

# Learn & Grow



## Training Catalog 2024

Resources For Living  
& LifeCare<sup>®</sup> Program

Resources *for* Living<sup>®</sup>

# Welcome to Resources For Living®

## We're here for you

Resources For Living (RFL) is a series of confidential services that help employees and household members balance the demands of work, life and personal issues.

## Resources For Living trainings bring our experts to you

RFL does more than provide you with services to help you balance work and life. We also offer trainings to support your staff. Each training is listed with:

- A brief description
- Training objectives
- The length of the training, if more than one hour

Our trainings give participants basic, introductory information about workplace skills, wellness topics and RFL services. These trainings don't replace in-depth, specialized trainings.

## Setting up a training is easy

Interested in scheduling a training? Just submit a completed [request form](#) to [Seminarrequest@rfl.com](mailto:Seminarrequest@rfl.com) or contact your Account Executive. Quick tip: Requestors can download a copy of the request form and use the submit button or can attach the completed request form and email it to [Seminarrequest@rfl.com](mailto:Seminarrequest@rfl.com). Be prepared to share any information that will be helpful, such as new policies or changes in your workplace. Your Account Executive can help you decide which training best meets your team's goals. When you request a training, please have this information on hand:

- Topic requested
- Number of trainings
- Date(s) and time(s) preferred
- Site contact person's name, phone and email address
- Delivery site address
- Anticipated number of participants and group demographics
- Any special security/safety requirements

## Lead time for training requests

To best serve you, we ask for enough lead time to schedule your trainers. Delivery method and topic availability are subject to change. We appreciate your understanding. We request:

- **30 days' notice** for all standard trainings
- **45 days' notice** for all RFL topic recordings
- **60 days' notice** for Mental Health First Aid® and Talk Saves Lives™ trainings

## Rescheduling a training

Between 7 and 30 days in advance of the training date, rescheduling a training will need to align with the timeframes noted in "Lead time for training requests" outlined above.



## Cancellation policy

We understand that unexpected events occur. If you need to cancel a training, please contact the Training Department directly at [Seminarrequest@rfl.com](mailto:Seminarrequest@rfl.com) at least **six business days** before your scheduled training. Cancellations within this window may result in a fee. Requests made to reschedule a training will be treated the same as a cancellation if not providing the sufficient six business days' notice. So, please speak with your Account Executive if you have any questions regarding cancellation fees.

Please note that cancelling or rescheduling any Mental Health First Aid® (MHFA) course will incur a fee. Rescheduling within 0-30 days from the delivery date will incur a charge that is 25% of the cost of the training. Cancellation that occurs 15-30 days from the delivery date will incur a charge that is 50% of the cost of the training. Cancellation 0-14 days from the scheduled delivery date will incur a charge of 100% of the cost of the training. Please discuss any concerns about this policy with your Account Executive. The Training Department will work with you to reschedule the training.

## Training communication

Our trainings work best with a group of 15-25 participants, as most trainings tend to be interactive and participation is encouraged. Often, employers select topics they believe employees would find most useful. We suggest that you advertise the trainings to all employees and create a registration or sign-up sheet to allow for your team to follow-up with employees prior to the scheduled training to provide friendly reminders of their attendance commitment.

## 30-minute trainings

Unless otherwise noted, most of our trainings last one hour. If you would like to schedule a shorter training, please consult our list of 30-minute trainings. Please note these trainings are best delivered face-to-face and your organization will be charged one hour of training.



# Training frequently asked questions

## What are the top five requested topics from last year?

- Mental health awareness in the workplace
- Wellness for busy people
- All work and no play-Avoiding burnout
- Stress management
- Dealing with job burnout

## What is the lead time for training requests?

- RFL® topics– 30 days
- RFL topic recordings– 45 days
- Mental Health First Aid® and Talk Saves Lives™ trainings– 60 days

## Can a one-hour training be reduced into a 30-minute presentation?

We don't recommend reducing a scheduled delivery time. If an hour-long training is too long, we suggest splitting the training into multiple trainings or choosing a training from our 30-minute list.

## Can we schedule back-to-back trainings?

Yes, you can schedule multiple trainings back-to-back. We recommend short, scheduled breaks for trainings running more than three consecutive hours.

## What is the maximum number of attendees allowed for trainings?

The maximum number of attendees depends on the training and delivery medium. If you have any specific questions, please speak with your Account Executive.

- RFL:
  - In-person trainings don't have a maximum seat limit. However, it's recommended that the room and equipment support the size of the expected audience.
  - Virtual RFL trainings hosted on RFL's WebEx platform have a base limit of 50 seats. You have the ability to add more, up to a maximum of 200 total seats. Please note that any extra seats will come with a fee.
- American Substance Abuse Professionals:
  - Department of Transportation (DOT) Alcohol and Drug Awareness trainings– There is a 50 attendee maximum within the service contract terms. More attendees may be added at a rate of \$5 per attendee/per hour.
- The National Council for Mental Wellbeing:
  - There is a 30 attendee maximum for Mental Health First Aid® four and six hour onsite trainings.
  - There is a 15 attendees minimum/25 attendee maximum for the Mental Health First Aid® four hour virtual training.
  - There is a 15 attendee minimum/maximum for the Mental Health First Aid® six hour virtual training.
- Talk Saves Lives™ and Talk Saves Lives™ -An introduction to suicide prevention in the LGBTQ+ community
  - Talk Saves Lives™ virtual trainings have a 5-attendee minimum/50-attendee maximum.

## Do attendees get a certificate of completion?

There's a certificate of completion available on the member website found under the Webinar section. Just click on Webinar Library and there's a hyperlink there that says [Click here to fill out a webinar certificate of completion](#). The form can be populated by attendee with name, webinar topic and completion date.

## Which trainings are only available in-person?

- Mental Health First Aid® 4 hour course **MMHA14004**
- Mental Health First Aid® 6 hour course **MMHA14005**

## Which trainings are best delivered in-person?

- Alcohol and drug-free workplace (employee) **APD9001**
- Alcohol and drug-free workplace (supervisor) **APDM10001**
- Bullying in the workplace **APD9004**
- Domestic violence awareness **ADL6001**
- Effective collaboration **APD9010**
- Fighting the stigma of mental illness **AMHA14001**
- Managing violence in the workplace (employee) (90 min) **APD9015**
- Managing violence in the workplace (supervisor) (2 hours) **APDM10003**
- Mental health and suicide awareness at work (2 hours) **AMHA14010**
- Mental health awareness in the workplace **AMHA14002**
- Sexual harassment prevention (employee) (2 hours) **APD9035**
- Sexual harassment prevention (supervisor) (2 hours) **APDM10018**
- Strengthening work relationships-Team building (90 min) **APD9017**
- Supporting family members with mental health issues **AMHA14003**
- Understanding harassment **APD9039**
- All 30-minute trainings

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## **Orientations**

### **Orientation (employee)**

#### **RFL1103**

Come hear what RFL is all about and what it offers you. In today's times we find ourselves having to do more with less and time is in short supply. Let us help you juggle those work and life demands. Our services are confidential. You'll learn about:

- What is RFL
- Ways we can help
- Web-based services

### **Orientation (supervisor)**

#### **RFL1105**

This training for supervisors discusses the RFL benefits. It details who is eligible, how the process works, confidentiality, what types of problems are often addressed and how to access benefits. It also provides information for supervisors on how to identify a troubled employee and walks them through the process of referring an employee to RFL. This training will offer:

- Guidance on how to focus on managing an employee's performance issues instead of their personal issues
- Information about management consultations
- Facts to help support staff after traumatic workplace events
- Ways RFL can help employees



## Adult care

### Adult care overview

#### LAC4001

This training provides information about the various adult care options available.

- Understanding adult care
- Assessing your loved one's needs
- Communicating with loved ones about changing care needs
- Identifying care options and resources

### Caregiving: Are you ready?

#### LAC4002

This training provides essential information, support and encouragement to caregivers of adult loved ones. It offers practical tips and advice on assessing your needs, discussing care arrangements and assisting with activities of daily living.

- Assessing the needs of your loved one
- Discussing caregiving arrangements with your loved one
- Assessing your own needs
- Are you ready?

## Caregiving: Family meetings

### LAC4016

Family meetings are an essential part of making certain that conflict is diminished among all of your family members. This training will cover preparing a family meeting, dividing responsibilities and factors that impact caregivers.

- Preparing a family meeting
- Format for an effective meeting
- Dividing responsibilities
- Factors impacting caregivers

## Caregiving: Legal/financial

### LAC4008

What are the critical legal and financial issues involved in caring for an older loved one?

- Talking about critical issues
- Locating and organizing important documents
- Executing or updating important legal documents (e.g., wills, trusts, advance directives, guardianships/conservatorships)
- Finding an elder care attorney
- Planning for your own future

## Caregiving: Putting YOU in the equation

### LAC4019

This training addresses the challenge of caregiving and offers guidance for achieving a healthy balance. The session will help you better identify priorities and achieve objectives.

- Caregiver challenges and rewards
- Impact of stress on caregivers
- Steps and strategies to help caregivers
- Managing work while caring for your loved one
- Taking care of yourself

## Caregiving: Tips for living a healthy life

### LAC4020

This training provides information on the importance of taking care of yourself and simple tips for living a healthy life.

- Tips for healthy eating
- Making exercise a priority
- Recognizing and reducing stress
- The importance of a good night's sleep
- The power of positive thinking



## Caring for a loved one with Alzheimer's disease

### LAC4011

What are the care options for people with Alzheimer's disease and other forms of dementia? This training explores options and opportunities for you as a caregiver.

- Understanding Alzheimer's disease: signs, symptoms and stages
- Day-to-day caregiving techniques
- Financial assistance and insurance
- Care options
- Resources for caregivers

## Caring for aging loved ones

### AAC4005

More and more of us find ourselves caring for our parents or elderly loved ones. Join us to learn some of the basics. Learn how to assess your loved one's needs. Hear about how to make choices with your loved one. Get tips on when and how to discuss your loved one's needs as independence skills decline. We'll help you:

- Evaluate your loved one's needs
- Find resources for care in the home and community
- Communicate with other family members
- Evaluate your own level of responsibility
- Involve your loved one in decision making
- Learn tips for long-distance caregiving

## Communicating with older loved ones

### LAC4025

This training discusses how to communicate with older adults about important decisions such as health, housing, finances and legal issues. We will go over starting the conversation, effective communication, dealing with denial and more.

- Starting the conversation
- Effective communication
- Dealing with denial
- Critical conversations

## Exploring housing alternatives for older adults

### LAC4009

This training explores housing options and care facilities for older adults.

- Assessing a loved one's living situation
- Types of housing alternatives
- Evaluating facilities
- Communicating with a loved one about care options
- Helpful resources
- Avoiding caregiver burnout

## Home safety for Alzheimer's disease and related dementia

### LAC4021

In this training, we'll look at the proactive steps that can be taken to create a dementia friendly home that eases caregiver stress and promotes more positive outcomes.

- Look at the home in a new light
- Understand dementia and age related changes
- Learn about main safety challenges
- Explore strategies for home safety

## Long-distance caregiving

### LAC4005

This training provides information on how to assess the needs of an older loved one who does not live nearby.

