



Best Care EAP provides training for overall health and wellbeing. Contact us today to reserve your training dates. Most programs are 1-hour in length. New programs are **boldfaced**. Programs also available via recorded webinar are asterisked\*.

## Personal Essentials

- A Head For Success: Cultivating a Growth Mindset\*
- The Art of Influence
- Awakening Awe: Increase Energy/Reduce Stress
- Bounce Back Better, Building Resiliency
- BYO Positive Attitude\*
- Coping with Change\*
- **Crack the “Confidence Code”**
- Creating Happiness That Lasts
- Cultivating Creativity\*
- Designing a Personal Wellness Plan\*
- Don't Fear Feedback\*
- **Don't Worry, Be Happy**
- Down w/Distractions!\*
- Financial WellBeing
- Food Facts vs. Food Fads\*
- Frazzled vs. Festive: Managing Holiday Stress\*
- How Food Impacts Your Mood\*
- Life Hacks for Long Term Health\*
- Opioid Use: What You Need to Know\*
- **Sweat, Smile, Repeat**
- The Psychology of Food Choice\*
- The Psychology of Money\*
- Riding The Tiger: Serenity in the Age of Anxiety\*
- Stress Less!\*
- Taking Care of Your Brain: The New Brain Science\*
- Master the Silent Language of Success\*
- Thriving in Chaos\*
- Time Management: Boost Your Effectiveness\*
- Work & Life: Managing the Delicate Balance\*

## Management Essentials

- Coaching: The Key to Employee Development\*
- Confronting Substance Use in the Workplace\*<sup>^</sup> (meets DOT reqs)
- From BFF to BOSS\*
- Managing Conflict Between Employees\*
- Managing the Change Process\*
- Rider, Elephant, Path: The Psychology of Workplace Change\*
- Show Them You Care\*
- Stop the Drama! Drop the Curtain on Negativity\*
- **Work Smarter, Not Harder!**

## Workplace Essentials

- Clues to Teamwork
- **Do The Right Thing**
- The Emotionally Safe Workplace\*
- Everyday Diversity\*
- Everyday Professionalism\*
- In Sync at Work – Boomers, Gen-Xers, Millennials
- Modeling Team Communication
- Personality Styles at Work
- Playing Your Part: How Team Roles Drive Success
- **Preventing Compassion Fatigue for Healthcare Professionals**
- Sexual Harassment Part 1: Let's Get Honest!\*
- Sexual Harassment Part 2: He Said, She Said
- S'more Teamwork
- Substance Use Awareness for Employees
- Successful Workplace Communication\*
- Successful Workplace Relationships\*
- Teamwork Jenga
- Teamwork: It's No Mystery!
- Your Customers, Your Success
- **With Teamwork, the Sky's the Limit**

<sup>^</sup>2-hour program.



## PERSONAL ESSENTIALS

### **A Head for Success: Cultivating a Growth Mindset**

Do you believe that your genes dictate your intelligence and control creativity? This program draws on the latest findings in neuroscience to help you develop a “growth mindset” – a new way of thinking that can instill in you a passion for learning, readiness to embrace change and the courage to persist in the face of any challenge.

**The Art of Influence** It doesn't matter if you're in sales and marketing, customer service, or management, you influence other people every day. The good news is that the art of influence can be taught! Master this skill which is absolutely critical to your success and happiness.

**Awakening Awe: Increase Energy and Reduce Stress** Awe is the feeling of being in the presence of something grand or extremely powerful. Whether it's the birth of a baby or a beautiful sunrise, awe is a powerful source of happiness. Learn tips to creating a totally AWE-some life!

**Bounce Back Better, Building Resiliency** Some of us recover from stressful situations fairly quickly while others have a harder time “rebounding.” Resilience is the ability to “bounce back” and cope with life events, both negative (e.g., health problems, unemployment, and divorce) and positive (e.g., birth of a child, anniversaries, etc.). This program will help you to assess your current level of resiliency, understand the traits resilient people exhibit, and learn ways to become more resilient.

