



Best CARE EAP
**Educational
Services Catalog**



BEST CARE EAP

Best Care EAP 2019 Educational Services Catalog

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BEST CARE
EMPLOYEE ASSISTANCE PROGRAM

INTRODUCTION

Best Care is a provider of national, comprehensive employee assistance (EAP) services. We partner with employers to maximize the wellbeing, safety and productivity of the workplace. For more information about Best Care EAP services, check our web site at **BestCareEAP.org**.

Educational Services

In addition to our foundational EAP services, Best Care offers professional and personal skills development training on a wide variety of topics that are relevant and essential to wellbeing and success. We support your organization's training, development and wellness goals and serve as a valuable complement to existing initiatives.

Best Care professional development opportunities provide participants the chance to build on their existing skills and enhance the attributes which they've had all along, all in a collaborative educational setting. Best Care Consultants/Trainers have a vast knowledge base spanning from human resources, organizational development, industrial/organizational psychology, education, talent development and recruiting. We use evidence-based practices when developing our curriculum, which then go through rigorous preparation steps before being presented.

Best Care stands behind every training program and believes you deserve nothing but the best presentation possible through Best Care. All Best Care trainings employ interactive methods of learning and offer real work-life examples. In addition to a wide variety of topic options, we also have the ability to develop a completely customized training program to fit your organization's needs.

Training Options and Formats

Best Care EAP training topics are listed on the following pages in four primary categories.

1. **Orientations** – Best Care EAP Orientations are essential to the promotion of the program. When onboarding or as a reminder, Best Care EAP orientations will explain the scope and purpose of the program, as well as how easy it is to access services.
2. **Essentials** – Best Care EAP *Essentials* are one hour programs that can be facilitated at your work site or presented via live webinars. You may have onsite training hours included in your Best Care EAP contract. If not, you may purchase any of the classes listed in the catalog. Many *Essentials* topics are also available in on-demand webinars on www.BestCareEAP.org.
3. **Academy** – The Best Care *Academy* consists of ½ to full-day management and leadership training opportunities. These courses can be facilitated at your worksite, or individuals can attend sessions hosted by Best Care. If you are a Best Care EAP member organization, *Academy* sessions are available at client-preferred rates.
4. **Learning Series** – Best Care *Learning Series* are presented in an ongoing format consisting of 4-6 weekly sessions. If your organization contracts with Best Care for EAP services, the *Learning Series* are available at client-preferred rates.



Best CARE EAP
ORIENTATION

BEST CARE
EMPLOYEE ASSISTANCE PROGRAM

Best Care EAP Orientation

Orientation for Employees*

If employees know how to deal with personal problems and where to go for help, they are more likely to resolve matters quickly and remain productive contributors to the organization. This 20-minute session introduces Best Care EAP to your employees and outlines how the confidential, pre-paid service is available to support them and their eligible family members.

Best Care EAP Services

- Short-Term Counseling and Assessment
- Wellness and Business Training
- Critical Incident Response
- Cost

Program Features

- Confidentiality
- Masters Level, Licensed Counselors
- Eligibility
- Accessibility

Areas of Support (Examples)

- Stress
- Marital/Relationship Issues
- Children/Family
- Anxiety/Depression
- Substance Use/Chemical Dependency
- Financial Stress
- Eating Disorders
- Sexual Problems
- Eldercare/Childcare Concerns
- Emotional/Mental Health Concerns

Orientation for Management: Best Care EAP Supervisory Training*

Best Care EAP trains supervisors to identify and respond to job performance problems and safety issues. This 90-minute session reflects the specific needs of your organization and provides general information about the respective roles of the supervisor and the EAP.

Integration and Utilization

- Complete Overview of Best Care EAP
- How to Use Best Care EAP as a management tool

Taking Action

- Observation and Recognition
- Documentation
- Coaching
- Follow-up

Ensuring an Effective Referral

- Constructive Confrontation Skills
- Dealing with Difficult Employees
- When and How to Work with Best Care EAP

* Both of these orientation sessions are also available 24/7 via on-Demand Webinar at BestCareEAP.org.



BEST CARE
EMPLOYEE ASSISTANCE PROGRAM

Best Care EAP Essentials

Management

- Coaching: The Key to Employee Development*
- Confronting Substance Use in the Workplace⁺⁺
- 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*
- You Can't Tear Down Silos...*
- Work Smarter, Not Harder!

Workplace

- 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
- Team Survivor: Sink or Swim
- Teamwork: It's No Mystery!
- Your Customers, Your Success

- With Teamwork, The Sky's the Limit
- Verbal Defense

Personal

- 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 Well-Being
- 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*

*On-Demand webinar available on BestCareEAP.org

⁺⁺2-hour program, meets DOT reqs

See program descriptions on pages 9-17.

