

Anthem Blue Cross

2018 Training and wellness seminars

Your go-to training resource



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Introduction

We offer a comprehensive series of workshops across a wide range of topics. These seminars are designed to assist you in responding to the work-related and personal needs of your employees. In addition, we have an extensive selection of topics for managers and other leaders at your organization. Our seminars provide education, resources and trusted techniques, and are available in a variety of formats. As you review the content of this catalog, please don't hesitate to contact your account manager with any questions or specific needs.



Q & A

Q: How and when can I schedule a seminar or training?

A: We ask for a minimum 15- to 20-day notice to coordinate your seminar. Let your account manager know which seminar you want to offer, along with where and when you'd like to have it.

Q: How long are the seminars?

A: Most seminars are 60-minutes long. If more or less time is needed, please discuss with your account manager.

Q: Where are the seminars held?

A: Seminars can be delivered on-site, via webinar or both. Please let your account manager know which format you want.

Q: Do I need to have any special equipment to hold a seminar or training?

A: Yes, you will need to have a computer with Microsoft PowerPoint and a projector. Plan to have the presentation loaded and ready to go on the day of your seminar. If you do not have this technology, you can still schedule a seminar — just let your account manager know.

Q: Can these seminars be recorded for playback at a later time?

A: Audio recordings are available for 30 days. Please request them from your account manager.

Q: How much do the trainings and wellness seminars cost?

A: Trainings and wellness seminars are subtracted from your contracted training bank of hours. Most companies have a contracted number of training hours. After you have used your hours, the seminars are billed at \$250 per hour, per presenter. Feel free to contact your account manager for information about your seminar bank balance.

Q: How do I know which topics will be of most interest to my employees?

A: We have provided a seminar survey located on page 23 to assist you in assessing your employees' interests.

Q: Can we cancel a seminar?

A: Yes, but we ask for a 72-hour cancellation notice for all on-site and webinar seminars. Failure to give notice may result in a cancellation fee or deduction of the seminar hours from your available bank of hours.

Q: What happens once the seminar is scheduled?

A: Your account manager will send you a confirmation, presentation materials and an evaluation form before the scheduled event.

Q: Will I speak with the facilitator before the seminar?

A: Yes, your seminar facilitator will contact you before the seminar date to introduce him or herself and discuss any outstanding details. Be sure to tell the facilitator about your culture, the work your employees do and your goals for the seminar.

Q: Do you have a minimum attendance requirement?

A: No, but we prefer five or more employees.

Q: Can I get copies of the evaluation forms?

A: Please feel free to make copies. The facilitator will collect the originals.

Q: What is the best way I can ensure a successful training?

- A:
- Select a topic of interest to your employees.
 - Schedule the event well in advance.
 - Promote your event widely and often.
 - Send a reminder message to your employees.
 - Distribute seminar materials.

Training and seminar topics

Program overviews

🔥 HOT TOPIC: Employee orientation

When life feels overwhelming and you need a little extra support, we're here for you. Whether you're trying to manage a budget, finalize divorce papers or find child care, we can connect you and your household members to the right people, resources and tools. Learn about our services and how to access them.

🔥 HOT TOPIC: Manager/supervisor orientation

As a leader, it's important to share tools and resources that can improve your team's performance, work-life balance and general satisfaction. Learn about the program and how it can help your employees meet life's challenges.



Risk management

Bullying: confronting hostility in the workplace

Bullying doesn't stop at school. As an adult, you may face workplace bullies who try to threaten, humiliate or intimidate you. For example, you find yourself the subject of false rumors or the last one picked for high-profile projects. In this seminar, we'll talk about what bullying looks like at work, how to respond when you see it and ways to promote an anti-bullying culture.

🔥 HOT TOPIC: Diversity in the workplace — employee

Learn the value of clear communication. Discover tactics for overcoming stereotypes and appreciating what different people bring to the workplace.

🔥 HOT TOPIC: Diversity in the workplace — manager/supervisor

Learn the value of clear communication, overcoming stereotypes and appreciating what different people bring to the workplace. Review your role and responsibility in promoting a respectful workplace.

DOT (Department of Transportation) training — employee

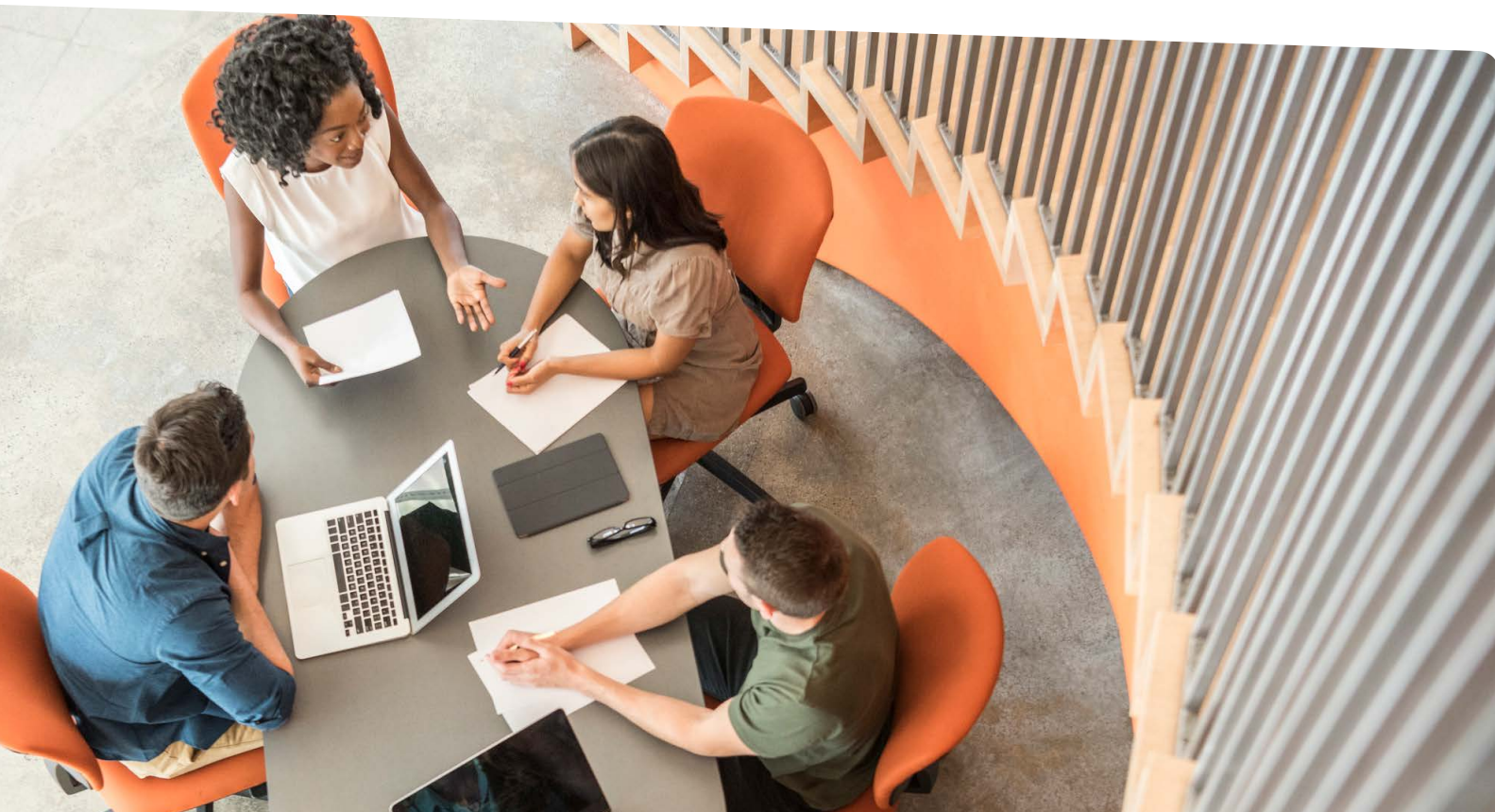
Learn about the laws governing DOT and how these laws impact the workplace. Explore the effects of drugs and alcohol on users and the implications for safety and work performance. Learn basic information on testing and test rules.

