



TRAINING PROGRAMS

Educational Workshops for Employees and Supervisors



VALUEOPTIONS® TRAINING PROGRAMS

ValueOptions® is committed to helping people improve their lives and their personal effectiveness. Training programs allow us to increase the visibility of the employee assistance program (EAP) and reach out to your employees with practical information, strategies and resources for resolving concerns.

ABOUT THE TRAININGS

This catalog describes the in-person training workshops that we offer on a wide range of important behavioral, health and work and life issues. Trainings are developed by subject matter experts and are delivered by an experienced trainer. Trainings take approximately 60 to 90 minutes to complete. Some are available in 20- to 30-minute formats. These are indicated with an asterisk (*) next to the title.

If you are interested in training on a topic that does not appear in this catalog, please contact your account executive or our training team.

TRAINING RESOURCES ONLINE

To reach your employees with important skill-building trainings no matter where or when individuals are available, consider promoting the online training resources your EAP offers.

Webinars

ValueOptions provides recorded 30-minute webinars for employees and managers on its Achieve Solutions® website. Webinars are located on the Resources page under Webinars.

Most frequently accessed webinar titles:

- Build a Better Professional and Personal Life By Decreasing Your Stress
- Helping Your Child Become Bully-proof
- Managing Money in Tough Times
- Manager Webinar: Setting Realistic Goals—Prioritize Work, Maximize Resources
- Money Matters—Reduce the Impact of Financial Stress

Trainings

Award-winning trainings are posted on Achieve Solutions on the Resources page. These short presentations (3 to 5 minutes) provide instruction on managing stress, promoting a healthy workplace and communicating effectively:

- Change Is Good
- Conquer Life's Setbacks With Resilience
- Getting Healthier: Tips for the Workplace
- Healthy Strategies to Manage Stress
- Key Ideas for Successful Communication
- Overcoming Depression

After completing a webinar or training, attendees can explore related articles, quizzes and other resources on Achieve Solutions.

ENSURING WORKSHOP SUCCESS

Our training professionals will work with you throughout the process of planning, promoting and evaluating a program. Specifically, here are some of the key steps that will maximize its effectiveness:

ASSESS THE NEEDS OF YOUR WORKFORCE. EAP utilization trends, demographics and employee and manager surveys can provide useful guidance. It's also important to consider any significant changes underway at the worksite or in the community.

SELECT A TRAINING PROGRAM(S) THAT ADDRESSES THOSE NEEDS. We offer a variety of topics on mental health, health and wellness, personal development, legal/financial, work/life and workplace issues.

COORDINATE LOGISTICS. Start the process at least **SIX** weeks before you would like to hold the workshop. Let us know the date, time and location and we'll find an expert facilitator. (We request 6 weeks' notice so that there is ample time to secure a facilitator, and so that the facilitator has adequate time to prepare and customize the training if necessary.) Work with your internal departments to secure a location and computer equipment. If there are any unique logistical needs, we can collaborate to design a solution.

PROMOTE FREQUENTLY. Using a variety of communication mediums (posters, e-mails, intranet notices, etc.), tell your workforce what they can gain from attending. Ask them to reserve a seat. We can offer tips and tools to publicize the workshop.

EVALUATE. Attendance and evaluation forms provide critical measurements of success. Reporting back to senior management will help garner support for continued programming.

TRAININGS CAN MEET WORKFORCE DEVELOPMENT GOALS

Our trainings can match your needs in a number of ways. Some examples of how your workplace can use trainings are:

DESIGN A SUSTAINED PROGRAM TO MEET COMPANY GOALS. Many companies select a group of trainings when targeting a specific goal. For example, if a company is attempting to enhance communication within a team, trainings such as "Effective Workplace Communication," "Successful Team Building" and "Dealing With Difficult People" may be scheduled over the course of several months.

CAPITALIZE ON MONTHLY HEALTH OBSERVANCES TO BUILD AWARENESS ON ISSUES. For example, during Domestic Violence Awareness Month in October, you may want to host the training seminars "Corporate Response to Domestic Violence" or "Corporate Response to Domestic Violence: A Manager's Guide."