**B.Y.O. Positive Attitude** More than talent, hard work, or even luck, it is attitude that drives success. This program will help you turn your dreams into reality by taking away the myths surrounding attitude. You'll see how attitude can shape your life and proven strategies for building and sustaining a positive outlook on life.

**Coping with Change** Change is everywhere and it's inevitable. Companies are bought, sold, downsized, right-sized and re-engineered. How

you choose to handle changes in your workplace can make life easier or harder, it's your choice. This session will explore common reactions to change, the personal factors that influence those reactions, and ways to boost your resiliency.

**Cracking the “Confidence Code”** As countless winners will attest, it's self-confidence that turns talent into triumph. Best of all it's a gift we can give ourselves! This program brings back insights from the frontiers of neuroscience to help you stop pleasing others at the expense of yourself, put perfectionism in its place, take more risks and profit from mistakes rather than be paralyzed by them.

**Creating Happiness That Lasts** Do you want to be happy no matter what's going on around you? Happiness is about creating contentment by sharing an underlying sense of peace and wellbeing with others. Review the latest research about happiness and its impact on your wellbeing.

**Cultivating Creativity** Do you believe you're creative? All people have the capacity to be creative. It's not magic! We use creativity every day to generate ideas, overcome obstacles and solve problems. Join us for this program to learn how to cultivate creativity and contribute to your energy and effectiveness.

**Designing a Personal Wellness Plan** Life can get confusing and it's very easy to miss a turn or get lost. Sometimes we just need a map! That's what a wellness plan is—a map to living a more balanced and healthy life. This program will help you outline step-by-step routing to keep your day, and life, on course.

**Don't Fear Feedback** Do you dread the thought of having to give constructive criticism to family, friends, peers, or even your boss? Are you over-sensitive, defensive, or antagonistic when you are on the receiving end of well-intended



criticism? This program will help you learn techniques to change negative feedback into positive action.

**Don't Worry, Be Happy** Conventional wisdom insists that if only we do X or own Y or achieve Z then life will bless us with happiness. A decade of research in the field of positive psychology, however, reveals that conventional wisdom is dead wrong. Happiness isn't the fruit of success, it's the soil in which success blooms. This program will reveal the 7 scientific principles of happiness and offer specific strategies for leveraging the power of these principles at home and at work.

**Down with Distractions!** The relentless distractions of our "always on" culture are exhausting. The average person is distracted once every ten seconds and getting back on track can take up to 25 minutes or more! Take back your life!

**Financial Wellbeing** How important is money in your life? What role does it play? Money can certainly contribute to more security and freedom. If you want to improve your financial wellbeing, this program will help you address bigger financial issues, as well as offer tips to making small changes (ways to improve your credit score), so that you can save money every day.

**Food Facts vs. Food Fads** Do you want to eat healthy, but feel overwhelmed by the tsunami of conflicting advice coming from media food gurus? Don't despair. This program will help you sift through the fads to find the facts when it comes to healthy eating.

**Frazzled vs. Festive: Managing Holiday Stress** The holidays can be a joyous and wonderful time, but there's no denying that holiday stress can sometimes creep up on even the most calm and organized among us. This session will help you assess your

current stress level, learn to recognize common holiday triggers, and ways to disarm them before they get the best of you.

**How Food Impacts Your Mood** Can your diet put you in a good mood (or bad one)? Health research has demonstrated powerful links between the food you eat and your mood. This program will show you how to leverage this knowledge to raise your spirits and unleash your energy.

**Life Hacks for Long Term Health!** Looking for a few simple hacks you can incorporate into your lifestyle that will help you live longer and be healthier? Making lifestyle changes doesn't have to be hard. Incorporating one or two of the ideas from this program can set you on the path to a healthier, more energetic life!

**Opioid Use: What You Need to Know** You can't go more than a few days without seeing a headline about opioid dependence and the immense toll it takes on families and our community. This program will explain why opioid use should be a concern for everyone, discuss strategies for appropriate (healthy) use and review how Best Care EAP can help if concerns of addiction arise.