Scheduling and Logistics

The training **Essentials** programs are one hour in length and can be presented live at your worksite or via webinar. To schedule a session, contact us at 402-354-8000 / 800-801-4182 or email eap@bestcareeap.org. We will need the date(s), time and names of the program(s). **Here are some tips to make the process easy and seamless:**

1. Check with your HR department/EAP Coordinator to determine how EAP training requests are managed for your organization.
2. Employee Orientations and EAP Supervisory Training are not taken out of any contracted onsite hours. Both of these are also available 24/7 via webinar on the Best Care EAP website.
3. Trainings can be delivered in person or via live or recorded webinar.
4. Consider using one of the over **30 pre-recorded webinars** offered through the Best Care website. **They are free and available 24/7.**
5. All Best Care EAP trainings will end with a brief reminder of the Best Care EAP services available, i.e. eligibility, confidentiality, website login and passwords. Having a Best Care trainer onsite is one of the most effective ways to communicate EAP services and availability.
6. The further in advance you schedule your training, the more likely we will be able to accommodate the date and time you need (two weeks minimum is preferred.)
7. Most trainings require a minimum number of participants.
8. We ask for a **48-hour cancellation notice.**
9. If Best Care is not your organization's EAP, or your contract does not include onsite training hours, all trainings can be purchased separately.
10. Please contact a member of our Education Team with questions or to develop a customized training solution for your team.

PROGRAM DESCRIPTIONS

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 (training is 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 Sixty percent of first-time managers crash and burn in their first two years, 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 All organizations experience ongoing change. Employees look to leaders in the organization for direction during this uncertain time. This program will help you take a look at how change can benefit the organization, your department and your staff. You'll learn techniques for guiding employees and ways to respond positively for quicker acceptance and buy in.



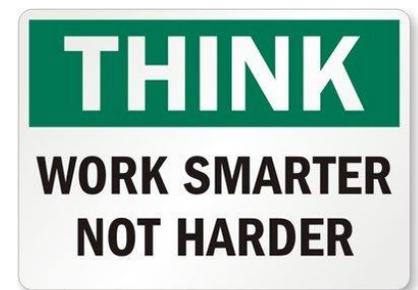
Rider, Elephant, Path: The Psychology of Workplace Change 70% of workplace change efforts fall flat because they fail to address our natural resistance to change. This program will help you make your next change effort a success by showing you how to convert resistance to change into enthusiasm for it. 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. Most importantly, they will be happier in their roles. If leaders disregard the importance of connecting with employees through appreciation, they lose the benefit of a dedicated, productive team. Get simple, yet effective ideas on how 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.

You Can't Tear Down Silos Whether by department, gender, or geography, people create cliques or "silos" in organizations every day. Silos offer people identity and a sense of belonging in a world deprived of emotional connection. The trick is not to break them down, but to connect them. In this session, you will learn how to connect silos through input, teamwork, encouragement, and most importantly productivity.

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 chance to thrive. This program will teach you how to break daunting tasks into smaller, manageable ones; start tasks and build momentum in projects; build small successes 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 guide the behavior of businesses. 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 hon 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 to leverage diversity and produce more productivity and greater opportunity for all.



Everyday Professionalism Being professional can be as simple as saying, “please” and “thank you”. Your 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 The very thing that drew you into the healthcare profession can affect your level of hope and optimism, and result in emotional and physical exhaustion. This program will help clarify what compassion fatigue is, identify signs and symptoms and who's vulnerable to it, 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. This 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 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 The ability to communicate effectively is essential, no matter what industry you work in. This program teaches active listening skills, different styles of communication and how to leverage those styles, along with practical 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 this program, 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 needs.

With Teamwork, the Sky's the Limit In this collaborative activity your team will need to engage skills in communication, team work, and problem solving while completing your assigned 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!

Verbal Defense

Tension, violence, and negative encounters exist in all aspects of our daily life. We live in a 24/7, instant gratification society and what used to be considered abnormal behavior, has now become the norm. Learn new ways to communicate with someone who is agitated/anxious by helping them get what they want, and ultimately being viewed the *hero* in tough situations.

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, a 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 a parent, you influence other people every day. The art of influence can be learned! 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 and wellbeing. Learn great tips to create 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 Your attitude shapes your life and your experiences. Attitude is more important to your success than talent, hard work, or even luck. In this program, you will learn strategies for building and sustaining a positive outlook on life and how this positive outlook will help you turn your dreams into reality.