TOP TRAININGS

Not sure where to start? Consider requesting one (or more) of our most frequently requested trainings:

- **Taking Charge: Managing Stress for Life**
- **Stress Management and Healthy Well-being**
- **Managing Change**
- **Unlocking Your Resilience**
- **Successful Team Building**
- **Effective Workplace Communication**
- **The Power of Positive Thinking**
- **Downsizing: Gaining Resilience and Moving Forward**
- **Getting Started: Financial Basics**

TABLE OF CONTENTS

PSYCHOLOGICAL AND BEHAVIORAL HEALTH

ADHD in Children and Adolescents	7
Anger Management	7
Corporate Response to Domestic Violence	7
Depression: More Than the Blues	7
Having the Time of Your Life: Enjoying the Transition to Retirement	7
Keeping the “Happy” in Holidays.....	7
Laugh it Off: Use Humor to Combat Stress	7
Managing Anxiety	7
Memory Fitness: Protecting a Valuable Asset.....	8
Positive Psychology: The Search for Happiness	8
Stress Management and Healthy Well-being*	8
Taking Charge: Managing Stress for Life*	8

HEALTH AND WELLNESS

Creating a Culture of Health	8
Healthy Eating and Stress Management	8
Getting Healthy for Life.....	8
Kick It! Successfully Quit Tobacco Use	8
Managing a Chronic Illness: Don’t Let the Condition Define You	9
Managing Health Behavior Change	9
Sleep: Understanding the Basics	9

PERSONAL DEVELOPMENT

Achieving Personal Success With Your EAP	9
Creative Ways to Resolve Differences.....	9
Managing Change*	9
Putting Your Exceptional Self Forward: A Personal Branding Process	9
The Power of Positive Thinking*	10
Time Budgeting: Getting It All Done*	10
Unlocking Your Resilience*	10

LEGAL/FINANCIAL ISSUES

Estate Planning, Wills and Trusts	10
Financial Uncertainty: What to Do—Today!.....	10
Getting Started: Financial Basics*	10
Legal Issues for Older or Disabled Relatives.....	10
Powers of Attorney and Advance Directives.....	11

WORK/LIFE ISSUES

Achieving a Better Work-Life Balance.....	11
---	----

WORKPLACE ISSUES

A Guide to Assertive Communication.....	11
Avoiding and Coping With Burnout.....	11
Dealing With Difficult People.....	11
Downsizing: Gaining Resilience and Moving Forward*	11
Effective Workplace Communication*	11
Managing Multiple Priorities at Work*	12
Nurturing Respect in the Workplace	12
Sexual Harassment in the Workplace.....	12
Substance Abuse Awareness and Assistance.....	12
Successful Team Building*	12
Successful Telecommuting: A Course for Employees.....	13
The Survivor's Guide to Downsizing: What's Next?	13
Thriving in a Multigenerational Workplace.....	13
Valuing Diversity in the Workplace	13

FOR MANAGERS AND SUPERVISORS

Corporate Response to Domestic Violence: A Manager's Guide	13
EAP Orientation for Supervisors	13
Employee Engagement:	
How to Maximize the Productivity of Your Employees.....	14
Managing Aggression in the Workplace	14
Managing Anxiety in the Workplace.....	14
Managing for Top Performance.....	14
Managing Remote Workers Successfully.....	14
Member Assistance Program Orientation for Union Representatives	14
Member Assistance Program Orientation for Union Representatives and Supervisors	14
Reasonable Suspicion Drug Testing.....	14
Responding to Substance Abuse in the Workplace	15
Responding to Substance Abuse in the Workplace: DOT Style.....	15
Sexual Harassment: A Training for Managers and Supervisors	15
Successful Telecommuting: A Course for Managers.....	15
The Survivor's Guide to Downsizing: For Managers	15

PSYCHOLOGICAL AND BEHAVIORAL HEALTH

ADHD IN CHILDREN AND ADOLESCENTS

This workshop helps participants understand the biological, social and psychological underpinnings of ADHD, and offers strategies and resources to help individuals with ADHD and their families.

