

# PILLAR TRAINING PROGRAMS

Management & Leadership



Team Development



Personal & Professional Growth



Physical & Mental Health



**BEST CARE EAP**

# PILLAR PROGRAM INFORMATION - NEW!



*New in 2021* – In order to better react to our changing world throughout 2020, program categories for 2021 were expanded to four areas. Now, the program categories should align better with topics relevant to future training.

## Management & Leadership:

These are essential programs that will develop skills and behaviors that are necessary to manage and lead teams.

- The Art of Influence
- Blind to Opportunity – Uprooting Unconscious Bias
- Coaching - Employee Development
- Confronting Substance Use in the Workplace
- From BFF to Boss
- Managing Resistance to Change
- **Managing Personality Conflicts**
- **Amping Up Today's Emerging Employees**
- Opioid Use in the Workplace
- Preventing Workplace Violence
- Rider, Elephant, Path: The Psychology of Workplace Change
- Stop the Drama
- **Supporting the Wellbeing of Our Remote Teams**
- **Workplace for Mental Health Leaders**

## Team Development:

These are essential programs that will help foster the interpersonal skills that will enhance the work between teams including hands on activities.

- Bullies: Not Just in the Schoolyard
- Clues to Teamwork
- The Emotionally Safe Workplace
- **In Sync at Work - Generational Differences at Work**
- Modeling Team Communication
- Personality Styles at Work
- Playing Your Part: How Team Roles Drive Success
- **The Not So Innocent Bystander**
- Sexual Harassment – Let's Get Honest
- Sexual Harassment – He Said/She Said
- S'More Teamwork
- Substance Use Awareness for Employees
- Team Survivor: Sink or Swim
- Teamwork: It's No Mystery
- **Virtual Teambuilding**

BF = NEW PROGRAMS FOR 2021

# NEW! - PILLAR PROGRAM INFORMATION

## Categories:

**Management & Leadership**  
**Personal & Professional Growth**

**Team Development**  
**Physical & Mental Health**



- A Head for Success - Cultivating a Growth Mindset
- **Building Emotional Intelligence**
- **Combating Burnout**
- Cultivating Creativity
- Don't Fear Feedback
- Down With Distractions
- **Everyday Diversity**
- Everyday Professionalism
- **How to Make Conflict Productive**
- **Managing Up**
- Master the Silent Language of Success
- Mentoring 101
- **Preventing Compassion Fatigue**
- **Stop the drama for Co-Workers**
- Successful Workplace Communication
- Time Management - Boost Your Effectiveness
- Thriving in Chaos
- **Verbal Defense**
- **Work/Life Synergy**
- Work Smarter, Not Harder
- Your Customers, Your Success

- Awakening Awe - Increase Energy & Reduce Stress
- **Be Kind to Your Mind - Mental Health Awareness**
- Bounce Back Better-Increasing Resiliency
- Coping With Change
- Designing a Personal Wellness Plan
- Don't Worry, Be Happy!
- **Dealing with Financial Stress**
- Frazzled vs. Festive - Managing Holiday Stress
- How Food Impacts Your Mood
- **Parenting During Pandemonium**
- Sweat, Smile, Repeat
- Psychology of Food Choice
- Psychology of Money
- Riding the Tiger - Serenity in the Age of Anxiety
- Stress Less
- Suicide – What You Need to Know
- Taking Care of Your Brain
- Thriving Emotionally in Retirement

BF = NEW PROGRAMS FOR 2021

**Personal & Professional Growth:**  
These are essential programs that will develop and foster soft skills such as confidence, creativity, professionalism, communication & productivity.

**Physical & Mental Health:**  
These are essential programs that will aid in the physical and mental well-being of your teams.

# PILLAR PROGRAM INFORMATION - NEW

## Scheduling and Logistics

The new training **PILLAR** programs are intended to be one hour in length and can be presented live at your worksite or via webinar.

To schedule a session, call **402-354-8000/800-801-4182** or email [Eap@BestCareEAP.org](mailto:Eap@BestCareEAP.org).

**TIP: It helps to call with all possible dates, time of day and names of the programs to ease in scheduling.**

If Best Care is not your organization's EAP, or your contract does not include onsite training hours, all trainings can be purchased separately.

Please contact Best Care if you have questions or need to develop a customized training solution for your team.

