

## *1-Hour Wellness Seminars*



### ANGER MANAGEMENT

Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems at work, in personal relationships, at home and in the overall quality of life. This course outlines strategies for managing this unpredictable and powerful emotion called anger.

**LEARNING OBJECTIVES:** Understand What Anger Is, Recognize the Causes and Effects of Anger, Learn Tips and Coping Strategies for Dealing with Anger, Learn the Rules for Fighting Fair



### BECOMING MORE ASSERTIVE

Being assertive is the ability to confidently express one's thoughts, feelings and actions without negatively impacting others.. This course outlines strategies for becoming assertive without being aggressive.

**LEARNING OBJECTIVES:** Understand the Difference between Assertive & Aggressive Behavior, Understand the Rules for Valuing Yourself & others, Learn New Skills for Being Assertive, Learn How to Say No Without Offending Others, Learn How to Give and Receive Criticism



### BEYOND HELLO: TELEPHONE CUSTOMER SERVICE SKILLS

Do the people who answer your phones listen well? Do they understand what makes the person on the other end of the telephone tick? **LEARNING OBJECTIVES:** Learn Basics of Customer Service, How to Project a Polished Phone Image, How to Take Accurate & Effective Messages; and Questioning Techniques That Get to the Root of Customer Concerns



### BECOMING AN EFFECTIVE TEAM MEMBER

Team building has been recognized by many organizations as a key factor in providing quality service and remaining competitive in today's market. This interactive seminar focuses on the individual responsibility of each team member and their effectiveness. **LEARNING OBJECTIVES:** Define the purpose & characteristics of teams, discuss individual behaviors that contribute or detract from team success, discuss some tips & techniques you can begin doing to be a more effective team member



### BUILDING EFFECTIVE COMMUNICATION

Effective communication is essential not only for our professional life, but our personal life as well. This is an interactive seminar focusing on non-verbal communication, active listening, and barriers to effective communication. **LEARNING OBJECTIVES:** Learn Common Styles of Communication, Identify Barriers to Effective Communication, Discuss Tips and Strategies for Listening and Responding, Understand How to Enhance Communication Skill



## BUILDING POSITIVE SELF-ESTEEM

Taking care of you is the foundation on which all other pathways to self-esteem rest. The way others see us is directly related to how we see ourselves. In this interactive seminar, participants will learn techniques for creating a positive self-image and how our self-talk affects our attitude. **LEARNING OBJECTIVES:** Define Self-Esteem, Understand Some Causes of Low Self-Esteem, Learn How to Build a Positive Self-Image, Understand How Self-Talk Affects Your Attitude, Tips for Loving Yourself and Being Your Best



## CARING FOR THE CAREGIVER

Few people are prepared for the responsibilities and tasks involved in caring for the aged. Many people do not have a choice in the matter. The primary necessity of being a good caregiver is learning to take care of oneself. This course outlines strategies for caring for the caregiver. **LEARNING OBJECTIVES:** Understand the Types of Caregiver Stress, Review & Prepare Checklist for the Care-Receiver & the Caregiver, Learn Tips & Coping Strategies for the Caregiver, Understand the Grieving Process, and Appreciate the Caregiver's Bill of Rights



## CHANGE MANAGEMENT OVERVIEW

Change is the only constant in today's world. Dealing with the topic of change can be a difficult matter, particularly in an era where things are changing so quickly and so constantly. This course outlines strategies for coping with change and the negative thoughts, feelings, emotions and behaviors change may bring. **LEARNING OBJECTIVES:** Identify Attitudes and Beliefs About Change, Recognize the Stages of Change, Understand Possible Reactions to Change and How to Handle Them, Learn Tips and Coping Strategies for Change



## CIVILITY IN THE WORKPLACE

We'll start with Life, Liberty and the Pursuit of Happiness. These inspiring words will provide the ideal to move toward as we consider how to contribute to a work environment of mutual respect. **LEARNING OBJECTIVES:** Understand why Civility is important; Identify what makes a behavior perceived as Civil or Uncivil, and Learn practical ways to create an environment of mutual respect.