ANGER MANAGEMENT

This training helps participants understand how they express anger and find constructive ways of managing angry feelings. Upon workshop completion, each participant will be able to explain how anger occurs, understand the constructive and destructive effects of anger, and develop a personal anger management plan.

CORPORATE RESPONSE TO DOMESTIC VIOLENCE

This interactive workshop is designed to raise employee awareness about this serious societal problem and educate participants about steps they can take to prevent or curtail instances of domestic violence.

DEPRESSION: MORE THAN THE BLUES

This training increases awareness about depression. It teaches participants how to recognize the signs and symptoms and identifies resources that can help depressed individuals and their loved ones.

HAVING THE TIME OF YOUR LIFE: ENJOYING THE TRANSITION TO RETIREMENT

Participants learn how to anticipate and manage the emotional aspects of retirement. Areas of focus include caring for one's emotional health, the impact of retirement on a marriage and the importance of staying mentally and physically active.

KEEPING THE "HAPPY" IN HOLIDAYS

The holiday season can bring mixed feelings of joy, anticipation, disappointment and sometimes depression. This training helps participants learn how to set realistic expectations for the holidays, establish priorities and limits for holiday obligations, and focus on what's really important.

LAUGH IT OFF: USE HUMOR TO COMBAT STRESS

Laughter is our body's natural stress-release mechanism. Training participants learn how laughter wards off stress and improves mood and how to incorporate laughter into their daily lives.

MANAGING ANXIETY

This training offers insight on how to understand, identify and better cope with symptoms of anxiety and fear. Participants learn coping strategies for themselves, their children and loved ones who may be experiencing symptoms of anxiety

MEMORY FITNESS: PROTECTING A VALUABLE ASSET

Training participants learn what memory is and how it works. They also gain tools for sharpening memory functioning and preventing memory loss.

POSITIVE PSYCHOLOGY: THE SEARCH FOR HAPPINESS

Positive psychology is the study of the strengths, attributes and behaviors that enable individuals, families and communities to thrive in an emotionally healthy way. Learn how positive emotions are linked to increased longevity, lowered rates of depression and emotional distress, good health and better coping skills during hardships or times of stress.

STRESS MANAGEMENT AND HEALTHY WELL-BEING*

This workshop helps participants understand the impact of negative stress on their overall well-being, as well as how it contributes to certain medical conditions. Participants learn how to identify the sources of stress in their lives, and strategies for managing stress. Recommended as a follow-up to the “Managing Stress for Life” workshop.

TAKING CHARGE: MANAGING STRESS FOR LIFE*

If not managed, stress can have negative effects on our emotional and physical health. Participants learn to recognize sources of stress in their lives, recognize the signs and symptoms of unmanaged stress and utilize effective coping strategies to better manage stress.

HEALTH AND WELLNESS

CREATING A CULTURE OF HEALTH

Good health is contagious! Participants can assess the healthiness of their behaviors (including eating and exercise habits) and how they can influence their family and co-workers to live a healthier life. Instruction is given on how to create a wellness vision and set realistic, attainable goals.

HEALTHY EATING AND STRESS MANAGEMENT

Participants explore the relationship between unhealthy eating and stress, and learn ways to develop healthier eating and stress management habits.

GETTING HEALTHY FOR LIFE

Adopting a healthy lifestyle and getting fit for life can seem overwhelming for most people. Participants learn steps to improve their short-term and long-term health through healthy eating and exercise.

KICK IT! SUCCESSFULLY QUIT TOBACCO USE

A variety of biological, psychological and social factors are associated with addiction to tobacco. Participants gain a better understanding of their addiction, and learn quitting strategies and tips for preventing relapse.

MANAGING A CHRONIC ILLNESS: DON'T LET THE CONDITION DEFINE YOU

Chronic illnesses have a profound effect on the physical, emotional and mental well-being of individuals, often making it difficult to carry on with daily routines and relationships. Participants learn skills to cope with a chronic illness and strategies to educate and assist those who are living with chronic illness.

