Training Opportunities

Advocate Aurora EAP offers a wide variety of trainings designed specifically to assist employees and leaders with an array of work and daily life issues. Our trainings vary in length from 30 to 120 minutes and may be customized to meet the specific requirements of your group or organization’s culture. For your convenience, training sessions are offered in-person and many are also available through webinar.

Please contact your Advocate Aurora EAP Account Executive for more information or to schedule a training program: 800.236.3231.

General EAP Education

For Employees
The overview of the Employee Assistance Program is designed to help participants understand the benefit and feel comfortable using the program. This training includes:

• A description of the EAP benefit
• An overview of different types of problems an EAP can address
• An explanation of how-to confidentially access available benefits
• A discussion of the advantages of using the EAP

For Leaders
This training includes the information from the general EAP orientation and describes the partnership between the leader and the EAP. In addition, we will:

• Learn how to de-stigmatize the EAP benefit, promote awareness and increase utilization
• Discuss how to use the EAP to address performance issues
• Include a discussion of the EAP coaching modules
Communication

Communication Styles – Employees
Communication is not only what you say, but also how you say it. This seminar looks closely at the keys to effective communication and challenges participants to explore the most difficult kinds of situations in which communication can break down. This presentation will:

• Increase understanding of effective communication
• Examine four key communication styles
• Discuss the importance of listening
• Put into practice what you learned

Communication Styles – Leaders
Communication and collaboration are necessary ingredients for a productive and harmonious work environment. As a leader, understanding how we communicate along with the communication needs of our employees is vital. This presentation will:

• Help managers understand their communication skills
• Develop strategies to help maximize the strength of each style
• Identify and demonstrate strategies for varying your communication style to fit the needs of today’s diverse workforce

Managing Change in the Workplace – Employees
Change is and always has been an inevitable part of life. But for most people change and adversity are difficult paths to traverse, especially in our work settings. Adapting to change varies depending upon the person and situation. However, knowing where you are in the change process can help you take the first steps toward adapting to change. We will:

• Define the stages of change
• Examine common responses to change
• Explore strategies for managing change

Managing Change in the Workplace – Leaders
The pace of change in the workplace is rapid. Unfortunately, most employees initially resist workplace change and defend the status quo—it’s human nature. Managers are often faced with the challenge of implementing the change and managing their employee’s reactions as well as their own.

• Outline the stages of change
• Examine common responses to change
• Explore strategies for managing these responses to change
Managing Conflict
Conflict is a natural part of human relationships. However, as stress levels rise, the potential for conflict increases. In daily life, conflict is often avoided or may be addressed inappropriately. This training session will help attendees begin the process of developing more effective conflict management skills. We will:

- Review common causes and signs of potential conflict
- Understand various conflict management styles
- Discuss the importance of respectful communication and identify processes for managing conflict
- Understand how conflict can be seen as an opportunity for personal and professional growth

Respect in the Workplace
No matter what kind of workplace we work in, respect is a fundamental requirement. This presentation identifies the connection between respectful communication and team functioning. We will:

- Define respect & disrespect
- Examine the connection between respect & communication
- Provide skills for improving respectful communication
- Discuss guidelines for addressing disrespectful behavior

Stress Management

Gratitude for Life
Adopting an attitude of Gratitude has significant research-based benefits in your personal, emotional, social life, health, and career. In this interactive presentation we will:

- Define and explore the many advantages of gratitude
- Discuss the correlation of gratitude and happiness
- Identify ways to cultivate gratitude

Fostering Mindfulness for Leaders
This training highlights leaders as influential change agents. Mindfulness is defined and daily life strategies are introduced to us individually and as a means of investing in other’s potential, growth, and development.

- Define and describe mindful leadership
- Explore how the science of mindfulness and its related benefits of practice are interconnected with effectively managing individuals and teams.
- Learn how to implement Mindfulness in the workplace
Happiness Works!
Some say that we are born happy…..or not. Actually, nothing could be further from the truth. Happiness can be created simply through practicing easily learned activities. In fact, we’re doing a lot of it already!

This seminar will demonstrate the connection between happiness and success, both personal and professional. It will review the science of happiness and provide concrete happiness tools. Session objectives will include the following.

1. Learn about the benefits of happiness and review the science of happiness
2. Identify how to increase your happiness base rate
3. Create some happiness and have some fun!!

Holiday Stress Management
For many, the holidays can create a season of increased stress. This presentation will provide tips for short- circuiting the stress response. Session objectives include the following:

• Describe the stress response and identify stressful situations specific to the holiday season
• Learn about managing time, family interactions, and money
• Discuss strategies for managing emotions and physical health during the holidays

Mindfulness
The practice of mindfulness has a variety of well-documented impacts, including a reduction in toxic stress and an increase in emotion regulation.

• Define and describe key elements of mindfulness
• Identify the benefits of mindfulness
• The practice of mindfulness has a variety of well-documented impacts, including a reduction in toxic stress and an increase in emotion regulation.
• Learn and practice several mindfulness techniques that can be incorporated into your daily life

Resilience – Take Care of Yourself and Have Some Fun!
It’s a fast-paced world out there - at work, home and in the community. We’d all like to find ways to decrease the effects of stress. Did you know you are already doing that? This training session will help you identify how.

The presentation will review five types of resilience and examine how practicing these daily can improve quality of life and add years to your life. Objectives for the session include the following:

• Identify and practice the five types of resilience
• Review the science of resilience and mindset
• Learn how acts of everyday creativity can improve quality of life
• Have some fun!!
Stress Management
Work, family, friends, finances, illness - stress can come from almost any aspect of life. This presentation addresses the nature of stress and identifies stress origins and symptoms. Participants will learn proactive ways to manage stress, using a variety of techniques. Training objectives include the following:

- Identify your life stressors and the stress response
- Identify healthy ways to manage your stress
- Learn and practice at least one relaxation exercise

The New Stress Management
When you’re told something that’s not 100% true for long enough, you may end up believing it. That’s the story when it comes to stress management.