Coping with Change Change is everywhere and it's inevitable. Kids grow up, new processes and software are implemented at work, bosses come and go. How you choose to handle changes in your life 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 includes 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 Everything you do makes the world better or worse. A

focus on making the world a better place each day, will bring you happiness, peace and contentment. 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 a step-by- step program 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 feedback? This program will help you learn techniques to turn 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. In this session you will 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 the 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 problem 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 offers 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. Emerging evidence suggests you can take steps to increase your brain power and keep your brain healthier as you get older! This session will show you how to improve your focus and boost your brain power.

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 When your life seems out of control, it's easy to get sucked into 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.

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 your resources in order to accomplish what is truly important to you.

Work and Life: Managing the Delicate Balance Maintaining your health and wellbeing depends on delicately balancing the competing demands of home and work. This light-hearted program will challenge you to define what is really important to you, identify and accept your limitations and manage your resources for maximum effectiveness.

***Not seeing what you're looking for?
We may be in the process of developing a new training program
or have something archived, so just ask!***



Best CARE EAP
ACADEMY TRAINING

BEST CARE
EMPLOYEE ASSISTANCE PROGRAM

Best Care EAP FULL DAY PROGRAMS

MANAGEMENT BOOT CAMP — FEB 7, APR 18, [MAY 16](#), [AUG 8](#), [SEPT 19](#) or [NOV 7](#)

Managing is one tough job! Best Care's "basic training" boot camp provides everything a new manager or seasoned professional will need to survive in today's ever-changing work environment. Learn how to: keep employees motivated while setting clear expectations; promote independence while encouraging initiative and most importantly, "think" like a manager!

CONFLICT RESOLUTION BOOT CAMP — MARCH 5 or [SEPT 12](#)

You know it happens! No one wants to deal with it—everyone wants to avoid it. Conflicts at work can be destructive! Handle it well and communication, team building and creativity soar. Handle it poorly and chaos and drama abound! Learning to resolve conflicts is a must.

MANAGING FOR MAXIMUM RESULTS: GETTING THE BEST OUT OF YOUR PEOPLE EVERY DAY — [OCT 10](#)

Employees are expensive. It's critical that you do what you can to inspire them to give their best every day. This course will reveal what makes employees tick and how to keep that inspiration alive. It will also help you learn how to re-engage and re-inspire employees before it's too late.



PERSONAL EFFECTIVENESS SECRETS for LEADERS — JAN 15

Americans experience never-ending pressure to do more with less. We're willing to work longer and harder, and we've delivered. However, *only half of us feel satisfied and only 1 in 5 of us are fully engaged at the workplace - liking what we do, believing in what we do and feeling appreciated by our coworkers and boss.*

LEADERSHIP IN ACTION — [JUNE 6](#)

Do more than delegate. Take charge and build your leadership skills with Leadership in Action boot camp. It has been proven that the higher you go in leadership, the more the heart counts. Leading from a place of passion has resulted in companies reaching unheard of success.

All classes run 9 am – 4 pm, COST: See Chart on Page 24

CE Credits: Contact hours are available for nurses. www.methodistcollege.edu/professional-development
Nebraska Methodist College Professional Development is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Iowa Board of Nursing Provider #120.

Best Care EAP HALF DAY PROGRAMS

DEALING WITH UNACCEPTABLE EMPLOYEE BEHAVIOR - APR 11 or [JULY 18](#)

Employees are your most valuable asset and most are solid citizens. There are a few, however, whose conduct ignites unproductive conflict and injects unnecessary drama into your workday. They erode morale, sabotage productivity, and threaten profitability. This program is designed to help put a stop to their unacceptable behavior:

- Identify underlying patterns of unacceptable behavior.
- Reveal how these individuals can stymie even the most effective managers.
- Practice techniques for confrontation, along with methods on how to coach “up” or “out”.

IDENTIFYING AND PREVENTING COMPASSION FATIGUE — FEB 21 OR [AUG 15](#)

Clarify what compassion fatigue is...and who is susceptible:

- Take a self-assessment and discuss your Professional Quality of LifeScale.
- Identify signs and symptoms of compassion fatigue.
- Explore new ways of thinking and behaving that can help you cope with and prevent compassion fatigue
- Review how Best Care EAP can help.

CHANGE MANAGEMENT — MARCH 28 OR [SEPT 24](#)

70% of change initiatives fail to achieve their goals.

This session will help you succeed by identifying:

- The psychological processes that shape individual, team, and organizational reactions to change.
- Strategies for using your knowledge of these processes to help design and execute successful change.
- How to communicate in ways that help turn resistance into trust and trust into momentum for change.