MANAGING HEALTH BEHAVIOR CHANGE

Whether they are considering changing a bad habit, an addiction or lifestyle, attendees at this workshop gain insight into the process of change and receive step-by-step instructions for making healthy, informed and responsible changes.

SLEEP: UNDERSTANDING THE BASICS

Sleep is a biological imperative, so when we push the limits of our biological clock, there are consequences. This workshop helps participants understand how sleep quality affects their health, productivity and emotional well-being. They will also learn about the components of good sleep habits and treatments for sleep disorders.

PERSONAL DEVELOPMENT

ACHIEVING PERSONAL SUCCESS WITH YOUR EAP

This program introduces employees to the EAP so that they feel comfortable accessing services. Employees learn what the EAP is, reasons they might use services and how the program works. Issues such as confidentiality are also discussed.

CREATIVE WAYS TO RESOLVE DIFFERENCES

The word “conflict” often conjures negative images that inevitably lead to disastrous outcomes. But it doesn't have to be that way. This workshop assists participants in learning the principles of successful conflict management and how to apply those principles to specific personal and workplace situations.

MANAGING CHANGE*

Change is normal, natural and inevitable. In this workshop, attendees learn how to anticipate their response to change and develop resilience so that they can successfully manage the effects of change.

PUTTING YOUR EXCEPTIONAL SELF FORWARD: A PERSONAL BRANDING PROCESS

Your personal brand is what you make known to others every day. Your personal brand is not your job description, it's not your education or degree; it is the sum of your experiences. This seminar will enable attendees to distill those components into a clear, focused, intentional statement of their positive qualities.

THE POWER OF POSITIVE THINKING*

Positive thinking may be the most important component of all successful endeavors—be it success in terms of high job performance, satisfying interpersonal relationships, effective leadership abilities, maximum physical and mental health or personal goal attainment. Participants learn strategies for transforming negative thoughts into positive energy.

TIME BUDGETING: GETTING IT ALL DONE*

With so much to juggle between work and home responsibilities, many people are struggling to keep pace. For some of us, it could be a case of piling too much on our plates. For others, it might be that we are poor time managers. Participants learn about the relationship between time management and stress, and how to successfully manage their time.

UNLOCKING YOUR RESILIENCE*

Resilience is not developed overnight. It's the result of numerous factors and life experiences. Attendees learn to recognize, assess and promote resilience in themselves and others.

LEGAL/FINANCIAL ISSUES

ESTATE PLANNING, WILLS AND TRUSTS

Participants learn why it is important to undertake estate planning, what assets to include, what tools are available and how the process works. They also develop strategies for communicating about estate planning with older relatives and other family members.

FINANCIAL UNCERTAINTY: WHAT TO DO—TODAY!

This training helps people identify a personal action plan for financial management and change management strategies. Participants learn how they can practice resilience so they can successfully manage the effects of financial changes.

GETTING STARTED: FINANCIAL BASICS*

This lesson shows attendees how to give themselves a fiscal checkup and save money to meet their goals. Attendees learn how to set goals for short-term and long-term saving and investing, calculate what they need to save now to afford retirement, college or other plans, and make a budget and saving plan that fits their income, goals and needs.

LEGAL ISSUES FOR OLDER OR DISABLED RELATIVES

This workshop reviews key estate planning decisions people need to make for their future, describes the legal tools that assist older people and disabled family members when others must make decisions for them, and identifies how and when to use these tools. Finally, attendees learn how to prepare for a meeting with an older relative's attorney.

POWERS OF ATTORNEY AND ADVANCE DIRECTIVES

Attendees gain an understanding of advance directives and their benefits, the difference between a “living will” and a “durable power of attorney” and preparation tips. Participants also develop strategies for communicating with older relatives about the need for advance directives.

WORK/LIFE ISSUES

ACHIEVING A BETTER WORK-LIFE BALANCE

Participants learn how to increase awareness of how well they manage the demands of their employer and family and how to achieve a healthy balance between their work and personal lives.

WORKPLACE ISSUES

A GUIDE TO ASSERTIVE COMMUNICATION

This workshop addresses the importance of assertiveness and how it differs from aggressiveness or passiveness. Participants learn how to become more assertive and how to improve communication, leadership and conflict management skills.