- Assessing your loved one's needs from afar
- Understanding care options
- Determining whether relocation is appropriate
- Discussing care options and critical issues with your loved one
- Helpful resources

## Long-term care insurance: Everything you need to know

### LAC4014

At least 70 percent of people over age 65 will require some long-term care services at some point in their lives. And, contrary to what many people believe, Medicare and private health insurance programs do not pay for the majority of long-term care services that most people need. Planning is essential for you to be able to get the care you might need and save your assets and income for uses other than long-term care. This training provides a basic understanding of long-term care insurance, including:

- Understanding long-term care
- What is long-term care insurance?
- Coverage and benefit choices
- What does long-term care insurance cost?
- Designing coverage to meet your needs
- Buying long-term care insurance
- State partnership long-term care insurance programs

## Overview of Medicare and Medicaid

### LAC4010

This training provides a basic understanding of health insurance and government programs associated with adult care.

- Overview of Medicare
- Eligibility for benefits
- Medigap Insurance
- Overview of Medicaid

## Parenting your parents: Reversed roles

### LAC4022

The job of safety monitoring, health care, and legal/financial issues will leave you with a fair amount of stress and anxiety. You will learn tips on managing a healthy relationship between you and your aging parents.

## Planning ahead for retirement

### AAC4006

This training will help you list out things to consider for your retirement. We'll walk you through questions to personalize your retirement decisions and give you some assessment tools. Participants will:

- Explore attitudes and beliefs about retirement
- Discuss components of a “psychological portfolio”
- Review self-assessment tools
- Learn about resources for “whole person” retirement planning

## The sandwich generation

### AAC4003

Feeling pulled at both ends? Caring for your children and your aging parents at the same time? Tired? Stressed? This training explores the challenges and complexities of multigenerational living, including:

- Understanding developmental tasks of middle age
- Taking care of yourself
- Rules for multigenerational living
- Launching children into adulthood

## Thriving in your empty nest (NEW 2024)

### AAC4002

The empty nest is a natural “season of life” but it can bring real challenges and uneasiness on how to move forward. Join us for this training to discuss:

- The definition of “empty nest”
- Why separation can be complex and painful
- How to prepare for dealing with an empty nest
- Strategies on how to thrive when your children have left home



## Child care and parenting

### Adolescents at risk

#### LCC1018

Parents will learn about the factors that contribute to at-risk behavior in adolescents and discover hands-on parenting approaches.

- Factors contributing to at-risk behaviors
- Proactive, positive parenting
- Prevention and coping tips for at-risk issues
- Helpful resources

### Children and stress

#### LCC1033

Stress impacts children as young as 7 years old. How can we help children have a happier and more balanced childhood? This training outlines the causes and signs of stress. When should parents be alarmed?

- What are the red flags to look for in our children
- Discuss the symptoms of stress in children
- Techniques to help children on an everyday basis

## Communicating and resolving conflict with your teen

### LCC1017

This training will provide parents with practical communication tips to improve your connection with your teen and techniques for resolving conflicts.

- Effective communication techniques
- Spending enjoyable time together
- Effective discipline
- Conflict resolution
- Dealing constructively with anger
- When and where to seek help

## Helping our children achieve their dreams (NEW 2024)

### LCC1002

During this training, participants will gain the knowledge to help empower our children with the tools to turn their dreams into realities. We will focus on the importance of fostering a supportive and non-judgmental environment. It will also aid parents in the transition to becoming their child's coach to help them achieve their dreams.

## Helping parents get their kids back to school safely

### ACC1006

Getting your children back to school is an exciting time of year but safety remains a top priority. With continued news about peer pressure, violence, health related issues, bullying, academic pressures and mental health concerns, a parent has to wonder "How do I keep my child safe?". Join us for this training and we will review:

- The primary concerns related to returning to school
- Ways to help parents address their return to school worries and anxieties
- Steps to help kids feel safe going to school

## Helping your child cope with a crisis

### ACC1010

After a tragedy or crisis, you may feel helpless. If you're a parent, you have the added task of supporting your child. But how do you explain a crisis to a child? How do you know what your child needs? This training seeks to answer these questions. It will provide you with concrete tips for:

- Talking to your child about a tragedy
- Meeting your child's needs, based on age
- Understanding your child's reaction
- Helping your child cope

## Keeping children safe in an uncertain world

### LCC1012

Most parents realize the importance of discussing safety with their children, yet many don't know where to begin. Tips on protecting children from abduction, abuse and school violence are presented.

- Safety guidelines for parents
- Safety tips for children
- Prevention and awareness of abduction and abuse
- Internet and television safety
- School violence



## **Kids and sports-How parents can be good fans and role models (NEW 2024)**

### **ACC1015**

Sports are a great outlet for children to learn, play and build key skills for life. How can you positively contribute to your child's experience in sports? In this training, we will:

- Discuss the social, emotional and physical benefits of sports and how it impacts your child
- Review the role adults play and the scope of influence
- Learn what being a good fan and role model means and how to develop a game plan for success

## **Moving your adult kids to financial and emotional independence**

### **LCC1032**

This training will provide information and helpful ideas for parents to use to empower their young adult children to move toward financial and emotional independence.

- What is "Adulthood?"
- Historical changes and statistics
- Common emotions of parents and children
- Tips to get them going emotionally and financially

## **Navigating decisions as a family (NEW 2024)**

### **LCC1006**

In this training, participants will learn how to navigate family decisions that will have a great impact on their loved ones. In this interactive session, we will discuss the current family decisions you may be facing, address your concerns, and how to mitigate the potential negative impact these decisions may have on your family. You will gain skills and resources to have important conversations, build a network of support, and empower your children to share their thoughts and feelings during a period of transition.

## **Parenting and relationships**

### **ACC1016**

Having children can place a strain on your relationship with your partner. But having a good relationship with your co-parent helps children grow to be healthy adults. Learn more about what it means to have a good relationship with your partner and co-parent in this training. We'll:

- Review the qualities of a strong relationship
- Discuss how your relationship impacts your child
- Examine common struggles for parents
- Provide tips to overcome hurdles

## **Parenting and technology: The internet, texting and social networks**

### **LCC1031**

Parents will learn critical tips to protect and guide their children to promote positive online and networking experiences.

- Learn the language
- Identify concerns and risks
- Learn strategies to increase safety online
- Instant messaging, texting, social networking, chat rooms
- Resources and monitoring software

## Positive parenting during the school-aged years

### LCC1009

This training provides basic parenting strategies for school-aged children.

- Positive parenting strategies
- Healthy habits
- Effective communication
- Promoting academic performance
- Transitions

## Powerful parenting (NEW 2024)

### ACC1002

No one ever said parenting was easy. Each child's needs are unique just like your parenting style. Sometimes it's difficult to know where to begin. In this training, we will:

- Discuss the different types of parenting styles
- Review problematic behaviors and the ten principles of powerful parenting
- Identify strategies to manage your emotions in the moment

## Raising children in a diverse world

### LCC1025

This training covers helping children to be proud of their heritage, introducing children to other cultures, religions and races, answering tough questions, protecting them from discrimination and how to be a good role model.

## Raising well balanced children

### LCC1028

Raising children to be responsible, well balanced individuals can be challenging. This training will provide practical tips to help parents foster a healthy, positive foundation in their children.

- Self-esteem
- Emotional, physical and social issues
- Personal discipline
- Healthy body image
- Gender differences and challenges

## Single parenting—Strategies and resources

### ACC1012

Being a parent is difficult under any circumstances. If you're doing it alone, it's even harder. Single-parent families are more common than ever. This training will discuss how to manage the special challenges that come with raising a child on your own. We'll review:

- Common single-parent challenges
- Tips for single parents
- Stress reduction and self-care techniques

## Supporting school-age children

### ACC1005

Teachers, classmates, friends... when do you step in and when do you let your child negotiate these relationships? Learn ways to support your child through elementary school and intermediate school years. Participants will get a chance to:

- Review basic parenting assumptions
- Learn about Erikson's developmental stages
- Explore survival skills
- Get tips on parent-teacher conferences
- Find out how to recognize when it's time to get help

## Teen sense-Healthy body, healthy mind (NEW 2024)

### ACC1004

Parents desire for their children to do well in life and they strive to contribute to their development in a positive way. Sometimes it can be an uphill battle when there is resistance in the relationship between the parent and teenager. In this training, we will:

- Discuss how to help your teen in areas of social interaction, confidence and self-esteem
- Learn about healthy eating strategies
- Explore the impacts of daily stress

## Working parents–Achieving balance

### ACC1013

Career, family and children – can you really have it all? It's hard to juggle work and family. Sometimes, you might feel pulled in different directions. The term "balance" might even cause you stress! This training will review:

- Time management skills
- Tips for saying "no"
- Setting realistic expectations
- Skills for self-care



## Daily life

### Compassion fatigue

**ADL6008**

Taking care of others is a noble calling. But caring for others might take its toll on your well-being. When you understand compassion fatigue, you can do something about it. This training will:

- Define compassion fatigue
- Let you find out where you stand
- Help you identify self-care strategies

### Domestic violence

**ADL6001**

What is domestic violence and who's affected by it? What do you do if the victim decides to stay — or leave? Learn more about this issue and who it affects by attending this training. Participants will learn about:

- What constitutes domestic violence
- The cycle of violence
- Tips for staying safe
- Ways to help others

## Healthy relationships

### ADL6014

Friendships, family, romantic partners and colleagues – they're all important people in our lives. But not all relationships are healthy for us. Some people make us feel bad about ourselves or keep us from achieving our goals. So how do you choose healthy relationships? Attend this training to learn more. We'll review:

- What goes into a healthy relationship
- How to decide if your relationships are good for you
- Tips for dealing with conflict

## Home improvement

### LDL6002

Finding a competent and reliable contractor is the first step to a successful and satisfying home improvement project. This training will offer tips in doing so.

- Home improvement professionals
- Hiring a contractor
- Checking references
- Understanding payment options
- Getting a written contract
- Keeping records
- Job completion checklist
- Handling problems

## LGBTQ+ awareness (90 min)

### ADL6012

Diverse workplaces are productive workplaces. And diversity is about more than race and religious differences. This training will increase participants' knowledge of what it means to be LGBTQ+ and what it means to be an ally. It will:

- Explore diversity, gender and sexual orientation
- Define LGBTQ+ terms and review statistics
- Discuss the importance of inclusion for LGBTQ+ employees
- Provide tools to support a positive workplace

## Managing in times of personal crisis

### ADL6002

Because a crisis is unexpected, people tend to experience a period of feeling lost and confused. This training will help you understand and manage this process. We'll walk through:

- The definition of a crisis
- The physiological, cognitive, and psychological responses to a crisis
- How to cope with a crisis in healthy ways and find support



## Mindfulness

### ADL6019

You've probably heard the clichés – “Stop and smell the roses” or “Be in the moment.” But it's easier said than done. Practicing the skill of mindfulness can help you reduce stress, feel better and improve your life. Participants will:

- Learn about the benefits of mindfulness
- Understand the science behind mindfulness
- Find tips to choose a mindfulness program
- Discover how to use mindfulness in day-to-day life

## Money and relationships

### ADL6011

On their own, money and relationships are complicated. Put the two together and things can get messy quickly. This training focuses on helping you communicate with your partner about money so it can be a strong area in your relationship. Goals of this training include:

- Recognizing differences in how participants and their partners handle money
- Understanding how finances can impact relationships
- Learning tools to help improve financial relationships

## Opioid awareness

### APD6004

You've probably heard about the tragic deaths of celebrities from opioid overdoses. But did you know that opioid misuse and addiction is a growing problem for everyday people? This training will provide participants with a basic understanding of:

- Opioids and what they do
- Opioid addiction
- Guidelines for opioid use

## Organize your life

### ADL6016

Are you always losing things? Do you know where you've put important papers? Organization doesn't come naturally to everyone. But having your things in order can help save you time and energy. Attend this training to learn about:

- Things that get in the way of order
- Steps to get organized
- Tips to order your work and home life

## Planning your retirement lifestyle

### LDL6007

This training will help you plan for and enjoy a successful and fulfilling retirement. Participants will learn how to discover their passions and preferences and access their expectations and those of their partner.