HALF DAY: 9 am – 12 noon, COST: See Chart on Page 24

CE Credits: Contact hours are available for nurses. www.methodistcollege.edu/professional-development
Nebraska Methodist College Professional Development is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Iowa Board of Nursing Provider #120.

Best Care EAP SERIES – An Influential Leader

As a leader in your organization, your job is to achieve goals by working with and through others. In this role, your ability to *influence* the thoughts and actions of your associates is critical. Best Care EAP's unique, four-part training series has been designed to give you the perspective, knowledge, tools and experiences necessary to become a truly *influential leader*.



Session One: Influential Leaders PERSUADE

There are only three ways to get people to do what you want/need them to do: 1) you can coerce them; 2) you can bribe them; OR 3) you can persuade them. Only persuasion produces long-lasting, positive results. Learn why trust is crucial, and how to recognize and ethically apply the *Six Principles of Persuasion*

Session Two: Influential Leaders INSPIRE

Influential leaders learn that prompting others to effective action is often more about engaging hearts than winning minds. In this session you will assess your current level of EQ, sharpen your EQ skills and learn how to respond appropriately in a variety of emotionally-charged situations.

Session Three: Influential Leaders COACH

Influential Leaders most often use their powers of persuasion through coaching. Building on lessons drawn from the previous two sessions, this session will help you use your leadership style to be a more effective coach. You will learn strategies to coach through detours and challenges, achieve goals, and still support your team.

Session Four: Influential Leaders PLAN

It's time for you to take the wheel! During this final hands-on session, you'll set SMART goals for influencing outcomes. You'll also craft an action plan that pinpoints people and resources, sets realistic timelines, and develops measurable milestones.

Best Care will be hosting the series on the following DATES:

JAN – 10, 17, 24, 31 (THUR), 9-11:30 am

APRIL – 3, 10, 17, 24 (WED), 9-11:30 am

JULY - 9, 16, 23, 30 (TUES), 9-11:30 am

LOCATION: 9239 W. Center Road, Suite 223

COST: See Chart on Page 24

If you are interested in bringing this series to your worksite, please call for a quote.

CE Credits: Contact hours are available for nurses. www.methodistcollege.edu/professional-development
Nebraska Methodist College Professional Development is an approved provider of continuing nursing education by the Midwest Multistate Division, an accredited approver by the American Nurses Credentialing Center's Commission on Accreditation. Iowa Board of Nursing Provider #120.

Best Care EAP SERIES: Creating Balance: Making Stress Work for You

A 6 Week Progressive Learning Series

Research shows when companies invest in their employees' wellbeing, it increases their engagement, productivity, resilience and retention. With this progressive format, each week's material builds on the last so that participants can gain a deeper understanding of their personal strengths, priorities and values.



Week 1 - Healthy Mind & Body

Take a look at how to manage your reactions to stress that will allow you to realistically assess threats and in turn give you control over the stress you experience.

Week 2: Develop Your Personal Mission Statement and Goals

Identify and develop focus through value clarification and the development of a Personal Mission Statement.

Week 3: Resilience & Attitude

Discover how an optimistic attitude can help eliminate stressors and enhance your career.

Week 4: Resilience: Adapting to Change

Learn to deal with imposed change that happens to you when you have no or little control. Learn how to put your resilience to work to effectively manage your reactions to change by learning the stages of transition.

Week 5: Managing Your Social Community

Explore ways to limit your social media access and balance your community commitments in order to manage stress.

Week 6: Managing Financial Stress

Significant numbers of Americans are living beyond their means and don't have a clear plan for addressing the consequences of doing so. Research has linked the fear, stress, and conflict associated with money worries to significant health and social problems.

The creating balance series can be brought to your worksite. Each session is one hour in length. Prices start at \$1,200.

Best Care EAP SERIES: Wallet WellBeing

Good financial health is an important to your overall wellbeing as your physical and mental health. Best Care offers a progressive financial wellness series called Wallet Wellbeing to help you gain insight, confidence and competence in managing your money and your future.



Session One – Your Relationship with Money

Assess your current relationship with money and discover a proven process for improving it.

Session Two – Making Friends with Your Money

Identify the childhood attitudes and new outlooks that will motivate you to learn from the past, plan for the future and enjoy the present.

Session Three – Getting Out of Debt I

Confront the reality of consumer debt and how drastically it limits your choices. Learn the “3 Steps to Financial Security” and begin freeing yourself from debt.

Session Four – Getting Out of Debt II

Craft a practical plan for paying down financial obligations and learn new tactics for overcoming setbacks.