AVOIDING AND COPING WITH BURNOUT

To protect workers from burnout, this workshop helps attendees foster personal characteristics that will help them avoid this emotionally draining syndrome. They learn to use healthy lifestyle skills and create an action plan to cope with burnout.

DEALING WITH DIFFICULT PEOPLE

Most of us are guilty of being “difficult to get along with” at certain points in our life, but some people seem to provide us with more than a fair share of difficulty all of the time! This workshop looks at overall strategies for dealing with difficult people, including bullying behavior, then explores specific things participants can do to cope effectively with difficult personality types.

DOWNSIZING: GAINING RESILIENCE AND MOVING FORWARD*

This workshop helps employees work through their emotional reactions to the downsizing of their job and to understand the stages of transition. Attendees develop a personal action plan of strategies, tools and resources to assist them in the transition process.

EFFECTIVE WORKPLACE COMMUNICATION*

Communication plays a major role in both business and personal relationships. Participants learn to recognize the factors that often interfere with communication, and develop skills that contribute to effective interpersonal communication in the workplace.

MANAGING MULTIPLE PRIORITIES AT WORK*

In this high-speed, high-expectation world, many employees feel significantly overwhelmed by their workload. This workshop offers participants skills and strategies to help them gain greater control over their workday, reduce their stress levels and accomplish their most important tasks.

NURTURING RESPECT IN THE WORKPLACE

What behaviors are acceptable in the workplace? Which are not? Attendees explore their role in helping to create a work environment conducive to positive interactions. They identify deficiencies in their own behavior, and learn how to have an assertive discussion with a co-worker about problem office behavior.

SEXUAL HARASSMENT IN THE WORKPLACE

This workshop increases employees' awareness of, and prevents, sexual harassment in the workplace. Participants learn how to differentiate between facts and myths about sexual harassment. Federal laws and company policies that protect workers from sexual harassment are discussed. A sexual harassment training for managers and supervisors is also available (see page 15).

SUBSTANCE ABUSE AWARENESS AND ASSISTANCE

This workshop provides employees with a greater understanding of the impact of substance abuse on the workplace.

SUCCESSFUL TEAM BUILDING: A THREE-PART TRAINING*

Part 1: Communication Skills

Participants identify different communication styles and their impact on effective team work. Participants also use skills for effective communication, such as active listening and giving constructive feedback, and learn techniques for resolving conflict within a team.

Part 2: Self-empowerment

A successful organization is comprised of teams of people who are "empowered." This means that every individual within the organization takes responsibility for developing his or her capabilities to the fullest. Participants assess their own empowerment qualities, including core beliefs and values, self-esteem and attitude, and learn how to make decisions and relate to others.

Part 3: Team Empowerment

Each team member possesses unique strengths, and combined with other team members, they further the goals of their work group and their organization. Participants learn the stages of team development, how to identify team dynamics and assess the needs of their work group.

SUCCESSFUL TELECOMMUTING: A COURSE FOR EMPLOYEES

Technology has made it easier for off-site employees to stay in touch, allowing many workers to telecommute. This training examines the benefits of telecommuting and allows participants to assess if they are a good candidate for telecommuting. It prepares participants for working remotely and making their telecommuting arrangement a success.

THE SURVIVOR'S GUIDE TO DOWNSIZING: WHAT'S NEXT?

Employees work through their emotional reactions to being a downsizing survivor, and discover ways to thrive in the new organization and cope with the challenges it brings. They develop a personal action plan of strategies, tools and resources to help them transition through current and future organizational changes. A similar training is available for supervisors and managers (see page 15).

THRIVING IN A MULTIGENERATIONAL WORKPLACE

When managed effectively, multigenerational work environments can be a source of positive challenge, opportunity and significant growth. Participants increase their understanding of differences between the generations in today's workforce and learn how to work with those differences and enjoy them.

VALUING DIVERSITY IN THE WORKPLACE

The American workplace includes people of diverse cultures and backgrounds, bringing a wider breadth of experience and ideas to an organization. But it can also create a clash of cultures that brings tension, frustration and conflict into a work group. This workshop helps supervisors, administrators, consultants and all employees effectively address issues related to workforce diversity.

