

Best Care EAP Presents...

2020 Weekly Summer Webinar Series - Self-Defense

Throughout the past several months, many of us have been faced with challenging situations and tough decisions, which has created a heightened state of stress and anxiety. Knowing this, how do we arm ourselves with the right tools to overcome and ultimately, prevail? Please join Best Care EAP for our next phase in our Summer Series on *Self-Defense*.

Join Best Care EAP as we host the 3rd stage of our summer series, **SELF-DEFENSE**.

August 12, 2020, 9 am-9:45 am

Verbal Defense During High Stress (Kim and Robyn)

In our instant gratification society, combined now with the emotional toll the past several months has taken on many of us, we are faced with shorter fuses and less of a filter. No profession is immune to verbal escalation by those they serve. Learn some basic tips on how to better position yourself when you see the 'train coming down the tracks', and come out of it as the hero.

August 18, 2020, 9 am-9:45 am

Mitigating Workplace Violence (Matt Shaw - Guest Speaker - Sendtral/COO)

75% of all attacks begin with an observable incident. With that in mind we will address factors that contribute to violence in the workplace, along with ways to recognize actual and perceived attempts of violence, ways to prepare ahead of time for a violent incident, and ways to connect action to assessment to mitigate violence.

August 26, 2020, 9 am-9:45 am

The Not So Innocent Bystander (Kim and Dave)

Over the past several years, efforts to increase harassment training have amped up, but are they really working to change culture? We are going to look at another approach to harassment training, *bystander communication* and how this could make a big impact not just in establishing your foundation, but ensuring all members of your workforce have the confidence to "speak up" when necessary.



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Matt Shaw
Sendtral/COO



Dave Dechant
Training Consultant



Kim Hurst
Training Consultant



Robyn Burnett
Best Care EAP Manager