DOT (Department of Transportation) training — manager/supervisor

Learn how to meet DOT standards for training and the laws governing DOT. Discover how these laws impact the workplace. Explore the effects of drugs and alcohol on users and the implications for safety and work performance. Learn basic information on testing and test rules.

🔥 HOT TOPIC: Drug awareness: signs and symptoms of substance use and abuse — manager/supervisor

Explore the costs of substance abuse in the workplace. Review the signs and symptoms of substance use. Explore the stages of addiction in the workplace and the role and responsibility of the supervisor to deal with substance abuse issues.



Drug-free workplace — employee

Learn how to identify employees with alcohol and substance abuse problems. You'll look at how drugs affect the body and the difference between substance abuse and dependence. Explore the basic family and social problems caused by substance abuse and how to get help.

Maintaining respect and civility in the workplace

Understand how behavior can negatively affect the work environment. Examine how behavior affects others around us, whether we know it or not.

Respectful workplace — employee

Discover the rights and responsibilities of all employees. Discuss how to follow a responsible course of action in reporting disrespectful behavior in the workplace. *This workshop can be adapted for managers and supervisors.*

Sexual harassment prevention in the workplace: basic overview — employee

This seminar covers the definition and history of sexual harassment, as well as the different types that can occur. This complex topic will be broken down for employees to understand how important it is to create a respectful workplace. Bullying behavior will also be explained and best practices for dealing with it presented. *This training may not meet all states' mandated sexual harassment guidelines. Please be sure to check on your state's training requirements before scheduling this seminar.*

Sexual harassment prevention in the workplace: basic overview and compliance — manager/supervisor

Review the legal outcomes involved with sexual harassment. Look at techniques for fostering a harassment-free workplace. Participants will be given the organization's policy and resources for preventing sexual harassment at work. *This training may not meet all states' mandated sexual harassment guidelines. Please be sure to check on your state's training requirements before scheduling this seminar.*

Workplace violence prevention — employee

This seminar will look at the social, legal, behavioral and psychological aspects of violent workplace behaviors.

Workplace violence prevention — manager/supervisor

Learn how to define workplace violence, spot it and respond to potentially violent employees.





Parenting and family

✳️ **NEW HOT TOPIC:** Autism overview

Get a general overview of autism, including signs and symptoms, the importance of early intervention and the challenges of raising children with autism. We'll also talk about the legal, financial and social resources available to people with autism and their families.

Bullying: a guide for parents

Keeping our children safe is one of the most important jobs we have as parents. And it's a job that's harder than ever with the prevalence of bullying, whether it's verbal, physical or social. According to the National Center for Education and Bureau of Justice Statistics, about 21% of students ages 12 to 18 experienced bullying between 2014 and 2015. Learn about the different types of bullying, including cyberbullying, ways to protect your children and how to recognize the warning signs.

Communicating with young children

This class specifically covers how to communicate with children between the preschool and grade-school years. Explore the importance of good communication, what to expect at various stages and the best techniques for reaching younger kids.

Communicating with your teen

Do you feel like you and your teen are speaking different languages? Discover how to create a "safe space" for parent/teen communication and review basic rules, do's, don'ts and best practices.

Co-parenting: doing the best for your kids while parenting apart

The process of separating or divorcing from your spouse can get messy. Add kids to the mix and you're dealing with a whole other set of complications. The good news is you can still parent as a team even if you're not under the same roof. In this class, we'll talk about strategies for successful co-parenting. You'll learn how to cope with new situations while staying focused on your children's needs.

Internet information for parents

Look at the realities of the internet, as well as its benefits. Discuss the importance of learning the language of the internet and how to identify concerns and risks. Learn ways to increase safety online with instant messaging, social networking and chat rooms. A list of resources and monitoring software will be provided.

Navigating the teen years

Every parent anticipates and dreads the teen years. In this interactive seminar, participants will explore their worries and concerns, as well as discuss how they can avoid and address at-risk behaviors and trends for the future. This seminar is based on positive parenting philosophies that will encourage parents to learn strategies for raising happy, healthy and successful teens.

Parenting essentials

Parenting is a tough job. And even though there are lots of how-to books, it's not always clear what might work for your family and lifestyle. In this seminar, we'll explore real-life situations and how to tackle them. Topics will include discipline, eating and sleeping habits, and academics.