TRAININGS FOR MANAGERS AND SUPERVISORS

CORPORATE RESPONSE TO DOMESTIC VIOLENCE: A MANAGER'S GUIDE

This workshop addresses the problem of domestic violence as it relates to the workplace, with a focus on the role of managers in responding to workers affected by domestic violence.

EAP ORIENTATION FOR SUPERVISORS

This training increases the supervisor's knowledge of the EAP, including the services it provides, how the program works and how it can be used as a management resource when dealing with a troubled employee.

EMPLOYEE ENGAGEMENT: HOW TO MAXIMIZE THE PRODUCTIVITY OF YOUR EMPLOYEES

This seminar defines employee engagement and explains why it matters to businesses and managers. Participants learn the drivers of engagement and how to better involve their employees.

MANAGING AGGRESSION IN THE WORKPLACE

This workshop increases awareness and capabilities with regard to managing threats of violence and other aggressive behaviors in the workplace.

MANAGING ANXIETY IN THE WORKPLACE: A GUIDE FOR SUPERVISORS

Participants take a closer look at the reality of anxiety in today's workplace and analyze its effects on productivity. Managers learn how to develop a proactive strategy and acquire the leadership skills that are necessary to help employees deal with stress in a changing environment.

MANAGING FOR TOP PERFORMANCE

This seminar focuses on the importance of leadership setting a positive work culture in order to develop and strengthen high-performance teams. Key materials from the body of research called "emotional intelligence" are presented and discussed.

MANAGING REMOTE WORKERS SUCCESSFULLY

This training is for employers who have already implemented a successful remote worker program. It helps employers fine tune their remote worker program by helping managers strengthen their ability to handle challenging situations, create an effective team environment, assist staff with their professional development, and enhance team communication.

MEMBER ASSISTANCE PROGRAM ORIENTATION FOR UNION REPRESENTATIVES

This training increases the union representative's knowledge of the MAP, including the services it provides, how the program works and how it can be used as a resource when dealing with a troubled member.

MEMBER ASSISTANCE PROGRAM ORIENTATION FOR UNION REPRESENTATIVES AND SUPERVISORS

This training increases the union representative's and supervisor's knowledge of the MAP, including the services it provides, how the program works and how it can be used as a resource when dealing with a troubled member.

REASONABLE SUSPICION DRUG TESTING

Managers can find out what to do if they suspect an employee of being under the influence of alcohol or drugs.

RESPONDING TO SUBSTANCE ABUSE IN THE WORKPLACE: A GUIDE FOR SUPERVISORS

This workshop provides managers and supervisors with a greater understanding of the impact of substance abuse on the workplace. Participants learn specific skills for identifying and responding to employees with substance abuse problems.

RESPONDING TO SUBSTANCE ABUSE IN THE WORKPLACE: DOT STYLE

To comply with Department of Transportation (DOT)-mandated training requirements for supervisors, this workshop addresses the impact substance abuse has on safety-sensitive positions and the workplace. Managers learn specific skills for identifying and responding to employees with substance abuse problems and review the DOT regulations regarding alcohol and drug testing procedures.

SEXUAL HARASSMENT: A TRAINING FOR MANAGERS AND SUPERVISORS

This workshop increases awareness and capabilities with regard to sexual harassment in the workplace. Federal laws and company policies regarding sexual harassment are discussed. A sexual harassment training for employees is also available (see page 12).

SUCCESSFUL TELECOMMUTING: A COURSE FOR MANAGERS

Technology has made it easier for off-site employees to stay in touch, prompting many employers to offer telework opportunities to their employees. Training participants understand what makes remote workers successful and how to choose them, and learn the secrets of successful remote management.

THE SURVIVOR'S GUIDE TO DOWNSIZING: FOR MANAGERS

Attendees work through their emotional reactions to being a downsizing survivor, and discover ways to thrive in the new organization and cope with the challenges it brings. They also will understand the importance of being an effective leader during a downsizing transition.