For 50+ years we’ve been told that stress is bad and must be avoided. What if that’s wrong?

This training session will unravel the story of stress. It will help you create a plan for turning stress into something useful and actually good for you.... Who would have believed that?

Objects for the session include the following:

- Learn about three distinctly different stress responses
- Identify how you already successfully manage stress
- Learn how stress brings meaning to life
- Learn about harnessing the energy of the stress response

Substance Abuse

Alcohol and Other Drug Awareness for Employees
This training is designed to give employees a broad overview of various street and prescription drugs as well as alcohol.

- Drugs covered include marijuana, cocaine, amphetamines, PCP, opiates and others
- The nature of abuse and addiction will be described
- Resources for help, including EAP, will be discussed

DOT Drug and Alcohol Training for Leaders - 120-minute session
This training helps supervisors of CDL (Commercial Driver’s License) holders meet the federal requirement for a two hour training that:

- Includes one hour education on alcohol
- Includes one hour education on illegal drugs
- Focuses on reasonable suspicion, dos and don’ts, typical procedures and more
Alcohol and Other Drug Awareness for Leaders (Reasonable Suspicion)
This 60-90 minute training covers:
- Reasonable suspicion in depth
- Typical scenarios encountered in the workplace
- Prescription drug and alcohol misuse
- Recommended practices and company policy overview

Creating Healthy Employees

Achieving Health Goals through Resilience
We’ve all had the experience of trying to accomplish something important or attempting to attain an elusive goal. We may have struggled to achieve it, perhaps become discouraged, and then stopped altogether. This is all too common. This seminar session will be a bit different. Building on the five components of resilience, we’ll identify what you want to accomplish, and then turn your goal into something that’s realistic and achievable. You’ll create a structure that leads to success. Objectives for the session include:
- Identify what you’d like to accomplish
- Review the science of motivation and willpower
- Set up a structure that will make goal achievement easier and more effective

Balancing Work & Home
Too many demands, and not enough time? Balancing work and home obligations is a daily challenge. This presentation outlines the basics of work-life balance. Training objectives include the following:
- Assess personal life balance and identify obstacles to maintaining balance
- Examine the role assertiveness plays in maintaining life balance
- Learn coping strategies for maintaining life balance

Live Your Best Life!
This interactive workshop explores and defines the 8 components of wellness. Session objectives include:
- Identification of your wellness strengths
- Exploration of potential growth opportunities
- Development of short-term wellness goals
Mental Health Awareness
Learning about mental health disorders can help us be supportive. This session will provide accurate information and review how to provide support to others.

- Review common mental health conditions and how these may manifest in the workplace
- Review the role of EAP services
- Identify strategies for supporting employee’s success

Tobacco Cessation - Ready, Set, Quit
This motivational session is designed to help tobacco users:

- Identify where they are in the quitting process
- Learn about resources available to help them quit
- Identify steps they can take to move towards their goal of becoming tobacco-free
- Develop their own personal tobacco cessation action plan

Creating a Healthy Work Environment

Anti-Harassment Awareness for Employees
This training describes types of harassment to help identify associated behaviors and the negative impact these behaviors have on the workplace. We will:

- Define harassment
- Describe types of harassment and effect on the workplace
- Provide information on what to do about harassment in the workplace

Anti-Harassment Awareness for Leaders
This training describes types of harassment to help identify associated behaviors and the negative impact these behaviors have on the workplace. Case scenarios and step-by-step instructions are presented and practiced to help managers recognize and respond to harassment. We will:

- Define harassment
- Describe types of harassment and effect on the workplace
- Discuss several harassment case scenarios and appropriate management response based on your company’s anti-harassment policy

Diversity: Building a Culture of Inclusion
The scope of diversity in the workplace includes race, gender, ethnicity, age, personality, cognitive style, tenure and more. It also includes how people think and interact with others as well as how they perceive themselves. We will:

- Discuss diversity in the workplace
- Increase your awareness of how you personally value diversity
- Provide the skills necessary to manage yourself and your work environment
Supervisor Skills Development
Being promoted to a supervisor or a manager can have its challenges. This training offers information and tips to help supervisors improve their people skills and promote a respectful work team. In addition, this training looks at ways to avoid or address harassment issues in the workplace.

- Building a strong work team
- Managing conflict
- Building and promoting respectful communications
- Addressing bullying and harassment Issues
- Managing change in the workplace

Team Building
A well-functioning work team can be the key to a successful organization. How can help your team to create solid relationships and establish a strategy for great teamwork? This training looks at ways to develop the key areas of communication, trust and problem-solving skills within your team.

- Identify components of a successful team
- Recognize when a team is NOT working
- Establishing trust and respectful communication within the team
- Managing conflict and Problem Solving
- Discuss How team building pays off

Well Workplace, The Basics
Do you have a professional, mutually respectful atmosphere, where everyone communicates effectively? This presentation outlines the key components necessary for any organization to function at peak performance. We will:

- Define etiquette and customer service
- Identify best practice communication strategies
- Review key ingredients to a productive workplace environment

Workplace Violence
This presentation is designed to help managers recognize the situations and behaviors that increase the likelihood of violence in the workplace. We will:

- Define violence and discuss its causes
- Identify specific behaviors, situations and environments that may indicate volatility
- Identify warning signs and consequences of violence, as well as appropriate workplace responses