Raising culturally competent families

We are all different in our looks, shapes, sizes, beliefs and abilities. We may come from adoptive families, single-parent households, blended families, families with stay-at-home fathers, mixed-religion families and/or same-sex households. In this workshop, participants will learn to appreciate different types of family situations and the danger of stereotypes. Principles learned in this workshop can be used to set positive examples and increase overall awareness in the home.

Single parenting

Explore the diversity of single-parent family structures and support systems. Learn ways to meet challenges as a single parent of children of different ages. Identify practical and psychological supports that will help you lead a richer life.

★ NEW HOT TOPIC: Teen suicide awareness

The Netflix series “13 Reasons Why,” based on a book by Jay Asher, explores the reasons behind a teenage girl's suicide. Right after the show aired in March 2017, online searches for “how to commit suicide” spiked 26% — raising concerns that vulnerable teen viewers may act on their own suicidal thoughts.* In this seminar, we'll discuss the show's main themes, including suicide, cyberbullying, sexual assault and depression, how to talk responsibly about them at home and school, and resources for supporting teens through crisis.

* Ayers, John W., PhD, et al, *JAMA Internal Medicine*: “Internet Searches for Suicide Following the Release of 13 Reasons Why” (July 31, 2017): jamainternalmedicine.com.

Teens: managing conflict and problem-solving

Explore ways to help your teen resolve conflicts and adhere to rules for acceptable behavior. Participants will learn how to help teens become mature young adults who can make good independent choices and live self-sufficient lives.





Aging adult

Caregivers: a guide to self-care and resources

Family caregivers share an emotional bond with the care recipient — by birth, marriage, deep commitment, friendship, etc. Balancing work and family while caring for an older adult dependent can be trying for all involved. Discover the importance of taking care of yourself and how to find resources to help ease the stress that may be caused by this important responsibility.

Caring for older adults: knowing when to step in

Caring for an older relative as he or she ages is something that most of us do willingly. Yet, you may have conflicting emotions that you're not ready for. As an adult child, you may begin to notice your parent having trouble getting around and needing more help. Some older adults will welcome your help, while others might resist any type of help and even deny that they need it. Learn how to recognize when to offer help, what help to offer, how much to offer and how to keep the lines of communication open.

Keeping your aging loved ones safe

This seminar will cover six areas of safety with resources and tips seniors and caregivers can use to stay as safe as possible through the years. Issues addressed include preventing falls, medication safety, weather safety, car safety, home security and avoiding scams.

Knowing your limits: elder-care planning and decision-making

Caring for an aging parent is often a role that is thrust upon us, not one that is chosen. Caregivers have many hard choices to make, including when it's time to ask for outside help. Learn to recognize your limits and find the help you need.

Parenting aging loved ones effectively

As parents age, our responsibilities to them change. These new roles, involving safety monitoring, health care management, and legal and financial oversight, can leave family members feeling stressed and anxious. This seminar will provide tips on promoting healthy relationships between adults and their aging parents.

The impact of the aging process

Explore the impact of the natural aging process. Identify the physical changes and emotional adjustments that happen as your body ages. Recognize stressors and learn strategies for coping with stress. Learn positive choices to help achieve healthy aging.

The sandwich generation

Most employees today will have to take care of an older relative while they are still taking care of their own families. This is known as the "sandwich generation." Learn how to collect information, communicate with compassion, be proactive and respectful, and cope with the issues that the sandwich generation faces.

Health and wellness

A balanced retirement life

Learn how to ask the right questions to make choices that are right for you as you approach retirement. In this workshop, we'll discuss how to evaluate your current road map with a focus on the positive aspects of retirement — not just the challenges.

A personal guide to managing stress and change

Change is certain in life. How you react to change can either raise or lower the stress that you feel at work and at home. Review the four phases for surviving change. Get tips for coping with change and learn how to lower your stress levels.

All you need to know about cholesterol

Explore the complex role of cholesterol in nutrition and health. Learn about the different types of fat that contribute to good and bad cholesterol levels, what your numbers mean and which foods can lower the bad kind.

Art of listening and giving feedback

Communication is a vital part of your daily life. It's a learned skill that requires give and take. Listening can be confused with hearing. And constructive criticism is often mistaken for judgment. Learn the art of effectively listening to others, providing feedback and communicating better.

Breast cancer awareness: a guide for men and women

Learn how to separate myths from facts, explore the causes and risk factors associated with breast cancer, identify the early warning signs, and look at the available diagnostic tests and treatments. Also, discover secondary support/coping tools, prevention strategies and other resources.

Change or rearrange: feng shui it!

Sometimes the path to inner peace is in our surroundings. Learn the ancient Chinese art of feng shui. It works by removing clutter and creating an easy flow in your surroundings — promoting an environment that contributes to well-being.

Clean living

Clean living is an integrative mind-body approach to enjoying a healthier life by eliminating unnecessary toxins. This seminar will explore a healthier way of eating by including whole, real and nutrient-rich food. Participants will identify toxic products used in the home, discuss the use of vitamins and supplements, and learn other options to support a clean-living lifestyle.

Conquering fear and anxiety

Do you feel paralyzed by your fears and anxieties? Are they keeping you from new relationships and professional opportunities? Unfortunately, these thoughts are unlikely to go away on their own. But, with the right techniques and support, you can fight back and learn to control them. In this seminar, we'll help you take those first steps.



Disaster preparedness

Sometimes we have advance warning of an impending disaster, such as a hurricane. Often we have no warning. In emergency situations, basic knowledge and preparation is the key to survival and recovery. This course will help you come up with a plan for how to protect people, pets, documents and property, as well as know what to have ready to go in an emergency.

Disrupting negative thoughts

Are negative thoughts normal? Yes. It's not the thoughts themselves that are the issue; rather, it's when we believe the thoughts. Learn how to gain control over negative thoughts and turn them into positive ones. In this seminar, you'll identify the symptoms and causes of negative thoughts. Plus, you'll learn strategies to disrupt them and get help.

Eating right for life

Doughnuts for breakfast, candy bar for lunch? Eating on the run? Does this sound familiar? Participants in this seminar learn the benefits of nutrition, including the importance of making informed food choices to develop and maintain sound eating habits.