**The Psychology of Food Choice** Once you begin obsessing about something salty or sweet, a food craving is hard to shake. However, cravings are normal. 97% of women and 68% of men experience food cravings. Learning what causes us to eat certain foods can be helpful. This program will tackle the complex physical, psychological and emotional relationship we have with food and teach ways to manage cravings more effectively.

**The Psychology of Money** Money may not be the root of all evil, but it is frequently the cause of considerable anxiety and



conflict. This program will help you cope with the stress of managing it as well as looking at the relationship between money and self-control.

**Riding the Tiger: Serenity in the Age of Anxiety** Does the state of the world leave you feeling anxious? Congratulations! You're normal. No emotion is more basic than anxiety. It alerts us to potential danger and motivates effective action. This program can free you to live the life you want by helping you: 1) pinpoint your anxieties 2) reclaim personal power and 3) channel the focus and energy that anxiety gives you into constructive program solving.

**Stress Less!** Is it true that what doesn't kill you makes you stronger? Or is stress always debilitating? Join us to learn some of the newest research regarding the impact of stress on your productivity, your health, and your relationships. You will also learn how to tailor some simple "stress less" strategies.

**Sweat, Smile, Repeat** Exercise; you know you need it, but you can't bring yourself to do it. This program will help you get and stay on the road to lifelong happiness and health by offering you real-world lessons and strategies gleaned from the experiences of people just like you. Learn how to change your attitude, set realistic goals, get and stay motivated, deal with setbacks and finally celebrate without backsliding.

**Taking Care of Your Brain; The New Brain Science** Scientists used to believe that our brain capacity was fixed; whatever you're born with is what you will have for the rest of your life. The good news is that emerging evidence suggests you can take steps to help keep your brain healthier as you get older! This session will improve your focus and boost your brainpower.

### **Master The Silent Language of Success**

Your body language communicates more than your words. Are your gestures, posture and eye contact sending the messages you intend? Join us as we share tips for presenting yourself with confidence, communicating more effectively, and avoiding common movements that can work against you. Improve your silent language of success!

**Thriving in Chaos** You can thrive in chaos. When your life seems out of control, it's easy to get sucked in a vortex of anxiety, depression and a general feeling of paralysis. Learn to move beyond just surviving. Instead, learn to thrive in chaos and uncertainty. This program will show you how.

### **Time Management: Boost Your Effectiveness**

You can't "manage" time. However, you can manage yourself and the amount of skill, attention, and effort you devote to any given task. During this program, you will learn how to effectively manage your own behavior, and discover how best to leverage the resources you have in order to accomplish what is truly important to you.

### **Work and Life: Managing the Delicate Balance**

Maintaining your health and wellbeing in these trying times depends on delicately balancing the competing demands of home and work. This light-hearted program will help you now do it by challenging you to define what is really important to you, identify and accept your limitations and manage your resources for maximum effectiveness.

## **MANAGEMENT ESSENTIALS**

### **Coaching: The Key to Employee**

**Development** Experts say that the difference between a leader who gains commitment from employees and one who only gains compliance, is coaching. As a leader, you have the power to directly or



indirectly influence growth and effectiveness through your ability to coach. Unlock the keys to successful performance conversations to encourage motivation and increase engagement.

**Confronting Substance Use in the Workplace** (2 hours long, meets DOT requirements) Alcohol, drug (including opioids) use on the job threatens the well-being of your workers and the profitability of your company. As a leader, you are on the frontline of preventing workplace substance use. This program is designed to help you successfully confront this complex and pervasive issue.

**From BFF to BOSS** First-time managers crash and burn in their first year-and-a-half, because they aren't able to make the mental and emotional transition from employee to leader. This program is designed to help new managers make this critical shift successfully.

**Managing Conflict Between Employees** Conflicts between employees are inevitable. Most managers avoid getting involved because of the potential danger to their reputation for fairness. This program is designed to help managers in these difficult situations by outlining a process for successfully managing employee conflict.