- Change the way you think about “traditional” retirement planning
- Discover and pursue your passions
- Achieve personal goals with whatever financial resources you have
- Learn how to enjoy a successful retirement with our step-by-step guidelines

## Post-traumatic stress disorder awareness

### ADL6023

You may have heard of post-traumatic stress disorder (PTSD). But how much do you know about this anxiety disorder that happens to some people after a distressing event? From first responders to victims of crime, PTSD may affect more people than you think. This training lets participants:

- Discuss typical responses to trauma
- Review PTSD symptoms, causes and treatments
- Discover ways to reduce your risk of developing PTSD
- Learn how to support someone with PTSD

## Simplify your life

### ADL6020

Between smartphones, constant information, home demands, work demands and lengthy to-do lists, it's easy to get overwhelmed with life. We're always plugged in. It's no wonder so many people feel stressed. By simplifying your life, you remove distractions so you can focus on what matters. This training will discuss:

- How to recognize that modern life is causing you stress
- Why keeping things simple can help you focus on what you love
- Ways to prioritize what really matters to you
- Tips to simplify your life

## The importance of connection-Addressing loneliness and isolation (NEW 2024)

### ADL6018

Humans are wired for social connection, but we have become more isolated over time. Social connection is essential to our overall health and well-being. Join us for this session where we will:

- Define loneliness, isolation and connection
- Discuss how connection helps our physical and mental health
- Review ways to increase interaction and connection with others

## Unplug to recharge

### ADL6021

Most of us use electronics and social media. And while it's hard to deny the advantages of technology, many have an unhealthy attachment to it. Feeling like you're caught up in the social media madness and need to recharge? This training will talk about:

- Symptoms of technology burnout
- Physical and emotional effects of connection overload
- How to begin a digital "detox"
- The positives of unplugging to recharge our bodies and minds
- Steps to have a better balance



## Financial

### Budgeting basics

#### LF7001

Learn about the basics of budgeting and how to better manage your money. This training is designed to provide an overview of basic strategies and vehicles. *It does not provide specific financial or investment advice.*

- Determining financial priorities
- Understanding the basics of budgeting
- Reducing expenses
- Recognizing debt trouble
- Saving strategies

### Building good credit and improving your credit score

#### LF7010

Your credit report and your credit score are incredibly important factors which influence how you borrow. This training will review each of these factors individually and how you can monitor and improve your credit records.

## Holiday budgeting

### LF7011

We may have our budget under control during the year, but at the holidays it can get blown out of control. This training will help you avoid waking up on January 2nd thinking “how could I have spent that much money”? This motivational class teaches a skill set to keep the holidays in balance.

- Learn how to rein in your spending at the holidays without being seen as the Grinch.
- Re-examine your expectations of the holidays to stay out of debt
- Learn about the art of gift giving

## Home buying: The best investment

### LF7015

This training explains the process of buying a home and the preparation necessary for such a major investment. We will cover terminology and share resources so you can make informed decisions.

## Investment basics

### LF7002

Understanding investment basics helps ensure your money will be there when you need it. The training will differentiate between saving and investing, identify the principles of investing and explain how to assess your financial health. *It does not provide specific financial or investment advice.*

- Clarify the difference between saving and investing
- Know how to assess your financial health
- Understand risk tolerance
- Identify the parts of a financial plan
- Know what to ask yourself and your financial planner
- Learn the ways your money can work for you
- Understand the 5 basic principles of investing

## Kids and money

### LF7009

This training covers how to teach children about money by looking at our own money values and how we communicate about money. We will discuss setting goals, spending and saving strategies.

- Understanding different money values
- Goal setting
- Spending strategies
- Saving strategies
- Parent communication

## Living off your paycheck

### LF7012

Common sense, no-nonsense advice for making ends meet. This training will cover goal setting and how your money beliefs can affect the way you save and spend.

- How to reduce debt
- Learn the difference between “meat vs. gravy”
- How to increase your wealth

## Managing your money in tough times

### LF7013

For years we have heard that if you follow sound financial practices and stick to a plan with a solid foundation you will come out ahead. Financial times today have changed not only the rules, but how we need to react in order to survive tough financial times and still come out even, if not ahead.

- Learn new ways to think
- Implement new actions

## Overcoming debt

### LF7008

Americans are increasingly realizing that carrying too much debt today can jeopardize their financial future. However, many also feel trapped by debt. This training will address the different types of debt and how to work towards living a debt free life.

- The difference between good debt and bad debt
- The impact of interest charges
- Managing your spending habits
- Creating good savings habits

## Planning your financial future

### LF7007

Preparing for the future means having financial resources to fall back on, while building wealth with savings and investments. Many of us are not saving like we should. This training will discuss typical roadblocks to saving and how to deal with them. It does not provide specific financial or investment advice.

- Understand your future needs
- How to be a saver
- How to build your treasure chest
- How to get out of debt
- The importance of investing

## Preventing identity theft

### LF7005

This training provides information on identity theft including prevention and coping tips.

- How identity theft occurs
- How to prevent identity theft
- Immediate steps for victims
- Resolving specific problems
- Helpful resources



## Retirement and estate planning

### LF7004

This training will provide strategies and tips on creating a successful retirement and estate plan.

- Assessing your current financial situation
- Setting retirement goals
- Sources of retirement income
- Investment basics
- Estate planning basics: wills, trusts, advance directives
- Helpful resources

## Tax tips

### LF7014

This training will help you understand the secrets of reducing our taxable income, how to breakdown the federal tax reporting system and remove the mystery of the tax return. You will learn how to use deductions and exemptions to reduce your taxes, discover simple changes to what you are already doing and the four strategies to save tax dollars.

## The importance of having a will

### LF7006

You work hard and should make sure that your money and other assets end up where you want them to once you are gone. This training will help you understand the basic principles and important components of a will, in addition to alternative options.

## The psychology of money

### LF7003

This training will help you to understand why you spend, why you save and what money means to you. The “neuroscience of money” is explored and you will learn how to leverage your money value system to reach your financial goals. Questions that will be explored include:

- How do I determine my money belief system?
- What does money mean to my loved ones?
- Is money hurting or helping me reach my goals?



## Health and wellness

### Adopting a healthy lifestyle

AHW8013C

What does it mean to be healthy? In this training, we'll review behaviors and beliefs that make up a healthy life, including:

- An overview of a healthy lifestyle
- The basics of healthy eating
- The role of exercise
- The power of sleep
- How setting and reaching goals empowers us to live well

### All work and no play – Avoiding burnout

AHW8009

Being burned out means feeling empty, unmotivated and mentally exhausted. At this point, it's hard to see any hope of positive change. Join us to learn about burnout and how to bring more normalcy back into your life. In this training, we will:

- Define burnout and learn how it differs from stress
- Identify the causes of burnout and eventual outcomes
- Explore tips for avoiding and recovering from burnout

## Benefiting from ergonomics

LHW8021

Ergonomics is about aligning our workstations/sites/tasks with our bodies. This training examines the impact of poor ergonomics on both the worker and the workplace and identifies common risk factors and types of injuries. Participants will have an opportunity to identify problems with an office station set up and discuss common factory issues. This training will also offer suggestions for properly setting up an office station.

## Body image

LHW8006

If your body image is something you find yourself struggling with then this training will guide you through tips and tools to overcome your issues and help you pivot towards a more positive body image.

## Brain health

AHW8022

Do you have trouble remembering where you put your keys? Do you find yourself struggling to concentrate during meetings? New research shows how taking care of our brains can help us with age-related issues and improve day-to-day coping. This training will:

- Examine why brain health is important
- Provide tools to improve brain health
- Offer resources for future reference

## Breathe your way to a better life

AHW8004

Stress is everywhere and not all of us have the time, money or energy for an extended vacation. In this training, we'll look at the little things we can do each day to reduce stress and breathe our way to a better life. We will review:

- How stress impacts your breathing
- Statistics on the stress and health connection
- Deep breathing and relaxation techniques to boost your health

## Building in daily movement

LHW8011

This program explores the benefits of exercise, the role of attitude and goals on success, the components of a well-rounded workout, eating well and workouts that can be done during your workday.

## Coping with anxiety

AHW8016

How do we tell the difference between normal feelings of stress and symptoms of anxiety? This training helps participants understand different types of anxiety and provides tools to notice signs in your own life or the life of someone close to you. This training will review:

- Anxiety disorders
- Anxiety symptoms
- How thoughts and actions contribute to anxiety
- Treatment and care of anxiety disorders

## Coping with personal loss

### AHW8002

Grief is caused by many types of losses — the loss of a loved one, a pet, a job, a lifestyle, a function. This training helps you understand the grief process and find healthy ways of coping. We'll review:

- What to expect after a loss
- Healthy coping skills
- Ways to help others who are grieving
- Resources

## Coping with stress, anxiety and trauma for first responders

### AHW8028

A first responder's job comes with extraordinary demands. Without proper self-care these demands may lead to issues like acute stress and anxiety. This training will discuss:

- The unique stress dynamics in a first responder's job
- Stress, anxiety and trauma symptoms
- Signs of emotional distress
- Tips for self-care

## Creating good health through humor

### AHW8017

They say that "Laughter is the best medicine". It certainly is a great way to boost your well-being, improve your health and enhance your mood. This training will explore:

- Definitions and humor statistics
- The physical and mental benefits of laughter
- Different theories and history of laughter
- Laughter therapies
- Tips to incorporate humor and laughter into daily life

## Dealing with anger

### AHW8012C

Anger is a powerful human emotion that has physical, psychological and interpersonal consequences. This training explores these areas and provides tips to manage angry responses. We'll review:

- Anger's definition
- Responses to anger
- Ways to identify anger
- Healthy ways to cope with anger

## Dealing with job burnout

### AHW8005

Burnout is a unique form of job stress. And it can get in the way of a healthy, productive workplace. But it's easier to manage when you can see the signs. This training will provide basic information on how to recognize and cope with burnout. This training will provide:

- Definition of burnout
- Signs to recognize burnout
- Prevention tips
- Personal assessment questions to measure burnout
- Ways to cope with burnout

## Depression in families

### AHW8006

What is depression? Come learn the basics of what causes depression and how depression impacts a family. What can you do if a family member is depressed? This training will discuss:

- What is depression
- Symptoms of depression
- How depression impacts families
- Why families are important
- How to care for a depressed family member
- Ways to take care of yourself

## Eating right on the run and on a budget

### LHW8023

We all make excuses for eating junk or fast food. We'll review real strategies for quick, inexpensive meals that are good choices for our health and our wealth. Learn the basics of eating healthy within your financial means as well as when to select organic foods.

