



PERSONAL ESSENTIALS

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.

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.

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).

MANAGEMENT ESSENTIALS

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 an 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.

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.



WORKPLACE ESSENTIALS

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.

Verbal Defense In our 24/7, "I want it now" society, contending with verbally verbal and/or 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.