**Managing the Change Process** Organizational change can be stressful. Employees are looking to the leaders in the organization for direction during this difficult, uncertain time. This program will help you take a look at how you view change as well as learn ways to help you and your employees cope with any additional changes that lie ahead. You'll learn techniques for guiding employees and ways to respond constructively to the emotions of others.

**Rider, Elephant, Path: The Psychology of Workplace Change** 70% of workplace

change efforts fall flat because they fail to address our natural resistance to change. This program will help you make your next change effort a success, by showing you how resistance to change can be converted into enthusiasm for it. You'll learn real-world strategies for leveraging thoughts, feelings, and context to move change efforts forward.

**Show Them You Care** Employees who feel valued and appreciated by their leaders are infinitely more likely to go above and beyond for the company and hold themselves accountable for their part of a project. Most importantly, they will be happier in their roles. If leaders disregard the importance of connecting with employees, they lose the benefit of a dedicated, long-term team. Get simple, yet effective ideas to show your employees you care!

**Stop the Drama! Drop the Curtain on Negativity** Negative behavior costs the U.S. economy more than \$350 billion annually in lost productivity. The average worker is forced to spend 2.8 hour per week dealing with the drama associated with negativity and the poor morale, high absenteeism, and increased stress that follow in its wake. This program will help identify how negativity contributes to drama, steps to stop drama in the workplace and how Best Care EAP can help.

**Work Smarter, Not Harder!** Most leaders don't fail for business reasons. Business issues are relatively easy to correct. What's harder to fix is behavior behind how the leader is getting things done. The more leaders can accomplish, the more they give their organization the change to thrive. This program can help you achieve success by demonstrating how to break big daunting tasks into smaller manageable ones, start tasks and build momentum in projects, build small success that ignite and sustain motivation and finally wake up



every day with a plan of action that will maximize your day.

## WORKPLACE ESSENTIALS

**Clues to Teamwork** When it comes to teamwork, some team members may have more of “a clue” than others. Get everyone on your team working together to solve this mystery and thereby discover the clues to more productive team behaviors.

### Do The Right Thing

Ethics are the moral standards you rely on when making decisions. They define what's right and wrong. They outline the kind of behavior businesses should and should not engage in. As an employee, your role is to make efficient decisions by choosing the best option as well as to make sure that your choices are ethical. In circumstances where your decisions impact others, it becomes challenging to select a set of values on which to base your judgements. This program will help you hone your ability to make ethical decisions by presenting you with moral dilemmas common to many organizations and give you the chance to test your choices against experts in the field.

### The Emotionally Safe Workplace

Most of us readily collaborate with coworkers to keep our workplaces free from physical hazards. Yet, how much energy do we invest in keeping our jobsites free of emotional toxins – i.e., the disrespect, ridicule, gossip and bullying that are as dangerous to our long term wellbeing as any material contaminant? Learn how you can contribute to an emotionally safe workplace where everyone feels accepted, appreciated, recognized and respected.

**Everyday Diversity** When most of us think of diversity, we think of race, age, sex, religion, etc. – obvious categories covered by employment law. However, diversity also

includes generational, cultural, and work style differences. This program will help you leverage diversity to make your company more productive and to provide greater opportunity for all.

**Everyday Professionalism** Being professional can be as simple as saying, “please” and “thank you”. An individual's character and positive attitude can go a long way to not only enhance individual performance, but provide a good foundation for morale, team work, and ultimately, business results.

**In Sync at Work: Boomers, Gen-Xers, and Millennials** By 2020, Millennials will make up 50% of the world's working population. Millennials possess motivations that differ significantly from earlier generations in the workplace. Managers will have to adapt their management style and in-turn Millennials who end up being promoted to management positions will need to understand the motivations of Boomers and Gen-Xers. This program will help managers by identifying communication techniques needed to build stronger cross-generational teams.

**Modeling Team Communication** Poor communication lies at the root of many team problems. It can lead to mistakes, poor quality, unproductive conflict, missed deadlines, and lost opportunities. This program will show you how to listen to understand, communicate clear expectations and increase collaboration within your team.