Eight steps to a healthy heart

As the leading cause of death for both men and women in the U.S., heart disease doesn't discriminate. In this workshop, you'll learn how to lower your risk through a heart-healthy diet. We'll draw heavily from Mayo Clinic guidelines.

Emotional eating

Are you an emotional eater? In this workshop, participants will explore their own eating habits and learn to spot emotional eating. We'll discuss the relationship between moods and cravings, learn to recognize things that are likely to trigger emotional eating, and identify steps and resources to gain control.

Enhancing relationships

In a good relationship, your partner should want to see you grow and get better. Be part of an interactive and lively discussion on the misconceptions of relationships, the meaning of fulfillment, the importance of communication and the real definition of happiness.

Forgiveness: the art of letting go

Are you tired of feeling hurt? Is resentment affecting your relationships, eating and sleeping habits, energy level and general happiness? If you're truly ready to "let it go," we can help. Learn how to face your negative emotions and turn them into forgiveness.

Getting a good night's sleep

Learn the physical and mental benefits of a good night's rest. Examine how to establish daily habits that promote sleep and ways to improve your sleep environment. Discover techniques for relaxation and dealing with insomnia.

Getting organized

Did you know that clutter and disorganization can add stress to your life? When you're not organized, it wastes precious time and creates chaos in your life. You can minimize the stress and maximize the tranquility that comes from putting everything in its place. Learn practical strategies to get on the path to calmer surroundings.

Green tips for the home

Get an overview of what you can do to reduce your carbon footprint, while saving money. Discover the rewards of using organic and natural products. Learn how to increase thermal efficiency, save electricity and "go green."



Health guide for men

Men have unique health needs. Learn what they are and how to lower your risk for common men's health problems. We'll also cover preventive care, doctor visits and which screenings you need to stay on top of.

Health guide for women

Women tend to put their family's needs first or ignore the issues they find embarrassing. In this seminar, we'll talk about the importance of well-woman exams, which screenings not to miss and how to prevent certain health conditions.

Healthy aging

There is a saying that "60 is the new 40." The way our society looks at age is changing. We have longer life spans and face new health challenges as a result. In this workshop, we'll discuss age as a state of mind. The way we relate to our surroundings influences our perception of the aging experience.

Holidaze: how to enjoy the holidays and minimize stress

Holidays are supposed to be joyful, but they can also create many headaches. Review the sources of holiday stress, and explore ways to minimize the tension and increase the fun for everyone.

How to speak to your physician

Time with your physician is limited, so you'll want to make the most of your visit. This seminar is designed to give patients a set of specific tools to optimize visits, including pre-appointment preparation and communication during and after an appointment.

Learning to relax

In this workshop, you'll learn more about different relaxation strategies — including meditation, guided imagery, deep breathing, progressive muscle relaxation and yoga — to find a technique that works for you. You'll discover the potential health benefits of relaxation, and how you can be more productive during the day and sleep better at night.

Lightening your life with laughter

Look at life in a way that takes some of the stress out of it. This informative and enjoyable workshop shares proven techniques for how to use laughter to lower stress. Explore the history, practices and beliefs of this therapy and how to become more positive. Rediscover the wonderful energizer called "laughter" and its many therapeutic benefits.

Maximizing your brain's potential

Making the most of your brainpower means taking care of all of you. Learn about the ongoing research in neuroplasticity — the brain's ability to continue growing. This workshop will explore how everything you do, including learning, affects your brainpower and what you can do to maximize its potential.

Menopause

Even though menopause can be a unique experience for each woman, there are also many things that are shared. Get the definitions of menopause and perimenopause and learn how they're different. Identify what you can expect, examine causes and explore potential complications. Look at tests, treatments and remedies, as well as the importance of partnering with your doctor.

Mindful meditation

In your busy, "automatic pilot" life, you may crave opportunities to be mindful. In this seminar, participants will examine the focus of mindful meditation, define it, explore what it is and isn't, identify its benefits, discuss data that supports mindful meditation and have an opportunity to experience it.





New Year's resolutions

Every day can be like January 1! Learn about resolutions which, when done properly, can truly change our lives. Receive help, encouragement and guidance. The workshop is meant to be extremely interactive and participatory.

Nutrition navigator

Trying to plan out some healthy meals for your busy week? Not sure what to make of nutrition labels? This seminar is here to be your nutrition GPS. We'll take you on a journey that starts with food basics and ends with better health.

🔥 HOT TOPIC: Overcoming burnout

Feeling overwhelmed by the pressures of everyday work and home life? This seminar focuses on the issue of burnout and ways you can bring your life back into balance. Learn to identify the symptoms of burnout and explore ideas for coping with and avoiding it.

Power of positive thinking

Whether you believe it or not, you can rewire your brain to think differently. Positive thinking can dramatically affect your attitude, as well as your relationships with others. In this seminar, you'll learn how to replace negativity with positive thoughts, and discuss best practices and the power of praise. These skills will allow you to make the changes that lead to greater happiness.

Promoting family health

Keeping your family healthy can feel like a full-time job. Between juggling work and home responsibilities, it's easy to fall off track on meal planning, exercise regimens, emergency preparedness and doctor appointments. In this seminar, we can help you take control with simple steps for promoting family health.

Remaining strong and resilient

Have you recently changed jobs, experienced a loss or started caring for an aging relative? How do you handle challenges, problems and hardships in your life? Learn strategies for staying strong and resilient, maintaining a positive outlook and reducing stress in your life.

Resiliency for working parents

Learn how to build resiliency as a working parent, prevent burnout and maintain work-life balance.

🔥 HOT TOPIC: Stress management

Reconciling the demands of work and home life can be a source of constant tension. As a result, you may experience sleep disturbances, appetite changes, headaches, poor concentration and irritability. Learn how to identify emotional and physical symptoms of stress, assess your own situation and discover hands-on techniques to bring balance to your work and personal life.

🔥 **HOT TOPIC:** The Five Buckets Principle: balancing work and life

Is it possible to meet the competing demands of job, family, friends, school and work? The answer is a resounding yes! Learn the Five Buckets Principle of work-life balance. Discover how to think about the big picture without ignoring the little things that matter. Explore how to find the time to take care of it all — including time for yourself — by identifying priorities, making choices and managing expectations.