Most of the programs that are listed are already available as on-demand webinars 24/7 at [BestCareEAP.org](http://BestCareEAP.org). Some trainings that involve group activities are not available as recordings. Complete Program descriptions are on the following pages.

## Tips for easy scheduling:

- Check with your HR department/ EAP Coordinator to determine how training requests are managed for your organization.
- Employee Orientations and EAP Supervisory Training are taken out of contracted onsite hours just as are the PILLARS. *Both of these are also available 24/7 via webinar on the Best Care EAP website.*
- Trainings can be delivered in person or via live or pre-recorded webinar.
- You can also access the **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.
- 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.
- 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.)
- Most trainings require a minimum number of participants.
- We ask for a **48-hour cancellation notice.**

### 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.

### Blind to Opportunity: Unconscious Bias in the Workplace

Most decisions are made at the sub-conscious 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 will discuss common types of unconscious bias encountered in the workplace and offer tips for uncovering and overcoming the pre-conceptions.

### 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

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.

(training is 2 hours long, meets DOT requirements)

### From BFF to BOSS

60% 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 Resistance to Change

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

### Managing Personality Conflicts

Even in tightly-knit organizations personality conflicts will arise. Learning to manage these is a leadership skill you need to master. This program explores why personality conflicts occur; how to prevent them; what to do if you find yourself a party to the conflict; and how to deal with conflicts between two employees, between one person and a group, and between teams.

NEW

### AMPing Up Today's Emerging Employees

External motivators are so last century. Instead, to inspire a younger, more diverse, and tech-savvy workforce, managers need to focus on internal motivators – specifically AMP: Autonomy, Mastery, and Purpose. This program explores these concepts and offers leaders tips for applying them in their organizations.

### 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.

### 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.

### Stop the Drama

Negative behavior costs the U.S. economy more than \$350 billion annually in lost productivity. The average worker is forced to spend 2.8 hours 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.

NEW

### Supporting the Wellbeing of Remote Teams

The recent shift to remote work by many organizations has left newer remote workers and leaders struggling to keep up. We'll discuss the challenges remote work brings about: lack of face-to-face supervision, isolation, distractions and burnout that can all lead to worker distress. Also, we'll focus on new ways of doing things; shifting mindsets; opportunity over challenge, virtual coaching and navigating employees wellbeing by learning to detect warning signs, even from a distance.

NEW

### Workplace Mental Health for Leaders

Much of our workforce has been greatly impacted by mental health issues to varying degrees. It's important as a leader that you are competent in having tough conversations related to mental health by first recognizing early warning signs that someone may be struggling. Learn practical ways to make a difference and help open the door to a mental health friendly workplace.

### Bullies: Not Just in the Schoolyard

Bullying has become an epidemic in the U.S. workplace. A study from 2014 indicates that more than 27% of U.S. workers have experienced abusive conduct at work and 21% witness it. Learn how to recognize bullying and gain knowledge and tools you can use to stop and prevent it.

### 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.

### 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? Disrespect, ridicule, gossip and bullying are dangerous to our long term wellbeing. Learn what you can do to ensure an emotionally safe workplace where everyone feels accepted and appreciated.

NEW

### In Sync at Work: Generational Differences at Work

One size doesn't fit all when it comes to today's workforce. Learn how to adjust to a multigenerational workforce through defining these generations and learning the characteristics of each as well as some of the bias and beliefs that coincide. We'll come to learn that what might really matter at work are not so much the actual differences between generations, but people's beliefs that these differences exist.

### 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

### The Not-So-Innocent Bystander

Organizations are investing in anti-harassment training. However, what's missing from these efforts is the willingness of bystanders to intervene in interactions between harassers and their victims. This program can help you create a more diverse and inclusive culture by studying why bystanders find it hard to intervene, what happens when they do intervene and how to follow-up after a harassment incident.

### 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 Workplace

This program uses group discussions, case studies, and skill practice to explore in greater depth the ideas and approaches in *Sexual Harassment: 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 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. Identify and understand substance use, as well as take a look at the most commonly used and abused substances, including prescriptions.

### Team Survivor: Sink or Swim

Teams have the potential to deliver far greater results than any one individual working alone. But some teams sink when navigating the seas of common teamwork challenges. In this interactive program we will explore some common myths of teamwork and learn to steer the course for smooth sailing when working on a team.