## Emotional eating

### AHW8001

Sometimes it's hard to know whether you're truly hungry or if you're filling another need. This training helps you to learn the difference between the body's hunger and emotional hunger. You'll learn:

- The definition of emotional eating
- Factors that trigger emotional eating
- Ways to identify your triggers
- How to distinguish between physical and emotional hunger
- How to eat in response to hunger rather than emotions

## Happiness

### AHW8026

Most people want to be happy. But most people don't know they can make changes to get happier. New research shows you can train yourself to be happy. Participants will learn:

- Myths about happiness
- The science behind happiness
- Skills to get more joy in life



## **Harnessing your personal power (NEW 2024)**

### **AHW8015**

Mental health in the workplace is top of mind for everyone these days. While our understanding may change, it's worth starting with the basics. Join us for this training where we will:

- Explore your inspirations and strengths
- Help you find purpose in everyday tasks
- Learn about daily well-being strategies and how to keep moving forward

## **Increase wellbeing-One burst at a time (NEW 2024)**

### **AHW8003**

Life moves fast. Many of us struggle with adding healthy habits to our day or are too exhausted to even get started. Join us for this training where we will:

- Discuss what is a burst and explain its benefits
- Learn about how our thoughts contribute to success
- Explain steps for making an action plan and how to keep going

## **It's holiday time already?**

### **AHW8007**

The holidays are painted as cheerful and relaxing. So, why do we get so stressed? Let's look at what contributes to our stress and learn ways to reduce this level and truly enjoy those special occasions. Participants will:

- Learn to address the stress of the holidays
- Find ways to make the holidays more enjoyable
- Learn tips to manage holiday stress

## **Letting go of worry and anxiety**

### **LHW8009**

This training is designed to help participants cope with anxiety.

- Understanding anxiety
- How anxiety affects you
- Reducing anxiety
- Signs of anxiety disorders

## **Men's health 101**

### **LHW8018**

The leading causes of illness and death today are heart disease, cancer and stroke. This training will focus on disease specific to men and offer preventative steps to decrease risk and manage major health conditions.

- Risk factors
- Routine screenings
- How to find a doctor

# New Year's resolutions-How to make them and how to keep them!

## AHW8008

This training reviews why we make New Year's resolutions and the most common ones. Can you guess? We will unveil "resolution pitfalls" and offer a recipe for resolution success. We'll discuss:

- Why we make New Year's resolutions
- Common resolutions
- Resolution pitfalls
- Resolution success tips

## Nutrition basics

### AHW8018

Do you want to have a healthier diet? This training can help. You will come away with an understanding of the nutritional needs we all have. You'll also receive information on:

- Ways to maintain healthy and balanced eating habits
- Developing an understanding of the different elements of nutrition
- The purpose of vitamins
- Healthy food choices

## Power of volunteering (NEW 2024)

### LHW8022

In this training, participants will explore how volunteering benefits both individuals and organizations. Together, we will discuss the physical, intellectual, and emotional benefits of volunteering. Participants will gain a deeper understanding of both the personal and professional benefits of volunteering, as well as the resources to get started in their own communities!

## Suicide awareness

### AHW8014C

This training is designed to enhance understanding of behaviors and emotions experienced by the suicidal person. It debunks common myths and provides suggestions on what to look for and how to intervene when someone is suicidal. Participants will:

- Learn about suicide risk factors
- Become aware of feelings and actions associated with suicide
- Review common myths about suicide
- Learn ways to help and intervene when there are concerns
- Find information to help them cope with grief after suicide
- Discover suicide prevention resources

## Taking sleep seriously

### AHW8019

How important is sleep? Without it you wouldn't survive. Sleep is an essential part of daily life. It helps us to stay focused, remember things and keeps us energized and able to face the tasks of the day. This training looks at:

- What is considered "normal" sleep
- Things that might indicate a sleeping disorder
- Lifestyle influences on sleep
- Ways to increase your chances of getting a good night's sleep
- Where to go for more information

## Time for you-Don't be part of the no vacation nation

### AHW8010

Did you know that more than half of Americans do not use up all of their paid vacation time? Family obligations, work responsibilities and other concerns get in the way but taking vacations can do wonders for one's physical & mental wellbeing, creativity and resiliency. Join us for this training and we will:

- Review vacation-related statistics
- Discuss how vacations support physical and mental wellbeing
- Explore vacation obstacles
- Learn about how taking time off helps you to be your best self
- Review vacation activities for your mind and body

## Tobacco cessation-How to manage after you've quit tobacco

### AHW8020

You've decided to quit using tobacco. Now what? This training provides an understanding of what to expect after you've quit using tobacco and tips to help manage cravings. Learn:

- Information about what happens in your body after quitting
- Tips to make it through the first few days
- Ways to avoid weight gain
- Skills to manage stress and irritability

## Tobacco cessation-Quitting tobacco (2 hours)

### AHW8011

This training provides participants with an understanding of tobacco addiction. Participants will learn where they fall on the quitting readiness scale. And they'll have the chance to discuss different tobacco cessation techniques.

Participants will:

- Learn the facts of tobacco use
- Understand what motivates them to consider quitting
- Identify how ready they are to make changes
- Learn how to customize a training that has the best chance of success
- Find out about helpful resources

## **Tobacco cessation: Thinking about quitting smoking?**

### **AHW8021**

The first step in quitting tobacco is making the decision to stop. But this often takes time and research for each person. This training provides information about quitting tobacco use. Attendees will learn the many benefits of quitting and will discover:

- Information about tobacco use
- Ways to measure their readiness to quit
- Cessation techniques and approaches
- Tips to finding the approach that works best for them

## **Understanding depression**

### **AHW8025**

Chances are, you've experienced or known someone with depression. But how much do you know about it? This training will:

- Increase your awareness of depression-related issues
- Discuss the stigma of mental illness
- Review protective factors for depression
- Offer tips on how to support someone with depression

## **Wellness for busy people**

### **AHW8027**

You juggle a lot – work, home, family and more. And you're still expected to make time for you! Sometimes it's just easier to go through the drive thru or skip your workout. But how does this impact your overall stress and wellbeing? You can't create more hours in the day, but you can fit health into your busy schedule. This training will discuss:

- Healthy choices and how they make you more productive
- Tips for eating well on the go
- Ways to squeeze in exercise
- Tricks to relax
- How to prioritize your health when everyone and everything else is a priority

## **Women's health 101**

### **LHW8019**

This training will focus on women's health issues. We will discuss the leading causes of disease and death in women and educate on how to prevent and manage major health conditions.

- Risk factors
- Routine screenings
- Preventative steps to avoid illness

# Your healthy heart

## LHW8020

Paying attention to your heart health is one of the best things you can do to improve your quality of life, increase longevity and improve overall health. In this training we will touch on the various terms and important factors you need to know to improve your heart health.

- Risk factors and measurements of a healthy heart
- Living a heart healthy lifestyle
- Recognizing heart attacks and strokes





## **Mental health awareness**

### **Fighting the stigma of mental illness**

**AMHA14001**

Mental illness is a widespread problem. But stigma prevents a lot of people from seeking help. This training will discuss what you can do to help fight the stigma of mental illness. We'll review:

- The definition of stigma
- Statistics of mental health issues
- Myths about mental health
- Ways you can stamp out stigma

## Mental health and suicide awareness at work (2 hours)

### AMHA14010

Mental health issues impact us all. Even if you've never had a mental illness, you've probably known someone who has. This training will help participants learn how to recognize and respond to mental health concerns in the workplace. This training will discuss:

- Mental health stigma
- Common misconceptions about mental health
- How to recognize that someone may have a mental health concern
- Ways to offer support
- How to recognize and respond to suicide concerns

This training includes up to three scenarios for discussion and/or role-playing. In addition to a scenario on suicide risk, requestors can choose two additional scenarios for their presentation from the following list\*:

- Early signs of distress
- Postpartum depression/anxiety
- Anxiety
- Depression
- Panic attack
- Domestic violence

**\*Please detail which two scenarios you want in your training request form**

## Mental health awareness in the workplace

### AMHA14002

You spend a lot of time at work with your colleagues. But what do you do when your co-worker seems to have a mental health issue? You don't have to be a trained therapist to make a difference. In this training, participants will learn:

- Mental health statistics in the workplace
- Tools to help someone with a mental health issue
- How to have hard conversations
- Ways to offer support

## **Mental Health First Aid® – 4 hour\* (On-site only)**

**(max 30 attendees)**

**MMHA14004**

Mental Health First Aid (MHFA) at Work General Awareness training is a unique opportunity that teaches you how to identify, understand and respond to signs and symptoms of mental health and substance use challenges you may encounter in the workplace. During this four-hour training, you'll learn:

- The purpose and role of Mental Health First Aid along with the impacts of mental health challenges and recovery on well-being of adults in the workplace
- How to recognize the signs and symptoms of mental health challenges and how they impact the workplace
- The five step Mental Health First Aid Action Plan (ALGEE)
- Appropriate methods of self-care

**\*Additional charges for this training apply. Please contact your Account Executive for more details.**

**Rescheduling a training within 0-30 days from the delivery date will incur a charge that is 25% of the cost of the training. Please note that cancellation of this training, within 15-30 days of the delivery date, will incur a charge that is 50% of the cost of the training. Cancellation of this training, within 0-14 days from the scheduled delivery date, will incur a charge of 100% of the cost of the training. Please note that virtual trainings presented by RFL's vendor partner, The National Council for Mental Wellbeing, are hosted on the vendor's webinar platform.**

## **Mental Health First Aid® – 4 hour virtual\*\***

**(min 15 attendees/max 25 attendees)**

**MMHA14008**

Mental Health First Aid (MHFA) at Work General Awareness training is a unique opportunity that teaches you how to identify, understand and respond to signs and symptoms of mental health and substance use challenges you may encounter in the workplace. During this four-hour training, you'll learn:

- The purpose and role of Mental Health First Aid along with the impacts of mental health challenges and recovery on well-being of adults in the workplace
- How to recognize the signs and symptoms of mental health challenges and how they impact the workplace
- The five step Mental Health First Aid Action Plan (ALGEE)
- Appropriate methods of self-care

**\*\*Additional charges for this training apply. Please contact your Account Executive for more details.**

**Rescheduling a training within 0-30 days from the delivery date will incur a charge that is 25% of the cost of the training. Please note that cancellation of this training, within 15-30 days of the delivery date, will incur a charge that is 50% of the cost of the training. Cancellation of this training, within 0-14 days from the scheduled delivery date, will incur a charge of 100% of the cost of the training. Please note that virtual trainings presented by RFL's vendor partner, The National Council for Mental Wellbeing, are hosted on the vendor's webinar platform.**

## Mental Health First Aid® – 6 hour\*\*\* (On-site only)

(max 30 attendees)

MMHA14005

Mental Health First Aid (MHFA) is an interactive, skills-based training program that teaches you and your team how to identify, understand and respond to signs and symptoms of mental health and substance use challenges. You'll build skills and confidence you need to reach out and provide initial support to a colleague who's struggling. During this training, you will learn:

- The purpose and role of Mental Health First Aid along with the impacts of mental health challenges and recovery on well-being of adults in the workplace
- The principles of safety and privacy in the workplace
- How to recognize the signs and symptoms of mental health challenges and evaluate the impact of early intervention
- How to apply the five steps of the Mental Health First Aid Action Plan (ALGEE) when a person shows early and critical signs of a mental health challenge.
- Appropriate methods of self-care for crisis and non-crisis situations

This training requires that attendees complete 2 hours of online self-paced work before attending the virtual component. Training materials for this pre-work will be sent electronically to attendees before the live virtual training.