The path to inner peace

At some point in all our lives, we may lose track of ourselves and get stressed to the max about our responsibilities. We spend so much time running from task to task that we forget to stop and take a breath. Learn how to get in touch with what is important in your life and discover a bit of inner peace.

✳️ **NEW HOT TOPIC:** Thinking traps

When your boss cancels a meeting with you, do you assume it's personal or that your job's in trouble? Does getting a call from your child's school cause heart palpitations? Jumping to conclusions and worst-case scenarios are examples of thinking traps — or negative patterns of thought. If your mind often goes to a place of anxiety, blame or fear, then it's time to re-examine the way you think. Self-awareness is the first step ... and we can help you start working on the rest. Learn how to reverse your thinking traps and help others do the same.

Tips for smoking cessation

The world around you, your workplace and favorite restaurants have all banned smoking. Are you ready to quit? Learn six simple steps to help you become and stay an ex-smoker.

Understanding mental illness

When someone you know has been diagnosed with a mental illness, it may be difficult to fully understand his or her experience. In this seminar, participants will explore different types of mental illness, their warning signs, and how to support and interact with those affected. Participants will also discuss the importance of self-care.



You make me so mad

Rude service encounters. Road rage. Violence in the workplace. Why is everyone so angry? Learn about the causes of anger and how to manage it.

Financial

Building good credit and improving your credit score

You need good credit for many of life's big purchases — from your car to your home. If you already have an impressive credit score, learn to keep it. If you don't, we can help you get there. We'll also explain the FICO system and how to use it to your advantage.

Financial fitness boot camp

This comprehensive three-hour workshop puts all the pieces of the financial puzzle on the table in terms anyone can understand. Gain the knowledge and tools to move forward to relieve financial stressors created by ignorance and confusion. Leave with personal financial priorities to make smart decisions for a lifetime.

Workshop can be offered in three separate one-hour sessions. A shorter version can also be completed within an hour.

Holiday budgeting

You may have your budget under control during the year, but at the holidays it can get blown out of control. This motivational workshop will help you learn skills to keep the holidays in balance, so you can avoid waking up on January 2 thinking, "How could I have spent that much?"

Identity theft: prevention and resolution

Identity theft can turn your world upside down. From having to cancel credit cards, close bank accounts and stop automatic payments to calling all the companies you do business with, it requires a lot of time and effort to resolve. In this seminar, you'll learn how to avoid becoming a victim and what to do if you've already been targeted.

Investment basics

This class will help participants understand the difference between saving and investing. Learn how to identify goals and the keys to building wealth. We'll discuss how to create a mix of investments that fit your needs and a plan to get started.





Living off your paycheck

How can you make ends meet on a budget? Learn goal-setting and how your beliefs about money can affect the way you save and spend. Explore how to lower debt, the difference between “meat vs. gravy” and how to increase wealth.

Living within a realistic budget

Living within a realistic budget is doable! Learn to make wise choices and stretch your financial resources to make the most of what you earn. Discover the importance of setting realistic goals for long-term financial health. Learn how to track spending and manage debt.

Mind over money

Examine your personal history with money. Discuss the emotions behind spending and saving, as well as healthy vs. unhealthy attitudes and best practices in dealing with your finances.

Reinventing retirement

Boomers are taking new paths to retirement. With a longer life expectancy and more focus on a healthy lifestyle, retirement could last 30 or more years. Learn how to create a personal definition of retirement, explore opportunities and create a personal action plan for retirement.

Social Security retirement planning

There are many aspects to Social Security that employees should be made aware of well before retirement age. Due to deadlines for applying and the way that benefits work, planning is very important. This workshop reviews what you need to know and when to take action, so you can include Social Security retirement in your financial plan.

🔥 HOT TOPIC: Your routine financial checkup

Manage your finances more effectively. Receive guidance through the necessary steps to examine your finances from a variety of perspectives. Learn how to review and prioritize all your debts as you explore your assets. Examine your financial goals in three phases. Explore your resources should you face financial emergencies, from illness to job loss. Engage in a discussion of the six key areas of personal finance, from cash management and tax planning to estate conservation.

Legal

Advance directives

It's often hard to talk about the future with aging parents and other older relatives. Learn how to get through the important discussions about your relatives' health concerns, as well as other emotional, financial and legal issues. Gain insight about housing options and support services at home and in the community.

Estate planning: legal issues for adults and dependents

Learn about the documentation you need for estate planning. Discover the terms for will planning, guardianships and trusts. Review the pros and cons of various options. *Please note that this workshop is not intended to provide legal advice.*

Getting your affairs in order: five essential documents

Learn and explore the five documents that everyone should have to be prepared for the unexpected. Gain the knowledge you need to be ready and organized for the future.

Workplace

Assertive communication

There's a difference between communication that motivates and delivers vs. communication that bullies and intimidates. Learn how to speak assertively and with purpose while avoiding aggressive language.

Building your team's brand

In this interactive workshop, team members will learn the difference between a product brand and a team brand. We'll explore what great teamwork looks like, how each member contributes to the success of the team, and the importance of collaboration in building the team's reputation and value.

Business etiquette

Business etiquette and professionalism are key for building successful working relationships. The right social skills can help you make important connections and project a positive image. Learn how to help co-workers, clients and customers feel comfortable communicating with you.

Collaborative customer service

Delivering great customer service means being able to effectively listen and talk to your customers. Learn how to positively engage and problem-solve in a customer service environment, as well as how to approach stressful situations. Plus, we'll discuss ways to measure your strategy's success.

HOT TOPIC: Communication skills for the workplace

To succeed in today's workplace, you have to be an effective communicator — a skill that can be learned and refined. In this seminar, we'll discuss how to find the focus and goal of any conversation. We'll also share tips for avoiding common communication pitfalls.

Compassion fatigue: increasing resiliency

Giving daily care to victims of traumatic events can take an emotional toll. Learn how to identify the factors that contribute to compassion fatigue and related symptoms, such as emotional outbursts, chronic ailments and difficulty sleeping. Discover how compassion fatigue can develop and learn specific strategies to increase your resiliency.

Creating a positive work environment

The key to a positive work environment is mutual respect. Learn various ways to convey respect, as well as how to address negative thinking and behaviors that can have an impact on morale and teamwork.