Session Five – Planning for Financial Stability I

Develop a proactive, custom Personal Savings and Spending Plan (PSSP) for the future.

Session Six – Planning for Financial Stability II

Learn how to manage special financial challenges such as fluctuating or irregular income. Weight the pros and cons of using traditional banks, credit unions, and online banking.

Ongoing Counseling Support

A Certified Financial Social Worker is available by appt. through Best Care for confidential one-on-one assistance and support. A Wallet Wellbeing Study Group is also available upon request.

The wallet wellbeing series can be brought to your worksite. Each session is one hour in length. Prices start at \$1,200.

Best Care EAP COACHING

*“Half the skills you need are technical. But the other half are in the soft domain – known **as emotional intelligence**. It’s amazing how it’s the latter that sets apart the top performers.”*

-Robert Worden

Director of Business Research, Kodak



More leaders are choosing *coaching* as a proactive component of their professional life. As individuals advance to leadership positions, feedback becomes increasingly important, more infrequent, and even more unreliable. As a result, leaders often plateau in interpersonal and leadership skills.

Coaching has become widely used in organizations to support current and future leaders on areas such as:

- Self-motivation/discipline
- Effective communication
- Agility and resilience
- Self-awareness

Coaching provides the building blocks and practical tips to help executives and other key leaders to achieve their personal best and maximize leadership potential.

Maximize your effectiveness today!

For more information, call Best Care EAP 402-354-8000 or 800-801-4182 or send an email to eap@BestCareEAP.org

Best Care EAP 2019 QUICK GLANCE

The chart below shows Best Care EAP available training options and pricing. **Costs are divided into client and non-client rates.** Academy Training sessions are eligible for CEU's through the professional development tab at www.methodistcollege.edu (Nebraska and Iowa). Prices do not reflect cost of travel/materials.

BEST CARE EAP ORIENTATIONS	WEBINAR	ACCESS	BCEAP MEMBER	NON-MEMBER
Orientation for Employees	YES	24/7	See contract	N/A
Orientation for Management	YES	24/7	See contract	N/A
ESSENTIAL TRAINING				
Personal	YES	24/7	See contract	N/A
Management	YES	24/7	See contract	N/A
Workplace	YES	24/7	See contract	N/A
ACADEMY TRAINING				
	FULL DAY	1/2 DAY	COST	COST
Management Boot Camp	X		\$179	\$219
Conflict Resolution Boot Camp	X		\$179	\$219
Managing for Maximum Results	X		\$179	\$219
Personal Effectiveness Secrets for	X		\$179	\$219
Leadership in Action	X		\$179	\$219
Dealing w/Unacceptable Employee		X	\$119	\$139
Change Management		X	\$119	\$139
Identifying and Preventing Compassion		X	\$119	\$139
SERIES				
			FREQ	COST
The Influential Leader SERIES			4X	\$299
Stress SERIES			6X	Call for QUOTE
Wallet Wellbeing SERIES			6X	Call for QUOTE
COACHING				
			COST	COST
Sessions vary depending on need/complexity			\$200	\$300

2019

Best Care EAP Training Calendar

January						
S	M	T	W	T	F	S
		1	2	3	4	5
6	7	8	9	10	11	12
13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

February						
S	M	T	W	T	F	S
					1	2
3	4	5	6	7	8	9
10	11	12	13	14	15	16
17	18	19	20	21	22	23
24	25	26	27	28		

March						
S	M	T	W	T	F	S
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17	18	19	20	21	22	23
24	25	26	27	28	29	30
31						

April						
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14	15	16	17	18	19	20
21	22	23	24	25	26	27
28	29	30				

May						
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26	27	28	29	30	31	

June						
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23	24	25	26	27	28	29
30						

July						
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21	22	23	24	25	26	27
28	29	30	31			

August						
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18	19	20	21	22	23	24
25	26	27	28	29	30	31

September						
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15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30					

October						
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13	14	15	16	17	18	19
20	21	22	23	24	25	26
27	28	29	30	31		

November						
S	M	T	W	T	F	S
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17	18	19	20	21	22	23
24	25	26	27	28	29	30

December						
S	M	T	W	T	F	S
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8	9	10	11	12	13	14
15	16	17	18	19	20	21
22	23	24	25	26	27	28
29	30	31				

Management Boot Camp
Managing for Maximum Results
Leadership in Action
Change Management
Influential Leader Series

Conflict Resolution Boot Camp
Personal Effectiveness Secrets for Leaders
Dealing with Unacceptable Employee Behavior
Identifying and Preventing Compassion Fatigue