**\*\*\*Additional charges for this training apply. Please contact your Account Executive for more details.**

**Rescheduling a training within 0-30 days from the delivery date will incur a charge that is 25% of the cost of the training. Please note that cancellation of this training, within 15-30 days of the delivery date, will incur a charge that is 50% of the cost of the training. Cancellation of this training, within 0-14 days from the scheduled delivery date, will incur a charge of 100% of the cost of the training. Please note that virtual trainings presented by RFL's vendor partner, The National Council for Mental Wellbeing, are hosted on the vendor's webinar platform.**

## Mental Health First Aid® – 6 hour virtual†

(min/max 15 attendees)

MMHA14007

Mental Health First Aid (MHFA) is an interactive, skills-based training program that teaches you and your team how to identify, understand and respond to signs and symptoms of mental health and substance use challenges. You'll build skills and confidence you need to reach out and provide initial support to a colleague who's struggling. During this training, you will learn:

- The purpose and role of Mental Health First Aid along with the impacts of mental health challenges and recovery on well-being of adults in the workplace
- The principles of safety and privacy in the workplace
- How to recognize the signs and symptoms of mental health challenges and evaluate the impact of early intervention
- How to apply the five steps of the Mental Health First Aid Action Plan (ALGEE) when a person shows early and critical signs of a mental health challenge.
- Appropriate methods of self-care for crisis and non-crisis situations

This training requires that attendees complete 2 hours of online self-paced work before attending the virtual component. Training materials for this pre-work will be sent electronically to attendees before the live virtual training.

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## Supporting family members with mental health issues

### AMHA14003

Do you have a family member with a mental health problem? What can you do to support them but also take care of yourself? This training is not designed to provide specific diagnostic information or help identify mental health issues. But it will give participants tools to cope with the strain of helping a loved one with mental illness. We'll discuss:

- The definition of mental illness
- The impact of mental illness on families
- Tips to support others
- Ways to cope with a mental health crisis
- Tools for self-care

## Talk Saves Lives™\*

**(min 5 attendees/max 50 attendees virtual)**

### TSL14006

Many of us have been touched by suicide in some way, shape or form. It starts with understanding suicide and knowing the warning signs. The Talk Saves Lives™ training developed by the American Foundation for Suicide Prevention is here to help. Participants will gain an understanding of:

- The facts about suicide
- Those affected by suicide
- The research on prevention
- How to recognize and respond to suicide concerns

**\*This course is offered in conjunction with the AFSP. Availability is limited. Please contact your Account Executive for details on scheduling availability and lead time. Please note, due to the nature of the content customizations and recordings are not available for this training. Talk Saves Lives trainings are hosted on the RFL's virtual platform.**

## Talk Saves Lives™: An introduction to suicide prevention in the LGBTQ+ community\*\* (90 min)

**(min 5 attendees/max 50 attendees virtual)**

### TSL14011

We all have a role to play in preventing suicide, and those in the LGBTQ+ community may face additional challenges and barriers to help because of discriminatory factors. This program informs people of the best ways to provide caring and support to those who need it. In this module, Talk Saves Lives™: An Introduction to Suicide Prevention in the LGBTQ+ Community gives participants essential and lifesaving understanding of topics including:

- Suicide risk and its unique considerations in LGBTQ+ communities
- Recognizing suicide risk factors and warning signs for LGBTQ+ people
- Protective factors that can help lower the suicide rate
- The latest research related to LGBTQ+ suicide prevention
- How to seek and offer support for yourself or others
- Crisis resources and services for the LGBTQ+ community
- What communities can do to support LGBTQ+ people

**\*\*This course is offered in conjunction with the AFSP. Availability is limited. Please contact your Account Executive for details on scheduling availability and lead time. Please note, due to the nature of the content customizations and recordings are not available for this training. Talk Saves Lives trainings are hosted on the RFL's virtual platform.**





## Personal improvement

### Assertiveness

#### API11001

Assertiveness doesn't come naturally to everyone. Many people avoid potential conflicts. But most of us aim to solve problems and get the best results. This presentation can help participants learn:

- The differences between assertiveness, aggressiveness and passiveness
- Why assertiveness helps everyone
- Ways to become more assertive

### Becoming a better you

#### API11018

Personal growth is important. It can lead to new and fun experiences. And it can open doors to success. But what do you do when you feel "stuck"? This training will review:

- Barriers to improvement
- How to commit to your goals
- Ways to become a better version of yourself

## Change mastery

### API11004

This training explores the impact of change and our response to it. Take a brief personal inventory to see how change may affect you in the next year. Do you tend to be proactive or reactive? Do your beliefs limit or empower you? Come and learn positive strategies to cope with change. Discover how you can handle change successfully. We'll review:

- The impact of change (personal inventory exercise)
- Personal strategies when facing change
- Phases of transition
- Proactive vs. reactive response to change
- Change hardiness (resilience)

## Communication skills

### API11002

Do you know your communication style? Do you know what goes into a successful message? This training will help you overcome barriers to effective communication and will provide tips to improve your communication skills. This training will review:

- Communication styles
- The communication process
- Guidelines for effective communication
- Barriers to effective communication
- Tips for successful communication

## Creating a healthy work and home relationship

### API11021

This training helps you consider the multiple roles you play in life. You'll explore how much time you spend on these roles and how this works for you. Do you wish you had more time for other pursuits? This training will help you:

- Identify the important priorities in your life
- Determine if your life gives you the balance you seek
- Learn strategies to create more balance and harmony in your life
- Create a plan for change

## Don't wait until Monday - Get motivated now (NEW 2024)

### API11023

Feeling stuck? Not knowing where or how to begin? It happens to all of us. We just need some strategies to get moving. Join us for this training to:

- Understand motivation and procrastination
- Learn different types of motivation
- Get tips for getting started
- Make changes, create new habits and stay motivated

## Emotional intelligence

### API11017

People with high emotional intelligence tend to have stronger relationships and bounce back more easily after negative life events. This training provides participants with some tools to improve their emotional intelligence. Attendees will have a chance to:

- Define emotional intelligence
- Understand their feelings and the feelings of others
- Develop tools to cope with feelings

## Goal setting for life and work

### API11006

Do you want to achieve more in all areas of your life? You can improve your performance, enhance motivation and increase your self-confidence by setting and achieving your goals. This training will increase your pride and satisfaction by:

- Teaching you effective goal setting skills
- Helping you to recognize barriers to goal achievement
- Having you establish appropriate and realistic goals in the context of your life roles

## How to boost your self-confidence

### LPI11001

This training will outline why confidence is so important and how to continue feeling strong and empowered. We will have an interactive, engaging conversation that will help you feel more confident both at work and at home.

## Impact of gratitude

### API11009

What are you thankful for? According to current research, gratitude is strongly associated with happiness. You feel good about something and in turn your appreciation makes someone else feel good as well. So, how do we bring more gratitude into our life? In this training, you will learn about:

- The definition, impacts and importance of gratitude
- How gratitude affects the body and mind
- How to express gratitude in your life and into the lives of others
- Incorporating gratitude exercises in your life

## Improving your memory\*

### API11020

Do you forget dates and names? Do you wish you could remember more? Simple memory problems can be common for everyone. Join this training to find out:

- How your memory works
- Why we tend to forget things
- Ways to improve your memory

**\*The material in this training is not intended for those diagnosed with cognitive loss or impairment.**

## Learning to embrace failure

### API11019

Let's face it – failing often feels bad. It can bring up all kinds of insecurities. But avoiding failure may lead to a lack of growth. Failing can be good for you – personally and professionally. This training will discuss:

- Why people are afraid of failure
- How failure can help you
- Ways to embrace failure and gain more success

## Managing emotions under pressure

### API11003

Self-regulation is a valuable tool that can help us manage our stress and other feelings. This training will provide information on the concept of self-regulation while introducing the physical and emotional effects of being under pressure. Participants will learn tools to:

- Understand the definition for self-regulation
- Understand effects of being pressured
- Learn to communicate effectively when under pressure
- Implement a plan to relieve pressure
- Find life balance

## Managing our emotions during times of uncertainty

### API11014

Now, more than ever, many of us are feeling surrounded by a sense of uncertainty. Whether it concerns global issues, the economy, finances, health or relationships, much of what lies ahead in life remains uncertain. While these items are outside of our control, our mindset is key to coping with difficult circumstances and being able to confidently face the unknown. Join us for this training where we will:

- Discuss types of responses during difficult situations
- Understand the impact of stress and uncertainty on our emotions
- Identify and develop coping strategies for managing emotions and emotional regulation
- Discuss tips on creating a plan

## Managing the difficult interaction (90 min)

### API11008

This training discusses ways to manage a difficult interaction whether at your workplace or at home. We'll discuss:

- How perception influences our behavior
- Options for handling a difficult encounter
- Skill-building techniques

## Managing work and life

### LPI11016

This training provides strategies to successfully manage your work and personal responsibilities.

- Causes of work/life stress
- Assessing goals and priorities
- Managing personal/family responsibilities
- Managing responsibilities on the job

## No excuses! Getting beyond the ifs and buts in life

### API11010

Making excuses is a natural human response. While some excuses might appear harmless, the truth is that every excuse takes you away from reaching your full potential. How can you stop making excuses and live your best life? In this training, we will:

- Explore the most common types of excuses and why we use them
- Understand the cycle of excuse making
- Learn about the impact to our lives
- Discover tips on how to break the excuse habit

## Overcoming procrastination

### LPI11015

Help overcome procrastination and become more motivated and productive. This training covers common reasons for procrastination and offers advice for overcoming it.

- How we procrastinate
- Reasons for and the impact of procrastination
- Practical tips on overcoming procrastination

## Perils of procrastination and perfectionism (NEW 2024)

### API11024

Is there a project you know you should start but can't just seem to get started? Perhaps you heard the expression "Do it right or don't do it at all". This back and forth can create increased anxiety and stress which further complicates the problem. This training will:

- Explore the definitions and root causes of procrastination and perfectionism
- Discuss myths and truths behind this dynamic
- Review tips to tame procrastination and perfectionism

## Planning, prioritizing and organizing your time

### LPI11018

Time management and organizational skills are critical to successfully balancing work, life and family. You will learn strategies and tips for organizing and managing that will make a critical difference in the quality of your work and life.

- Planning, prioritizing and organizing your time
- Goal setting
- Helpful resources

## Resilience

### API11013

Have you ever noticed how some people seem to bounce back from negative life events? What enables them to adapt so well? Resilience is the quality that helps people get back up after life knocks them down. This training will discuss:

- The factors of resilience
- Qualities of resilient people
- Skills to build resilience

## **Resiliency: Bounce back stronger**

### **LPI11017**

No matter what life throws at us, we can always learn tips and techniques to use daily to become more resilient. You will leave feeling empowered with the knowledge of what steps to take to become more resilient.

