



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"
- 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*
- Mentoring 101
- 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*
- **Suicide: What You Need to Know**
- **Thriving Emotionally in Retirement**
- Thriving in Chaos*
- Time Management: Boost Your Effectiveness*
- Work & Life: Managing the Delicate Balance*

Management Essentials

- **Blind to Opportunity: Uprooting Unconscious Bias in the Workplace**
- Coaching: The Key to Employee Development*
- Confronting Substance Use in the Workplace
- From BFF to BOSS*
- Managing Conflict Between Employees*
- Managing the Change Process*
- **Preventing Workplace Violence**
- 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 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: Let's Get Honest!*
- He Said, She Said: Recognizing Sexual Harassment in the Workplace
- 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
- **Verbal Defense***

*On-Demand webinar available on BestCareEAP.org,
NEW programs are BF.



Scheduling and Logistics

The training **Essentials** programs are intended to be 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 taken out of contracted onsite hours just as are the essentials. 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 recorded webinar.
4. Consider using one of the over **40 pre-recorded webinars** offered through the Best Care website. **They are free and available 24/7.** If you would like Best Care EAP to track your organizations viewings, please notify a Best Care EAP representative right away with this request.
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

New **Blind to Opportunity: Uprooting Unconscious Bias in the Workplace**

Neuroscience has now proven what many have long suspected: most of decisions are made at the subconscious level and are rooted in *bias* – learned beliefs about people and circumstances. Unconscious bias can blind us to the untapped potential in ourselves. This program can help you become a more effective leader by examining the most common types of unconscious bias encountered in the workplace and offering tips for uncovering and overcoming the preconceptions that may be hindering your success with that of your employees.

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.

New **Preventing Workplace Violence** *Workplace Violence* is a grave health and safety issue that threatens employees, managers, and clients. This program will aid you in preventing violence in your workplace by helping you: appreciate the scope of the



problem; recognize the many forms it takes; comprehend its root causes; spot its warning signs; and understand your role as a leader in the prevention process.

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”. **Y o u r** 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.

New **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: 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." This session provides rules to prevent

harassment, and how to constructively confront situations when you or others are being harassed.

He Said/She Said: Recognizing Sexual Harassment in the Workplace 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 Organizations face and teamwork is a must! But, 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 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!

New Verbal Defense In our 24/7, "I want it *now*" society, contending with verbally and emotionally - demanding people is fast becoming the norm for many customer service professionals. This program helps stressed customer service providers better serve their unreasonable clients by showing them how to recognize and then satisfy the unmet human wants that drive unpleasant client behavior.

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.

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!

New **Mentoring 101** Are you committed to maximizing your personal and professional potential? Then get yourself a mentor! This program is designed to help you enjoy the benefits of a productive, ongoing learning partnership with someone you respect and admire by offering time-



tested tools and guidelines for creating and sustaining positive mentoring relationships.

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 P\$ychology 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.

New

Suicide: What You Need to Know

Suicide is a leading cause of death in the US. Suicide remains steeped in stigma that can haunt people for years after an attempt. This program lays out what you need to know about suicide by examining the scope of issues leading up to an attempt, pointing out common risk factors and warning signs, and suggestions on how to reach out to others when they are in trouble.

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!

New

Thriving Emotionally in Retirement

Ah, retirement! Most everyone who isn't retired dreams of one day being able to hang it up. However, executing on it when the time is right is not as easy as it sounds. There is much more than to contend with when contemplating the right time to retire than will I have enough money. This session will help you thrive emotionally in retirement by revealing the Keys to Successful Retirement; presenting

a practical plan emotionally; as well as helping you commit to taking the next step(s).

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.