## CONFLICT RESOLUTION

Many organizations and their employees experience some type of conflict either at home or at work. It presents problems for many people, and the resulting stress often spills over into their lives inside and outside of work. **LEARNING OBJECTIVES:** Explore Conflicts Focusing on Where conflicts Arise and How We Typically Deal with Them. Learn New Ways to Resolve Conflicts More Productively and Learn Ways to Prevent Conflicts From Happening in the First Place.



## COPING WITH CHANGE AND A REDUCTION IN FORCE

Change and transition are emotional processes that may bring negative thoughts, feelings, and behaviors especially when the change is a reduction of force at your job site and your position has been eliminated. This course was developed to support those employees who are affected by this stressful situation and to provide some guidelines about what to expect and ideas that could make the transition a little easier

**LEARNING OBJECTIVES:** Understand the Stages Employees May Go Through in Processing the Change, Learn Techniques & Coping Strategies, Learn Specific Tips that Could Make the Transition Easier



## COPING WITH THE STORMS OF LIFE

Our world has changed drastically, and focusing on “business as usual” has become extremely difficult. Each person reacts differently to a crisis and a range of responses can be expected. Keeping in mind, that for some people the effects may not be felt immediately but, instead, arise months later.

**LEARNING OBJECTIVES:** Understand the Emotional Impact of Uncertain Times, Helping Your Workforce Cope, Taking Care of You in Times of Stress, Helping Children Deal with Disasters.



## CREATING HEALTHY LIFESTYLES

A Healthy lifestyle....what exactly is that? Many of us know most of what we *should* do to be healthy; however, does it conflict with what you WANT to do? Do you struggle making the commitment or even having the time? How can you get the balance to live a long and prosperous life and have fun doing it?

**LEARNING OBJECTIVES:** Learn the Basics of Living a Healthy Lifestyle, Identify Barriers to Creating the Healthy Lifestyle You Desire, Learn Tips and Techniques to Help You Achieve Your Healthy Lifestyle Goals



## Creating a Positive Outlook

If positive energy is so important, and we all agree that the research demonstrates it works, then why aren't people more positive? Why are there not more people skipping through the halls smiling at their co-workers and loving their job? This seminar will give you some tools to live your life in a more positive way when encountering negative people and experiences. **LEARNING OBJECTIVES:** Define Optimism, Understand causes of Negativity, Learn how self-talk affects attitudes, and Learn tips to support yourself & be your best.



## CREATING WORK & LIFE BALANCE

If you are like most working professionals, you have the responsibility of keeping your household running smoothly, creating healthy family relationships and keeping the demands of your job and superiors in check. These are all priorities in life; however, how do you deal with each responsibility when priorities collide?.

**LEARNING OBJECTIVES:** Identify the Causes of Work/life Stress, Learn To Prioritize Your Roles and Responsibilities, Learn Tips and Techniques to Help Better Create Balance in Your Life



## Cubicle Combat: Bullying in the Workplace

Unfortunately, the bullying for some did not stop on the playground. You'll be surprised to learn just how many Americans have reported being bullied in the workplace. **LEARNING OBJECTIVES:** Define Bullying, the types of bullying on individuals and organizations, and discuss strategies to combat bullying in the workplace.



## Customer Service in the Schools

Being able to solve problems and handle challenges while remaining calm and professional isn't always easy --whether you are talking with parents, teachers or representatives from other schools. Learn how to project a polished phone image, and leave with the tools to present an image that says "confident, credible and capable." **LEARNING OBJECTIVES:** To discuss barriers to communication, Identify ways to become better "Active" listeners, and learn ways to Enhance communications.



## DEALING WITH DIFFICULT PEOPLE

Difficulty or conflict is a reality at work and at home. The key is having the ability to handle it in a manner that does not detract your attention from more important issues. **LEARNING OBJECTIVES:** Understand Diversity of People and Their Behavior, Learn How Our Perception Impacts Dealing With A Difficult Person, Learn Some Tips and Techniques for Dealing with People Who Are Difficult or Different



## DEALING WITH DISRUPTIVE BEHAVIOR IN THE WORKPLACE

Disruptive behavior can range from something as innocent as "whistling while you work", or as serious as coming to work intoxicated. The purpose of this seminar is to discuss different types of disruptive behaviors in the workplace, and learn ways to handle them. **LEARNING OBJECTIVES:** Define WHAT disruptive behavior IS; what it is NOT; WHY people act disruptively & address HOW to manage disruptive behavior.



