strategies for managing it all, as well as managing the accompanying stress will be discussed.
Training Descriptions

Caring for the Seniors in Your Life

Surviving the Stresses of Caregiving
Caring for an elder can be an ambitious and exhausting task; not only physically demanding, but emotionally draining. In this session, we will explore typical sentiments and frustrations of the caregiver and will discuss tactics and resources to make this task manageable, while still enjoying a relationship with your loved one.

Evaluating Care Requirements
It’s often difficult to tell when your elder may require an increased level of care; particularly if you live at a distance, you may not be aware of loss of capabilities, declining memory and other changes requiring changes in the care plan. In this session, we will explore the various “markers” of the need for increased care and creative solutions for meeting such needs.

Caring for Elders at Home
Surprisingly only 4% of our nation’s elders are cared for in institutional settings (nursing homes, etc.); most elders are cared for either in their own homes or in the homes of relatives or close friends. Caring for an elder at home presents unique challenges, modifications and skills, as well as family cooperation; this session will assist caregivers in planning for effective caregiving in the elder’s home, or in their own home.

Working Through Grief and Loss
The death of a family member or close friend is, undoubtedly, one of the most difficult experiences in life. In this session, we will discuss the process and stages of grief and learn to move toward resolution of this emotionally trying time.

Legal and Financial Resources for Caregivers
The legal and financial implications of caring for elders are enormously complex and subject to continuous modification. In this session, we will discuss the basic legal and financial issues of caregiving and will offer resources for further information.

Resources for Long-Distance Caregiving
Caring for an elder who lives a significant distance from you can present distinct challenges. In this seminar will discuss strategies for efficiently assessing resources from a distance, negotiating with family members and friends who live close by, and we will share approaches for connecting and collaborating with long-distance physicians and caregivers.
Caring for the Seniors in Your Life

The Sandwich Generation: The Ultimate Balancing Act

Caring for an elder is an enormous challenge by itself; combining elder care with care of children or adolescents and attempting to balance the demands of a career can seem overwhelming to even the most organized individual. In this session, we will focus on establishing balance, recognizing negative emotions, adhering to priorities and reducing stress.
Your Kepro EAP

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- Up to 6 in person counseling sessions
- Management Consultations
- Financial/Legal Consultation and Referral Services
- WorkLife & Convenience Services