Critical thinking

Learning to think critically expands a person's ability to problem-solve, reason and see things in a new way. This type of thinking requires discipline and a commitment to engage in objective, honest and open-minded thought. Employing this combination of skills takes time and practice, but will lead to better decision-making and outcomes. During this seminar, participants will explore the origins of critical thinking concepts and how to apply them at work and home.



🔥 **HOT TOPIC: Dealing with difficult people**

There are different ways to define a “difficult person.” Some people test the lives of many others. And then there are types who just get under your skin — “push your buttons.” Whoever it is, you have two choices: learn how to effectively deal with the difficult person or remove the chance of interacting with him or her. Learn strategies you can use when you have to deal with difficult people.

🔥 **HOT TOPIC: Dynamics of change management**

Change is stressful. Learning how to manage and cope with change is vital to your well-being in this ever-changing world. Even if the stress of change is unavoidable, you can learn how to deal effectively with change in the workplace and in your personal life. Discover strategies and tactics that can help you cope with change and take charge of what can be controlled.

🔥 **HOT TOPIC: Emotional intelligence**

What's your EQ? Emotional intelligence helps you recognize and understand feelings and how they affect your behavior and those around you. With greater emotional intelligence, you can meet life every step of the way. Explore how to navigate tricky waters and lead a more productive and fulfilling life professionally and personally. Learn how to make a plan of action to become a better parent, partner, colleague and leader.

Emotional intelligence: taking it to the next level

This is an in-depth class focusing on what an emotion is and how understanding your emotions can help make or break situations. It's an interactive, tool-based seminar that dives deeper into the amazing world of emotional intelligence to help participants understand general emotions, recognize the four basic emotions and learn what works best for each individual.

Ethics and values in the workplace

What are the core values and ethics of our business world? Why are they important? Gain insight into hands-on, practical approaches to your personal and professional life.

Everything you need to know about LinkedIn

Discover LinkedIn, what it does and what it's used for. Learn how to get on LinkedIn and how to network and connect. Explore the types of LinkedIn services, networking options and how to use it as a marketing tool.



Fostering inclusion in the workplace — employee

Inclusive work environments are productive environments! This seminar discusses how employees and managers can create an inclusive workplace. Participants will learn to identify activities, attitudes and assumptions that exclude co-workers. Explore how to include others in ways that not only enrich the workplace, but personal lives as well.

Health and well-being in the workplace

Discover how to enhance your health, well-being and productivity by relieving stress with simple relaxation techniques. Explore ergonomics and learn how to avoid on-the-job injuries from lifting, repetitive stress (such as carpal tunnel syndrome) and computer-related injuries (headache, eyestrain and back pain). The discussion will include how to achieve work-life balance, establish priorities, eat healthy and get regular exercise.

Healthy tips for business travel

Do you love or loathe business travel — or are you somewhere in between? In this workshop, participants will identify things to prepare ahead of time, how to avoid unhealthy temptations, and ways to incorporate exercise, sleep and good choices into business travel.

Keeping your cool when it counts

Strong emotions are inevitable. This workshop goes beyond identifying emotions to managing and controlling yourself when all your buttons have been pushed. You need real strategies to say and do the right thing. We'll share state-of-the-art techniques that can help you keep your cool.



Managing priorities to maximize your day

Does the day seem to fly by before you've finished anything on your to-do list? If time management is so easy to do on our own, then why do you feel overwhelmed? Get a basic explanation of the time-management process. Learn the characteristics of effective time managers and talk about the importance of prioritizing big events. Explore the role of delegation and communicating delegation requests with others.

Professional writing and email etiquette

Conveying your message on paper or by email is challenging at times and can be easily misunderstood. Learn how to identify the key components of an effective email and avoid common pitfalls. We'll discuss the do's and don'ts of writing, as well as how to capture your audience in a succinct, dynamic way.

Storytelling

Storytelling is a powerful way of bringing ideas into the world. Not only do stories move, inspire and make you feel alive, they can bring hope and make you understand life better. This is not just a feel-good class; storytelling is now recognized as one of the top five skills needed for business leaders. We'll examine what goes into good storytelling and how it can be a powerful tool for business.

Successful teleworking — employee

This seminar is designed especially for those considering or currently working from home. We'll discuss what teleworking is and identify how your work and home life may change. We'll also review the importance of self-care and give you tips for finding work-life balance while teleworking.

Surviving mergers and acquisitions

Learn what to expect in the midst of organizational change, as well as ways to navigate through the process. Review the five phases of dealing with change, the importance of self-care, and making a commitment to the new business structure and culture.

Survivor's guide to downsizing

Companies are under economic pressure to stay competitive and survive. Downsizing or "rightsizing" is happening everywhere. This workshop helps move you to action after a downsizing event.

🔥 HOT TOPIC: Teamwork: the essentials

The ability to understand and communicate effectively in teams is an important part of your personal and professional success. Through discussion and interactive exercises, we'll explore how teams can work together most effectively and learn how to apply successful team concepts and strategies in very practical ways. Interpersonal difficulties, such as trust, skill identification, conflict resolution and communication issues, will be examined.

The new résumé

If you haven't looked for a job in the last five years, you may not know that the whole job search process is completely different. The role of the résumé is different, too. Learn how to create the "new résumé," a suite of documents in print and online that establishes you and your "brand."

The power of persuasion: how to influence others

Sometimes you need to talk people into and out of doing things. We'll cover best practices, tips, examples and ways to shift your style to the audience you're speaking to. This session will focus on how to influence others, who the right people to influence are, the traits of influential people and the qualities of persuasive speakers.

Workday workouts

Explore the multidimensional benefits of exercise, and the importance of using proper form and equipment to maximize those benefits. Look at the role attitude and goals have on the success of an exercise program. Learn the components of a well-rounded workout, strategies for eating well and sample workouts you can do at your workstation.

Leadership

10 steps to creating a great place to work

Staying competitive in today's marketplace means attracting and keeping talent. In this seminar, you'll learn how managers can connect with employees and create a healthy, dynamic work environment — one that helps employees focus and thrive.