**Personality Styles at Work** Puzzled by why it seems so easy to understand and work with some of your co-workers and why it seems so difficult with others? Personality is the key to unlocking your behavior and better understanding yourself and your team members. Learn more about your personality and how to adapt to be more effective in a variety of situations and with all kinds of people!



### **Playing Your Part: How Team Roles Drive**

**Success** Teams often fall short of their full potential because some members don't complete what's expected of them. Perhaps others aren't flexible enough, so things "fall between the cracks." Maximize your team's results by understanding your role in helping your team succeed, developing your strengths and defining the pitfalls that can derail your team's efforts.

### **Preventing Compassion Fatigue for**

**Healthcare Professionals** Working to give the best care you can, you've sacrificed your own needs. It's left you feeling drained. In the past, you've been able to step back up to the plate after a short break. But now those feelings of hopelessness and exhaustion aren't passing and you sense yourself sinking past fatigue into something worse. This program will help clarify what compassion fatigue is, who's vulnerable to it, identify signs and symptoms and explore new ways of thinking and behaving that can help you prevent or cope with compassion fatigue.

### **Sexual Harassment Part 1: Let's Get Honest!**

We live in a society that bombards us with sex. It's in the movies, on TV, on magazine covers, and on the internet. The program defines sexual harassment and how the law interprets "reasonable personal standard", provides rules to prevent harassment, and how to constructively confront situations when you or others are being harassed.

### **Sexual Harassment Part 2: He Said/She Said**

This program uses group discussions, case studies, and skill practice to explore in greater depth the ideas and approaches in *Sexual Harassment Part 1: Let's Get Honest*. Ideal for organizations looking for ways to drive home the message that creating a workplace free of harassment of any kind is not just the law, it's good business.

**S'more Teamwork** Given the complex challenges organizations face, teamwork is a must! However, teamwork only comes naturally to 10% of the population. The rest of us have to learn it the hard way. This program will help your team work together better by providing context to the true nature of collaboration, the necessity of diverse viewpoints and the mechanics of innovation.

### **Substance Use Awareness For Employees**

No business, regardless of size or location, is immune to the countless problems that alcohol and drug use can cause. Individuals who use substances are employed, and when they arrive for work, they don't leave their problems outside the door. This training program will help you identify and understand substance use, as well as take a look at the most commonly used and abused substances, including prescriptions. We will also discuss the opportunities for seeking help, including Best Care EAP.

### **Successful Workplace Communication**

This program teaches active listening skills, different styles of communication and how to leverage those styles, along with practical styles of communication strategies that can keep businesses running smoothly.

### **Successful Workplace Relationships**

In most organizations today, even the best employees can lose sight of the basics of maintaining positive working relationships. This program reviews the fundamentals of respectful, mutually beneficial relationships, building and maintaining trust, focusing on the positive in the other person, and resolving conflicts in a respectful manner.

**Teamwork Jenga** Every winning team is built upon solid principles that form the basis of a team charter. This is an often overlooked step in the process of developing business teams that consistently deliver desired



levels of performance. In order to do this, you will examine a three-step process for team development, answer a series of challenging questions about your team and use your answers to draft a team charter.

**Teamwork: It's No Mystery!** Working in teams can multiply our strengths and neutralize our weaknesses, but it doesn't come naturally to most of us. This interactive program demonstrates the aspects of human nature that too often get in the way of effective teamwork and what each of us can do to make our teams function with less friction.

**Your Customers, Your Success** Make the commitment to learn what your customers wants and needs are, and then develop outstanding customer experiences to serve those wants and needs.

**With Teamwork, the Sky's the Limit** To win you'll need to engage all your skills in communication, team work, and problem solving while completing your project on time and under budget. Your assignment for this exciting, interactive program: work with your team to build a tower that earns rave reviews from clients and critics alike. Does your team have what it takes? Find out when you accept the Towering Teamwork Challenge!