## **Self-care: The importance of saying “no”**

### **API11022**

Why do we feel pressured into saying yes? This can come from friends, family, co-workers and even strangers. In this training, we will explore why we say yes or no and the impact that can have on our lives. This training will discuss:

- The reasons we say “yes”
- The importance of saying “no”
- Tips on saying “no” in different areas of your life
- How to set healthy boundaries as a form of self-care

## **Stress management**

### **API11011**

This one-hour introduction to stress management is for those interested in learning more about managing stress in daily life. The presentation includes a brief stress reliever exercise. Areas discussed include:

- Defining stress and the stress response
- Improving the ability to recognize and identify personal stress symptoms
- Understanding how thoughts and actions contribute to the stress response
- Managing stress more effectively through improved evaluation and self-care

## **Stress management and achieving balance at work and home (2 hours)**

### **API11012**

This training is divided into two parts. Part one focuses on stress and distress. The focus is on recognizing and reducing life stress. Part two focuses on life balance. Handouts will be used to help attendees consider where their time and energy is focused. Suggestions will be given on how to create a healthy, life balance. We'll help participants:

- Redefine stress
- Recognize their personal stress responses
- Identify priorities in their lives
- Determine if their priorities are in balance
- Create more balance in their lives
- Manage stress more effectively

## **The art of small talk**

### **API11007**

Find yourself at business meetings with little to say? How about social gatherings? Are you the one standing in the corner with the plant? This training will help you to develop the art of small talk so that you can increase your comfort level. Participants will:

- Learn conversation builders
- Recognize conversation stoppers
- Increase comfort levels in social situations



## **The power of positive thinking**

### **API11016**

Is the glass half-full or half-empty? Did you do well on that project because you worked hard or because your boss went easy on you? Positive thinking helps you feel empowered and improves self-esteem. We'll help attendees:

- Identify whether they are positive or negative thinkers
- Examine the importance of positive thinking
- Learn ways to become a positive thinker

## **Winning your way to success**

### **API11015**

Everyone loves to win but how does winning fit into your overall concept of success? This training will give you the opportunity to redefine success in a way that works for you on your own terms. We will review:

- The myths of winning and losing
- How to change the message of success
- Redefining success and rethinking failure
- Tips to help plan and shape the path to success



## Professional development

### Alcohol and drug-free workplace (employee)

#### APD9001

This awareness training is best for employers that have a drug-free workplace policy or companies considering implementing such a policy. At the end of the training, employees will be aware of the dangers of alcohol and drug abuse. This training reviews:

- The requirements of their drug-free workplace policy
- The prevalence of alcohol and drug abuse and its impact on the workplace
- How to recognize the link between poor performance and alcohol and/or drug abuse
- The progression of the disease of alcohol and drug addiction
- What types of assistance may be available

### Approaches to decision making

#### APD9012

Staffing resources are limited, time is short and you must do more with less — so how do you get that job done? Look for simple answers first before searching for complicated ones. But, will the simple answers work the next time? Join us as we review problem-solving techniques that give new meaning to “thinking outside of the box.” Participants will get a chance to discover how to:

- Review decision levels
- Plan for decision making
- Define consensus
- Develop a team approach
- Solve problems creatively

## Building successful teams

### APD9021C

This one hour training focuses on the four stages of team development and key ingredients that make up a successful team. The story of the geese will be used to consider ways to enhance team unity and support. We'll help participants:

- Understand team development issues
- Consider where their team is at in terms of development and its chance of success
- Increase understanding and use of team building techniques

## Bullying in the workplace

### APD9004

Workplace bullying can create poor morale, physical illness and splitting of teams. But through awareness and education, workplaces can build a bully-free environment. This training will review:

- Definition of bullying
- Statistics
- Types of bullying
- Signs of bullying
- What bullied targets can do
- What coworkers can do

## Business etiquette

### LPD9001

Business etiquette is a practical and profitable social skill that plays an important role in career success, building better relationships and increasing professionalism. With workplace civility, employees thrive in a positive environment where all are treated with courtesy and respect and are able to focus on their work. This training provides valuable guidance on business etiquette in the workplace.

- Understand why etiquette matters
- Strategies for building productive relationships and increasing workplace courtesy
- Common etiquette challenges in the workplace
- Best practices and resources

## Call center stress management

### LPD9003

This training provides information to help you better understand call center stress and offers strategies to help you successfully manage it.

- Define stress
- Examine causes of stress
- Learn how to recognize your stress signals
- Understand specific call center stressors
- Learn stress management techniques
- Discover mind/body relaxation techniques

## Coping with change in uncertain times

### LPD9011

The world as we know it is changing and adapting can be difficult. This training can help you understand and cope with change.

- Understand change and how it affects you
- Reduce the stress associated with change
- Strategies to successfully adapt to change

## Coping with job loss

### APD9007

For companies who are downsizing, this training provides practical tips for employees adjusting to changes in the workplace and coping with job loss. We'll provide participants with tips to help them:

- Adjust to changes in their jobs
- Communicate with their families
- Manage stress
- Seek career counseling and search for a job
- Find helpful resources

## Coping with organizational change (90 min)

### APD9029

In today's organizations, change is the rule rather than the exception. Reorganization, downsizing, mergers, takeovers, rapid growth and new technology are among the major changes. The purpose of this training is to highlight practical and proven methods for coping with organizational change. We'll discuss:

- Low- and high-magnitude organizational change
- Personal impact of change
- The seven stages of change
- Coping skills for work and home

## Coping with serious illness in the workplace

### LPD9004

This training is designed to assist those who are coping with the chronic or life-threatening illness of a coworker, friend or family member. We will discuss common responses, changes that can be expected, supportive resources and practical strategies to help.

## Coping with shift work

### APD9030

The unique demands of shift work affect employees personally and professionally. Conflicts can arise between balancing work and family. And these may impact job productivity. This training will focus on identifying resources to help create successful strategies to effectively respond to the demands of shift work. This training will review:

- Types of shift work stress
- How to identify shift work stress and its impact
- Personal strategies for managing shift work stress

## Creating a positive workplace (employee)

### APD9031

Negativity can have a significant impact on a workplace's performance and productivity. This training will look at the two types of negativity found in the workplace and some common causes. Participants will also walk away from this training with practical solutions to help promote a more positive work environment. We'll discuss:

- The two types of negativity
- Common reasons negativity occurs in the workplace
- Ways negativity impacts the workplace
- Solutions for creating a more positive workplace

## Disability inclusion in the workplace

### LPD9047

This training is a deep dive into the importance of having an inclusive work environment and best practices on how to be more aware. During this training, we will do a review of the Americans with Disabilities Act (ADA) as well as have a facilitated discussion of ways to foster inclusivity in the workplace.

## Diversity

### APD9009

Join us as we define culture and diversity. Answer our quiz to see how savvy you are in diversity issues. Do you know common ethnic and cultural stumbling blocks? Learn why companies are celebrating diversity! This training will discuss:

- Culture
- Diversity defined
- Ethnic and cultural stumbling blocks
- Why diversity matters

## Effective collaboration

### APD9010

Join us as we look at the challenges of collaboration and ways to make teams work well together. We'll look at how to effectively communicate and learn how to manage the collaborative process. Participants will learn about how to:

- Manage the collaborative process
- Identify barriers to collaboration and communication
- Overcome barriers

## Effective communication at work

### APD9027C

Communication is a vital part of a successful organization. This presentation reviews the different types of communication used in the workplace and suggests how to be effective in each form. It includes: face-to-face communication, meetings, written, electronic (email, instant messaging) and telephonic (voicemail) communication. We'll discuss:

- Methods of communication used in the workplace
- Do's and don'ts of workplace communication
- Effectiveness of workplace communication

## Emotional intelligence to improve relationships

### LPI11014

This training (based upon Daniel Goleman’s work) identifies the 4 components of emotional awareness. It will help identify the range of emotions and how they affect both work and home relationships.

- Define the 4 major aspects of emotional intelligence
- Discuss the applications in the business setting
- Discuss the applications in your personal relationships
- Focus on your target areas

## Etiquette in the workplace

### APD9024C

Do you ever wonder how your workplace behavior affects others? Are you ever concerned you may present yourself in a way you don’t intend? Understanding workplace etiquette is a must. It can affect your work relationships as well as how managers perceive you and your abilities. In this training, you will learn:

- The basics of workplace etiquette
- Etiquette tips for different areas of the work environment
- The little things that impact your image in the workplace

## Is leadership in your next step?

### LPD9012

Advancing to a leadership position may seem like a daunting task—but it is easier with a plan. This training will provide key elements of leadership, along with tips and skills you can use to develop a leadership plan.

- What is development planning?
- Defining leadership and executive presence
- Is a leadership role right for you?
- Building your development plan
- Working it

## Learning about your conflict management style (90 min)

### APD9006

When confronted with a conflict in the workplace there are several ways a person might handle the situation. One might “take the bull by the horns” and meet others head-on with the facts. One could wait it out and see if the problem resolves itself or is resolved by others. One might focus on short-term gains in an effort to appease the conflicting parties or attempt to split the difference. Or one could take the time to engineer a “win-win” scenario that would balance the needs of all interested parties. Learning more about the personal styles used to deal with conflict situations can help you handle conflict more effectively. We’ll help participants:

- Identify their personal approaches to conflict
- Learn to identify the conflict management style of others
- Discuss how to use this information to improve conflict management skills



## Managing a difficult customer (90 min)

### APD9013

Argumentative? Demanding? Angry? In this training, we'll explore how to deal with challenging customers. We explore the role of perception in shaping a customer's behavior and its impact on you as an employee. Throughout the training, attendees will:

- Gain insight into the nature of difficult customers and how it can affect your own well-being
- Learn effective strategies to navigate challenging customer interactions
- Discuss self-care to maintain emotional balance while providing excellent service

## Managing difficult calls

### APD9040

Business professionals face all kinds of challenges, including at times managing unhappy clients or customers. Dealing with difficult calls is never an easy task. Maintaining your composure among other skills is important in ensuring a difficult caller turns into a satisfied customer. Join this training as we:

- Understand the impact of difficult calls
- Discuss how to stay professional
- Identify ways to care for yourself

## Managing strong emotions for employees

### LPD9015

Strong emotions are inevitable. This training goes beyond identifying emotions to help us manage and control ourselves when all of our buttons have been pushed. We need real strategies to enable us to say and do the right thing. We will share state-of-the-art techniques that will ensure you will keep your cool.

## Managing violence in the workplace (employee) (90 min)

### APD9015

In this training, we'll examine the employee's role and responsibility in managing workplace violence. The training also gives employees the resources to assist them in dealing with a troubled coworker or situation. We'll discuss:

- How violence in the workplace is defined
- Your role and responsibility in avoiding workplace violence
- What workplace violence costs your company and its employees
- What contributes to workplace violence and how to detect the potential for it
- Resources to report a troubled employee or situation

## Networking for the network challenged

### LPD9030

During this training you will learn why networking is key to your career success and how to make networking a stress-free, fear-free, career-boosting process. You will learn how to assess and expand your network, how to begin a structured networking plan and how to use networking to develop long term relationships with others.