Addressing conflict: a manager's guide

Keeping your team focused and motivated is a full-time job in itself, but conflict within your team can make your job impossible. In this seminar, you'll explore how to reach resolutions agreeable to all parties involved and get your team focused on moving forward.

Communicating change to employees

Employees going through difficult changes at work may need a little extra support. The good news is that there are many ways to effectively manage changes in your personal and professional life. Learn how to help employees through change and unearth strengths and skills they never knew they had.

Communication skills for collaboration (also available for employees)

A manager needs to be able to effectively communicate with his or her team to build trust. Engage in a discussion on basic communication principles and complete a fun small-group exercise to identify communication barriers. Learn the elements of clear communication. Develop "I" statements in a group exercise. Discover the behaviors and skills involved in active listening. You'll also have an opportunity to practice listening, questioning, confirming and encouraging in several interactive group exercises.

Creating a positive work environment

A positive work environment isn't something that just happens — it's something that is built on the foundations of trust and positive communication. Learn how to set expectations. Discover creative strategies for developing your team by using recognition and rewards. Explore ways to build teams, find meaning in work, accept responsibility and use humor in the workplace.

Delegating

Today's employees face an ever-growing workload. There may be times when it seems easier to just do it yourself, but you can't do it all. This seminar gives you tips on delegating an assignment while ensuring accuracy in the process.

Fostering inclusion in the workplace — manager/supervisor

Inclusive work environments are productive environments! This seminar discusses how managers can create an inclusive workplace. Participants will identify activities, attitudes and assumptions that can lead to exclusion, as well as explore how to actively engage employees in ways that not only enrich the workplace, but personal lives as well.

🔥 HOT TOPIC: How to take the edge off giving feedback

In this workshop, you'll review techniques for delivering helpful feedback, discuss when to give it, identify why you avoid it and explore effective feedback models.

Making the most of a multigenerational workforce

Today's workforce is made up of generations with different values and priorities. Learn how to identify the characteristics and key motivations of each generation. Explore ideas to inspire and lead effective multigenerational teams.



Managing a virtual team

More and more companies are tasking leadership to virtually manage all or some of their employees. Although this type of arrangement has many advantages for the company and its employees, it's not without its challenges. In this seminar, participants will identify the characteristics of a successful virtual manager, learn how to assess employee readiness for this type of arrangement and discuss ways to foster employee success.

Managing change

Managers know that the key to organizational success is getting employees to face and adapt to change. Learn management strategies that can help the group successfully deal with the demands of change.

Managing strong emotions

Strong emotions in the workplace have the potential to escalate to the point where they can become out of control. As a manager, it's your role to intervene and address these emotions when it's appropriate and safe to do so. In this seminar, participants will define strong emotions and their possible triggers – and learn how to respond and de-escalate situations while serving as an appropriate role model.

Managing under pressure: making decisions and communicating

When times are tough, how do you manage your team? How do you handle the pressure? Learn how to use effective techniques to strengthen your ability to respond (not react) to high-pressure situations. You'll also learn tools for communicating those decisions.

Motivating, recognizing and energizing employees

Learn how to use a toolkit of motivational techniques like self-care, positive psychology, resiliency, laughter and more. Discover how motivation and recognition lead to increased productivity. We'll also share nonmaterialistic ways to make employees feel special and valued.

Recognizing the troubled employee

Identifying an employee who is having trouble with drugs, alcohol and/or personal issues is something that all managers should be able to do. We'll discuss the importance of recognizing these employees, strategies and techniques for approaching them, and how to help them find support. *None of the content given verbally or in writing in these seminars is meant as recommended policy for your organization. Please check with your legal advisor for appropriate guidance in developing your procedures, policies and protocol.*

NEW: Stress management for high-burnout professions

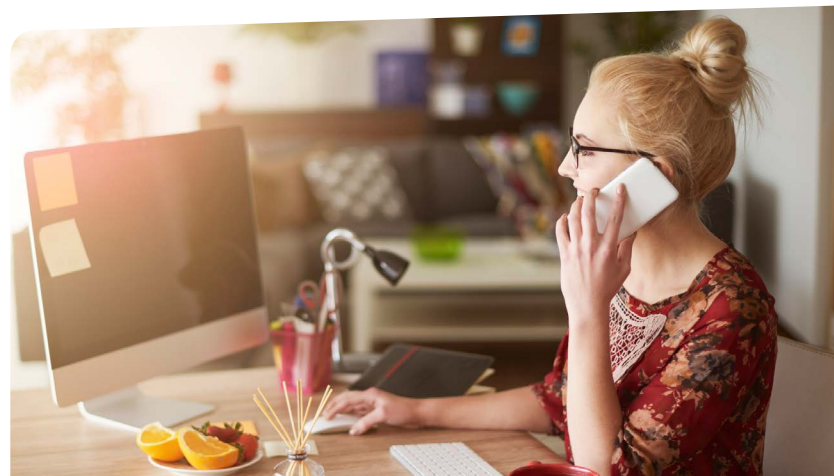
When it comes to stress, not all jobs are created equal. Some fields, like health care, law enforcement and education, can leave you physically, mentally or emotionally exhausted; while others, like retail, hospitality and fast food, may involve too many responsibilities for too little pay. As a manager, how can you provide the tools and resources these employees need to keep their stress under control? We'll explore the latest research about preventing, identifying and addressing burnout in the workplace.

Stress management for managers

Learn how to identify stressors – both good and bad, physical symptoms of stress and bad habits that can develop when stress goes unchecked. Examine work expectations, relationships, nutrition, sleep, financial matters and time management. Learn how to create a healthy lifestyle, which ultimately benefits work and home life.

Using teamwork to promote success and productivity

The quality of your work team may be the critical factor in success and productivity in the workplace. Examine the makeup of a successful team and discuss team dynamics, such as building trust, clarifying goals, self-assessment, problem-solving, proper roles and effective communication.



Training and seminar survey

Seminar survey — employee

What training or health promotion topics would interest you most? Check all that apply.