### 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.

NEW

### Teambuilding: Virtual Edition

Whether this working from home phenomenon was brand new to you or you've been doing it for years, you know it brings a unique set of challenges as you strive to lead people to meet job expectations and achieve your organization's goals. Build the foundation necessary for this new culture through building trust and greater communication, staying productive with new means of accountability and overcoming any challenges remote work brings to the table everyday.

### 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.

NEW

### Building Emotional Intelligence

In the struggle for long-term success and happiness, Emotional Intelligence (EQ) beats Intelligence Quotient (IQ) by a knockout. Learn: what EQ really is and how it differs from IQ; why it's important to your success and happiness; and what you can do to cultivate this critical life skill.

NEW

### Combating Burnout

Job burnout is a special type of work-related stress — a state of physical or emotional exhaustion that also involves a sense of reduced accomplishment and loss of personal identity. It shouldn't be viewed as a sign of weakness but a sign to take a step back to evaluate. Job burnout can affect your physical and mental health. Participants will consider how to know if you've got job burnout and learn ways to overcome this state.

### 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.

### 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.

### 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!

NEW

### 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.



### How to Make Conflict Productive

Learn reasons why conflict is seen in such a negative light and what we can do to reframe our way of thinking around conflict. We will focus on the necessary actions to have difficult conversations and be able to disagree respectfully, without drama. Ultimately, resulting in a more harmonious work environment.



### Coaching Up

“Managing up” is a conscious approach to working with leaders in your organization toward goals that benefit everyone. This program will help you effectively “manage up” by providing strategies for creating positive relationships and win-win solutions with your manager.

### 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!

### 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.



### 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. Clarify what compassion fatigue is, identify signs, symptoms, who’s most vulnerable, and explore new ways of thinking and behaving that can help you prevent or cope with compassion fatigue.



### Stop the Drama for Co-Workers

Unchecked drama in organizations can result in poor morale, high absenteeism and attrition, increased stress-related medical conditions, and even safety issues. This program can help you and your coworkers bring down the curtain on workplace drama by clarifying what drama is, revealing the three things that drive drama, discussing how negativity contributes to drama, and offering tips for stopping drama in its tracks.

### 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.

### 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.

### 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.



### Verbal Defense

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.



### Work/Life Synergy

In our "always on" culture, achieving a healthy, satisfying life demands that you master the complex interplay between desires and responsibilities. The program will help you accept the time and energy limitations imposed on you, clarifying what's really important, and providing tips, tools, and techniques for channeling the time and energy you do have into building habits that will achieve the results you want.

### Work Smarter, Not Harder

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.

### 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.

### 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!



### Be Kind to Your Mind—Mental Health Awareness

Reports tell us that close to 1 in 4 of our workforce is struggling with a mental health issue, and this trend continues to grow each year. This program will help to define why mental health is so important, recognizing mental health issues and practical things that can be done to care for our own mental health and helping to support those around us.

### Bounce Back Better, Building Resiliency

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.

### 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.

### 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 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. 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 specific strategies for leveraging the power of these principles at work.

NEW

### Dealing With Financial Stress

72% of Americans report feeling anxious about their finances. Although much of what's going may be out of your control, there are things you can do to protect yourself and those close to you. This webinar aims to help in this regard by assisting you in putting your situation into a more meaningful context and offering practical steps you can take to protect your mental health and wellbeing.

### 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.

NEW

### Parenting in Pandemonium

While parents and their children continue to adapt to the fluidity of a pandemic environment, the turmoil of everyday parenting struggles continue to compound. Families are grappling with how to support not only their children's mental health, but their own, make tough decisions and explain things even we don't understand. This program dives into what we can do to help families with practical real-life advice for our "new norm"...and beyond.

### 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.

### The Psychology of Food Choice

Once you begin obsessing about something salty or sweet, a food craving is hard to shake. Cravings are normal: 97% of women and 68% of men experience food cravings. 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 will help: 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.

**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.

**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.

**Thriving Emotionally in Retirement**

Ah, retirement! Most everyone dreams of one day being able to retire. However, executing on it when the time is right is not as easy as it sounds. There is much more to contend with when contemplating the right time to retire than will I have enough money. This session will help by revealing the Keys to Successful Retirement; presenting a practical plan emotionally; as well as helping you commit to taking the next step(s).

***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!***