- Understand your current communication and networking style
- Build networking skills
- Identify your organization's informal network
- Move out of your comfort zone to approach and engage the people you want and need to know

## Neurodiversity in the workplace

### APD9003

Neurodiversity seeks to recognize, respect and value the strengths and differences of all individuals. Join this training to:

- Learn the characteristics of the neurotypical and neurodiverse brain
- Discuss the strengths of those who are neurodiverse
- Identify benefits and strategies to be more inclusive in the workplace

## Professional writing and email etiquette

### LPD9046

How do you ensure your email will be read? This training identifies the dos and don'ts of email and offers suggestions for writing emails in a way that captures the attention of the recipient and gives them all the pertinent information. The presentation includes information about subject lines, format, content, emotions, grammar and punctuation, signatures, and the use of CC and BCC.

## Providing excellent customer service

### APD9032

Difficult people make our jobs more challenging. We tend to feel frustrated, angry and uncomfortable when we encounter someone who is a challenge. It helps to focus on what we can do rather than wishing it would all go away or that the other person will change. Difficult interactions tend to be the exception rather than the norm. But they usually create a majority of our job stress. This training will help you to learn:

- How to control your own response
- Essential components of communication
- Appropriate customer service etiquette
- Good habits to promote successful interactions
- Strategies to deal with situations and people when they do escalate

## Respectful communication in the workplace (90 min)

### APD9033

The workplace is focused on getting tasks done. It's also a place where work and personal relationships are formed. So, it's important to understand your own workplace culture so you know how to navigate these relationships successfully. This training helps you to:

- Distinguish different kinds of boundaries
- Develop skills to maintain healthy boundaries
- Understand successful communication
- Understand the wide range of factors in dealing with different personalities and situations
- Learn helpful strategies when dealing with different personalities

## **Sexual harassment prevention (employee) (2 hours)**

### **APD9035**

Sexual harassment is a problem that can hurt both employees and organizations. It's important to become aware of the types of behavior that others consider offensive. This awareness training will outline the federal laws prohibiting discrimination in the workplace, define harassment and discrimination and give examples of the different types.

Suggestions for responding to harassment will also be reviewed. Participants will learn about how to:

- Recognize behavior that could be considered sexual harassment
- Avoid behaving in a way that could be interpreted as sexual harassment
- Create a work environment free of sexual harassment
- Take action when any behavior considered to be sexual harassment, or having the potential to lead to a sexual harassment claim, occurs

## **Strengthening work relationships-Team building (90 min)**

### **APD9017**

This training stresses the importance of workplace satisfaction and positive team engagement and how this can enhance health and well-being. It considers key actions to enhancing and mending workplace relationships. We also explore the Titan's effect and how to build strength by harnessing the differences of others. You'll learn:

- The importance of positive workplace relationships
- The core principles of the PERMA model
- Actions to build well-being, engagement and understanding
- How appreciating differences helps develop a strong workplace team

## **Stress management at work**

### **APD9019**

The workplace can be a source of personal stress. By learning to manage your thoughts and actions, you can keep workplace stress from taking over. This training will help participants:

- Learn to identify early signs of stress and help you recognize when it becomes a problem
- Identify what they can control
- Learn how to prioritize and organize
- Gain tips to manage workplace stressors

## **Successful hybrid work practices (NEW 2024)**

### **LPD9009**

The flexibility of work arrangements has increased greatly over the past few years. In this training, participants will discuss the benefits and challenges of hybrid work arrangements, and what to consider before making the transition. Topics covered include documenting your arrangement and communication needs, as well as the potential impact that telework can have on your work and home life balance.

## The positive effects of self-esteem on performance

### LPD9044

New research is showing the power of the mind is even stronger than once thought—once we believe we can, we do! This training will outline the way to rewire our brains to be more of an optimist and believe in ourselves.

- Discuss the business applications of positive thinking
- Rewire our brains to be more of an optimist
- Build self-esteem
- Control negative thoughts

## Time management

### APD9020

This training looks at the two factors that drive how we choose to use our time: Urgency and Importance. It helps participants identify their personal time management style and offers tips and tools to support their style. They'll learn:

- Why time management is important
- Common barriers to effective time management
- Helpful tools for managing time

## Understanding and overcoming unconscious bias (90 min)

### APD9028

We all have unconscious and automatic thoughts that shape how we respond to different people. In this training, learn more about the processes in the brain that affect bias and how you can change the way you think.

- Understand how the unconscious mind works
- Define unconscious bias
- Learn how unconscious bias affects our decisions
- Examine common messages that influence our thinking
- Review skills to help address unconscious bias

## Understanding harassment

### APD9039

Embracing diversity in the workplace makes for stronger teams. But sometimes people don't understand how their behavior can hurt and offend others. Learn more about how to respond to diversity and avoid harassment in this training. We'll review:

- The definition of harassment
- How to recognize harassment
- What you can do to respond to harassment

## Working with the terminally ill

### APD9023

This one-hour training discusses the challenges of working with the terminally ill. Participants will have a chance to gain a greater understanding of ways to get and give support while providing an invaluable service to those they serve. It includes consideration of the following:

- Grief and adult reactions to grief
- Compassion fatigue
- Ways to build resiliency
- Self-care suggestions





## Professional development for managers

### Alcohol and drug-free workplace (supervisor) (2 hours)

#### APDM10001

This awareness training is geared towards helping supervisors understand the different components of the drug -free workplace policy and their role in implementing the policy. Please note: This training does NOT meet Department of Transportation standards. We'll discuss:

- Statistics about substance use
- The stages of use
- How to identify an employee with concerning behavior
- How to seek assistance



## Coaching for peak performance

### LPDM10002

Coaching is a skill that used effectively unlocks the potential and maximizes the performance of employees. This training offers a managerial road map for helping employees overcome barriers or hurdles and improve performance.

- Coaching vs. the traditional management approach
- The qualities, characteristics and skills of an effective coach
- The eight steps of the coaching process
- Measuring coaching success

## Creating a positive workplace (supervisor)

### APDM10016

Negativity is bound to happen in a workplace and completely eliminating it is unrealistic. This presentation will help you focus your energy on the negativity you can impact and will provide tools to create positive change. Participants will:

- Identify two types of negativity
- Review common causes of workplace negativity
- Identify ways negativity impacts the workplace
- Discuss solutions for creating a more positive workplace

## Diversity in the workplace (supervisor) (90 min)

### APDM10011

What makes us different? This training will look at several areas of diversity including age, sexual orientation, gender, race, religion, physical ability, family situation, class and ethnicity. It offers a sensitivity-raising training about the do's and don'ts of appropriate respect of coworker differences. Participants will have a chance to:

- Learn about discrimination, harassment and protected classes
- Find tips to respect the rights of others
- Discover ways to truly embrace diversity

## DOT: Alcohol and drug-free workplace (supervisor)\* (2 hours)

### APDM10017

This training is designed to meet the training requirements for supervisors of employees in DOT safety-sensitive positions. The training maintains a focus on DOT-related scenarios, cases and examples that individuals working under DOT mandates will be able to identify. The training provides 60 minutes of awareness training on controlled substance use and 60 minutes of awareness training regarding alcohol misuse. It'll help attendees:

- Understand how substance abuse impacts DOT safety-sensitive roles
- Identify indicators of substance misuse
- Learn skills for responding to substance abuse problems
- Understand DOT regulations regarding testing procedures and duty process

**\*Additional charges apply for this training. Please contact your Account Executive for details. Please note that virtual trainings presented by RFL's vendor partner, American Substance Abuse Professionals, are hosted on the vendor's webinar platform.**

## Effective meeting management

### LPDM10001

Don't waste company time! This training teaches participants the basic skills required to plan, prepare for and execute a successful meeting.

- Preparing and goal setting
- Creating an effective agenda
- Developing strong leadership/facilitator skills
- Overcoming obstacles
- Managing follow-up issues
- Assessing outcomes

## Generational differences in the workplace

### APDM10006

Understanding the influences and expectations that four generations bring to the workplace is important to developing and maintaining harmonious, workplace relationships. This one-hour training will discuss the four generations currently in the workplace. You will learn about:

- Historical influences of each generation
- Personal and lifestyle influences
- Workplace characteristics
- Commonalities among the generations

## Helping the distressed person

### APDM10005

Do you encounter those who've experienced severe distress at work? Maybe they've been through a bank robbery, weather-related disasters or other trauma. It can be helpful to recognize distress and manage the encounter. In this one-hour training, you will learn:

- How to recognize distress in others
- How to manage critical behaviors and encounters
- Best practices and protocols
- Resources available to help
- Ways to take care of yourself in a stressful environment

## How to be an effective manager

### APDM10019

What comes after the promotion? You work hard, you do a good job and now you have to manage a team of people. But management skills don't always come naturally. Geared toward newer managers, this training will discuss:

- The qualities of an effective manager
- Leadership skills
- Tips for healthy communication and conflict management
- How to deal with performance issues

## How to be an inclusive leader

### LPDM10011

Today's challenging times demand specific skillsets to ensure our workplaces allow all thoughts and actions to be voiced without fear. This class will outline best practices and give leaders a chance to self-assess where they are vs. where they should be.

## Leadership (90 min)

### APDM10012

To manage or to lead? Do you want to manage the people who report to you or lead them? This training presents values and behaviors that help develop good leadership skills. It also debunks some myths concerning leadership. We'll discuss:

- Leadership competencies
- Leadership myths
- Common leadership traps
- Tips for effective leadership

## Leading in difficult times (90 min)

### APDM10007

Changes can present a challenging environment for managers. This training will explore how managers can respond to this challenge by increasing the effectiveness of their communication and addressing employee disengagement. This training will:

- Discuss the impact of organizational change
- Review the seven stages of change
- Explain key management skills for each stage
- Review how to create a vision for the future
- Provide action steps to help with the transition

## Manager's guide to coping with downsizing (2 hours)

### APDM10008

This presentation was developed to help managers address the needs of the downsized employee. It provides an action plan as well as discusses the stages of acceptance an employee may go through upon hearing he or she has been downsized. You will learn about:

- How to be prepared with appropriate information
- The stages of acceptance
- Risks and potential effects on employees
- How to recognize signs of distress or violence
- Available resources
- How to work with remaining employees

## Managing change

### LPDM10003

This training provides managers with a conceptual background for understanding the impact of change on both the individual and the organization. It highlights the manager's role in helping the team deal with natural resistance, strengthen team commitment, and maintain productivity and growth during periods of upheaval.

- Barriers to change
- Keys to a successful transition
- Getting staff on board and getting “buy-in”
- Recognizing stress signals associated with changes at work

## Managing critical behavior issues in the workplace (supervisor)

### APDM10002

What are critical behaviors? What's your role as a supervisor? Learn strategies to manage critical behaviors in the workplace. This training will discuss:

- Critical behaviors to observe in the workplace
- Your role and responsibilities
- Strategies to manage critical behaviors
- Supervisor pitfalls
- Case examples and role plays

## Managing stress in the workplace- Helping others deal with stress

### LPDM10004

Stress in the workplace can be counterproductive. What is stress and how can it be effectively managed? This training offers strategies for effectively managing stress and helping others deal with stress in the workplace.