Aging adult

- ☐ Caregivers: a guide to self-care and resources
- ☐ Caring for older adults: knowing when to step in
- ☐ Keeping your aging loved ones safe
- ☐ Knowing your limits: elder-care planning and decision-making
- ☐ Parenting aging loved ones effectively
- ☐ The impact of the aging process
- ☐ The sandwich generation

Program overviews

- ☐ Employee orientation

Health and wellness

- ☐ A balanced retirement life
- ☐ A personal guide to managing stress and change
- ☐ All you need to know about cholesterol
- ☐ Art of listening and giving feedback
- ☐ Breast cancer awareness: a guide for men and women
- ☐ Change or rearrange: feng shui it!
- ☐ Clean living
- ☐ Conquering fear and anxiety
- ☐ Disaster preparedness
- ☐ Disrupting negative thoughts
- ☐ Eating right for life
- ☐ Eight steps to a healthy heart
- ☐ Emotional eating
- ☐ Enhancing relationships
- ☐ Forgiveness: the art of letting go
- ☐ Getting a good night's sleep
- ☐ Getting organized
- ☐ Green tips for the home
- ☐ Health guide for men
- ☐ Health guide for women
- ☐ Healthy aging
- ☐ Holiday: how to enjoy the holidays and minimize stress

Financial

- ☐ Building good credit and improving your credit score
- ☐ Financial fitness boot camp
- ☐ Holiday budgeting
- ☐ Identity theft: prevention and resolution
- ☐ Investment basics
- ☐ Living off your paycheck
- ☐ Living within a realistic budget
- ☐ Mind over money
- ☐ Reinventing retirement
- ☐ Social Security retirement planning
- ☐ Your routine financial checkup
- ☐ How to speak to your physician
- ☐ Learning to relax
- ☐ Lightening your life with laughter
- ☐ Maximizing your brain's potential
- ☐ Menopause
- ☐ Mindful meditation
- ☐ New Year's resolutions
- ☐ Nutrition navigator
- ☐ Overcoming burnout
- ☐ Power of positive thinking
- ☐ Promoting family health
- ☐ Remaining strong and resilient
- ☐ Resiliency for working parents
- ☐ Stress management
- ☐ The Five Buckets Principle: balancing work and life
- ☐ The path to inner peace
- ☐ Thinking traps
- ☐ Tips for smoking cessation
- ☐ Understanding mental illness
- ☐ You make me so mad

Legal

- ☐ Advance directives
- ☐ Estate planning: legal issues for adults and dependents
- ☐ Getting your affairs in order: five essential documents

Parenting and family

- ☐ Autism overview
- ☐ Bullying: a guide for parents
- ☐ Communicating with young children
- ☐ Communicating with your teen
- ☐ Co-parenting: doing the best for your kids while parenting apart
- ☐ Internet information for parents
- ☐ Navigating the teen years
- ☐ Parenting essentials
- ☐ Raising culturally competent families
- ☐ Single parenting
- ☐ Teen suicide awareness
- ☐ Teens: managing conflict and problem-solving

Risk management

- ☐ Diversity in the workplace — employee
- ☐ DOT (Department of Transportation) — employee
- ☐ Drug-free workplace — employee
- ☐ Respectful workplace — employee
- ☐ Sexual harassment prevention in the workplace: basic overview — employee
- ☐ Workplace violence prevention — employee

Workplace

- | | |
|--|---|
| <input type="checkbox"/> Assertive communication | <input type="checkbox"/> Fostering inclusion in the workplace — employee |
| <input type="checkbox"/> Building your team's brand | <input type="checkbox"/> Health and well-being in the workplace |
| <input type="checkbox"/> Business etiquette | <input type="checkbox"/> Healthy tips for business travel |
| <input type="checkbox"/> Collaborative customer service | <input type="checkbox"/> Keeping your cool when it counts |
| <input type="checkbox"/> Communication skills for the workplace | <input type="checkbox"/> Managing priorities to maximize your day |
| <input type="checkbox"/> Compassion fatigue: increasing resiliency | <input type="checkbox"/> Professional writing and email etiquette |
| <input type="checkbox"/> Creating a positive work environment | <input type="checkbox"/> Storytelling |
| <input type="checkbox"/> Critical thinking | <input type="checkbox"/> Successful teleworking — employee |
| <input type="checkbox"/> Dealing with difficult people | <input type="checkbox"/> Surviving mergers and acquisitions |
| <input type="checkbox"/> Dynamics of change management | <input type="checkbox"/> Survivor's guide to downsizing |
| <input type="checkbox"/> Emotional intelligence | <input type="checkbox"/> Teamwork: the essentials |
| <input type="checkbox"/> Emotional intelligence: taking it to the next level | <input type="checkbox"/> The new résumé |
| <input type="checkbox"/> Ethics and values in the workplace | <input type="checkbox"/> The power of persuasion: how to influence others |
| <input type="checkbox"/> Everything you need to know about LinkedIn | <input type="checkbox"/> Workday workouts |

Training and seminar survey

Seminar survey — manager/supervisor

What leadership and risk-management topics would be of greatest interest and value to you? Check all that apply.

Program overviews

- ☐ Manager/supervisor orientation

Leadership

- ☐ 10 steps to creating a great place to work
- ☐ Addressing conflict: a manager's guide
- ☐ Communicating change to employees
- ☐ Communication skills for collaboration
- ☐ Creating a positive work environment
- ☐ Delegating
- ☐ Fostering inclusion in the workplace — manager/supervisor
- ☐ How to take the edge off giving feedback
- ☐ Making the most of a multigenerational workforce
- ☐ Managing a virtual team
- ☐ Managing change
- ☐ Managing strong emotions
- ☐ Managing under pressure: making decisions and communicating
- ☐ Motivating, recognizing and energizing employees
- ☐ Recognizing the troubled employee
- ☐ Stress management for high-burnout professions
- ☐ Stress management for managers
- ☐ Using teamwork to promote success and productivity

Risk management

- ☐ Bullying: confronting hostility in the workplace
- ☐ Diversity in the workplace — manager/supervisor
- ☐ DOT (Department of Transportation) training — manager/supervisor
- ☐ Drug awareness: signs and symptoms of substance use and abuse — manager/supervisor
- ☐ Maintaining respect and civility in the workplace
- ☐ Respectful workplace — manager/supervisor
- ☐ Sexual harassment prevention in the workplace: basic overview and compliance — manager/supervisor
- ☐ Workplace violence prevention — manager/supervisor

If you have questions about the topics covered in this catalog or would like to schedule a seminar, please contact your account manager.