- Definition of stress
- Nature of stress
- Managerial strategies for dealing with stress
- Organizational strategies for dealing with stress

## Managing violence in the workplace (supervisor) (2 hours)

### APDM10003

In this training, we'll examine the supervisor's role and responsibility in managing workplace violence. This training will explore how violence in the workplace costs your company and its employees, what contributes to workplace violence, how to detect the potential for violence and prevent it. The training also gives supervisors the resources to assist them in dealing with a troubled employee or situation. Participants will learn about:

- Their role and responsibility in managing workplace violence
- How violence in the workplace is defined
- What workplace violence costs your company and its employees
- What contributes to workplace violence, how to detect the potential for it and how to prevent it

## **Mentoring through coaching**

### **APDM10015**

A mentor's role is to provide guidance to the person he or she is mentoring. This presentation will help you identify the principles that have made you successful so you can help the person you are mentoring put those principles to use. Participants will gain an understanding of:

- The four-step coaching method
- How to apply the four-step method during a role play
- Ways to develop a plan to coach on the job

## **Mindful at work-Nurturing focus and well-being (NEW 2024)**

### **APDM10009**

You would be surprised how much of your life occurs on autopilot whether that be your morning routine, commuting to work or responding to issues as they arise. The same is true for your workplace. Mindfulness can reduce employee stress and improve performance so how can you get this started for your organization? This training will:

- Define mindfulness and its benefits
- Review the importance of mindfulness at work
- Identify ways to incorporate mindfulness into the workplace

## **Motivating your staff and improving morale**

### **APDM10004**

Motivated staff are more productive, less likely to leave a company and happier. This training aids you in evaluating your ability to positively motivate your staff. We'll discuss:

- Motivating strategies to improve quality of work
- Ways to recognize employees who have excelled in their performance
- Methods for motivating all employees to perform effectively
- How you are doing as a motivator
- Tips to increase your success in motivating others

## **Sexual harassment prevention (supervisor) (2 hours)**

### **APDM10018**

"What you don't know can hurt you." This two-hour awareness training for supervisors will outline the federal laws prohibiting discrimination and harassment in the workplace. It includes scenarios of harassment to encourage discussion of what does and does not constitute harassment. We'll review how to respond to a complaint and support employees who are being harassed and how to protect themselves and their organizations from lawsuits. Participants will learn to:

- Recognize behavior that could be considered sexual harassment
- Avoid behaving in a way that could be interpreted as sexual harassment
- Describe the responsibilities of both employees and managers in creating a work environment free of sexual harassment
- Identify which actions to take when concerns arise

## Shifting the culture-A leader's role in mental wellbeing (2 hours)

### APDM10014

This training for leaders highlights the importance of mental health for a productive, engaged workforce. Leaders will understand the importance of prioritizing mental health with practical tools specifically for executive, managers, and supervisors. Leaders will understand their role in creating a mentally healthy culture. This training will:

- Address stigma and how to help
- Discuss the importance of self-awareness
- Examine your team's awareness
- Discuss suicide and prevention
- Provide helpful resources



# Disabilities/Special Needs

## Caring for your child with Disabilities/Special Needs

### LSN2002

This training is designed to assist with navigating the educational and child care resources available for children with special needs. Also covered are the financial and legal challenges you may face.

- Testing and evaluation
- Understanding special education laws and your right
- The special education system
- Child care options
- Legal/financial issues
- Helpful resources
- Support groups

## Does your child have a learning disability?

### LSN2001

This training will discuss basic information about learning disabilities, common symptoms of a learning disability, testing and diagnosis, individualized education plans, educational resources and support groups and your legal rights.

- What is a learning disability?
- Common symptoms of a learning disability
- Testing for and diagnosing a learning disability
- Individualized education plans
- Educational resources and support groups
- Your legal rights

## Your older child with Disabilities/Special Needs

### LSN2003

This training will discuss caring for an older child or an adult with special needs, rights concerning education and employment, protecting and providing for your special needs child, legal and financial issues and effective parenting and family management.

- Your child's education and employment rights
- Protecting and providing for your special needs child
- Legal and financial issues related to your child's future
- Effective parenting and family management
- Techniques for a family with a special needs child
- The importance of support for you and your child

# Series

You may be interested in setting up a series of trainings. If so, we've suggested a few options to get you started. For your convenience, you'll find we've listed the time it would take to deliver the full series. Feel free to set these up all at once or over several months. The topics will be scheduled and delivered in the order they are listed below. To request a series:

- Complete your training [request form](#)
- Insert the series name and ID in the "Training Name and Course #" field
- Request your delivery date and start time for each topic in the "Background/Group demographics" field.
- Each date and start time can be separated by a comma.

## Background/group demographics:

Use this field to provide any additional information, such as alternate dates or times, alternate contacts, webinar platform if "Other".

05/03/24 12pm ET; 05/10/24 1pm ET; 05/17/24 3pm ET;  
05/24/24 11am ET

## Communication (total duration 4 hours)

### AS13001

- Communication skills **API11002**
- Effective collaboration **APD9010**
- Effective communication at work **APD9027C**
- The art of small talk **API11007**

## Effective communication (total duration 2 hours)

### AS13006

- Effective communication-Body language **A3015007**
- Effective communication-Email and technology **A3015008**
- Effective communication-Getting your message across **A3015009**
- Effective communication-Listening skills **A3015010**

## Healthy living (total duration 3 hours)

### AS13002

- Adopting a healthy lifestyle **AHW8013C**
- Emotional eating **AHW8001**
- Taking sleep seriously **AHW8019**

## Leading (total duration 3.5 hours)

### AS13003

- Leadership **APDM10012**
- Mentoring through coaching **APDM10015**
- Motivating your staff and improving morale **APDM10004**

## **Stress management and achieving balance (total duration 3 hours)**

### **AS13004**

- Creating a healthy work and home relationship **API11021**
- Stress management **API11011**
- Stress management at work **APD9019**

## 30-minute trainings

We know you don't always have an hour to spare for training. Our 30-minute trainings are worksheet-based and focus on giving your staff a few concrete skills to deal with everyday issues. Don't underestimate the power of having just one more tool in your coping skills toolbox.

Please note your organization will be charged one full hour of training for each 30-minute training, unless you schedule the 30-minute trainings back-to-back.

### 20 minutes of relaxation

#### A3015001

Feeling overwhelmed with the day-to-day grind? Do you need a little vacation but don't have a day to spare? After going through this brief relaxation exercise, followed by questions and answers, participants might not need that vacation anymore. This training includes:

- Deep breathing and visualization
- Tips to improve stress levels and coping
- Question and answer period with educator

### Adopting a healthy lifestyle-Fitness and exercise

#### A3015002

You can live a longer, healthier life by adopting healthy habits and thoughts! This brief training gives participants the opportunity to identify their fitness goals. It helps participants:

- Identify fitness goals
- Identify their motivation
- Examine barriers to meeting their fitness goals

### Adopting a healthy lifestyle-Getting support

#### A3015003

Living a healthy life is easier when you're surrounded by the right people. This brief training gives participants the opportunity to identify their personal supports. Attendees will get to:

- Identify personal supports
- Share resources with other participants
- Learn tools to cope with individuals who sabotage their efforts to be healthy

### Adopting a healthy lifestyle-Healthy eating

#### A3015004

It's impossible to be healthy if you're not eating right. This brief training gives participants the opportunity to discuss their nutrition goals. They will:

- Identify personal nutrition goals
- Identify their motivation
- Examine barriers to meeting their nutrition goals

## **Adopting a healthy lifestyle-Sleep and relaxation**

### **A3015005**

Sleep and relaxation are an important part of healthy living. This brief training gives participants the opportunity to discuss how they can get more rest. Attendees will get to:

- Identify sleep goals
- Examine barriers to getting enough sleep and relaxation
- List tools for improving sleep

## **Creating a healthy work and home relationship**

### **A3015006**

Everyone has a work life and home life. But what happens when they get difficult to manage or one starts to impact the other? This brief training will provide participants with some tools to maintain a healthy relationship between the two. Participants will have the chance to:

- Examine their different roles
- Identify the level of work-life balance they have
- Make a plan to improve life balance

## **Effective communication-Body language**

### **A3015007**

Body language is an important part of communication. Reading body language can help you understand others and send the right message to those around you. Attendees will:

- Learn about nonverbal messages
- Practice their own body language
- Practice reading body language

## **Effective communication-Email and technology**

### **A3015008**

Today we use electronic communication more than ever before. It's convenient but it can lead to misunderstandings. This brief training provides participants with a few basic tools to improve their online communication. Participants will get a chance to:

- Learn when to use electronic communication
- Identify sources of miscommunication
- Examine online etiquette

## **Effective communication-Getting your message across**

### **A3015009**

Everybody likes to feel understood. Not knowing how to communicate your needs can lead to feelings of frustration. This brief training provides a few basic tools to improve how you send your messages. This training will:

- Discuss the skill of being assertive
- Identify the importance of win-win communication
- Role play assertiveness skills

## Effective communication-Listening skills

### A3015010

Communication is about more than sending your message. It includes understanding those around you. This brief training provides participants with a few basic tools to improve their ability to listen to others. We'll:

- Discuss the importance of being a good listener
- Review basic listening skills
- Practice listening skills via role play

## Job burnout

### A3015011

Today's workforce has to do more with less. Heavy workloads and long hours can lead to burnout. This brief training helps participants develop basic tools to deal with feelings of burnout. Participants will:

- Take a burnout quiz
- Review skills to cope with feelings of burnout
- Make a plan to deal with burnout

## New Year's resolutions

### A3015012

The beginning of a new year comes with the promise of positive change. But how many of us make resolutions only to drop them by January 31? This brief training helps participants try a new approach to the new year. Attendees will have a chance to:

- Identify their goals
- Examine their readiness to make changes
- Recognize barriers to meeting New Year's goals

## Nutrition basics

### A3015013

Maybe you set some goals to eat well. Maybe your commitment is in place. Now what? This brief training gives participants some basic tools to eat better. We'll discuss:

- Reading nutrition labels
- Portion control
- Meal planning

## Resilience

### A3015018

Resilience means being strong when things are tough. It's about handling stress, being okay with your feelings, and coming back even stronger after hard times. Participants will:

- Define resilience and discuss the qualities of resilient people
- Understand key steps in paving your path to resilience
- Review important questions to ask yourself to increase well-being



## Strengthening work relationships

### A3015014

Some people love working in teams. Some people prefer to work alone. Either way, it's important to work well with your colleagues. This brief training walks participants through a team building exercise. Participants will have a chance to:

- Identify how they contribute to team goals
- Appreciate the skills each member brings to the team
- Share personal needs from a team environment

## Stress management

### A3015015

Stress bothers all of us at some point. It helps to know how our choices can make stress worse or better. This brief training provides participants with a better understanding of how to cope with stress. Participants will get to:

- Identify stressful thinking
- Identify stressful behavior
- Work through items within your control

## Time management

### A3015016

We could all use more time to deal with life's demands. This brief training provides participants with a better understanding of how to manage their time. Attendees will have a chance to:

- Take a time management questionnaire
- Identify tools to manage their time
- Make a plan to improve organization and time management

## Tobacco cessation

### A3015017

Tobacco use is tied to health problems. Participants will get a chance to think about their own tobacco use, why they might quit and where they can start. They'll learn about:

- What motivates them to quit using tobacco
- Triggers for tobacco use
- Resources for quitting