## DEPRESSION IN THE WORKPLACE

Mental health is a substantial part of our overall well-being. If we feel good about who we are, we then in turn can generally expect to interact well with others in our personal as well as our professional lives. The counterpart of mental health is mental illness. **LEARNING OBJECTIVES:** Definition of Depression, Facts About Depression In The Workplace, Symptoms Of Depression and Mania, Causes of Depression, Attitudes about Depression, Tips for Coping with Depression, Evaluation and Treatment, Resources



## Do More with Less Stress

Stress impacts all aspects of a person's life including their health, personal relationships and work. The good news is stress is a controllable condition. Learn how to make some simple changes in your lifestyle that will make the difference. Create balance through the use of straightforward tips and techniques. It's an everyday effort & focus resulting in a long life filled with happiness & prosperity. **LEARNING OBJECTIVES:** Identify Symptoms of Stress, Discuss Sources of Stress, Healthy Tips and Techniques for Handling Stress



## DUAL CAREER COUPLES

Over the past twenty years, across socioeconomic classes, there has been an increase in time devoted to work and a decline in leisure time, resulting in a time crunch for many families. This time crunch affects partners' time with each other, and for those who are parents, time with children. **LEARNING OBJECTIVES:** Definition of Dual Career Couples, Trends, Challenges, Positive Effects, Balancing Work and Life Management Tips



## EFFECTIVE PARENTING TECHNIQUES

Raising children can be fun and rewarding. It does not need to be as difficult as we sometimes are led to believe. While some parents are more effective than others, most parents can be taught parenting techniques that get positive results. This workshop explores ways to increase your effectiveness as a parent. **LEARNING OBJECTIVES:** Understand How to Develop a Healthy Family, Understand the Importance of Communication, Learn How to Build a Child's Self-Esteem, Learn How to Be There for Your Teenager, Learn How To Let Go



## Emotional Eating: Food and Mood

Research has shown there is a direct connection between a person's mood and the food they eat. Certain foods alter one's mood by influencing the level of brain chemicals called neurotransmitters. This workshop helps you understand how our food and mood can work for, or against you. **LEARNING OBJECTIVES:** Understand brain chemistry, Learn what triggers food cravings, Identify foods that increase relaxation, alertness, performance & reduce stress; and learn how to control carbohydrate cravings and lift your mood.



## FINANCIAL FITNESS

Money problems can be as upsetting as they are commonplace. Learning to stay financially healthy is good for you, your family and your future. In this seminar you will identify common causes of financial difficulties, learn the importance of a budget and strategies for financial management. **LEARNING OBJECTIVES:** Understand Why You Need Financial Planning, Identify Potential Debt Problems, Understand Responsible Credit, Learn How & Why to Budget



## Golden Rules for Back to School

When you're a working parent, time seems to fly by faster than you realize. Although it may not seem like school is starting back up for a while, it will be here before you know it! How about getting prepared now so you and your kids can experience a great year? This seminar will provide you with basic guidelines to better manage the responsibility of having school age children. **LEARNING OBJECTIVES:** GPS: Get Prepared Soon, Plan for success in school, Communicate clear expectations, Follow through on safety strategies, Encourage Responsibility, and Reward Effort & Behavior



## Humor in the Workplace

Job Stress has become a common and costly problem in the American workplace, leaving few workers untouched. Stress is unique for everyone. While you may want to cry, instead let's learn to laugh! This course focuses on the benefits of incorporating humor as well as other stress management techniques to help deal with the stresses at work. **LEARNING OBJECTIVES:** Recognize the benefits of using humor at work and explore concrete ways that humor can be injected into the work day



## MANAGING A MULTI-GENERATIONAL WORKFORCE

More generations interact in the workplace than has ever been the case previously. Workers are living longer, are generally healthier, and some have financial considerations that are keeping them in the workforce much longer. Supervisors and managers are faced with managing these different generations in the workplace. **LEARNING OBJECTIVES:** Review the values & work related preferences of the different generations, Identify generational differences that may cause conflict, Identify similar values among the generations, discuss strategies to manage some of the top challenges in multi-generational companies



## MIND YOUR OWN BUSINESS: CONFIDENTIALITY, RUMORS AND GOSSIP

Rumors are flying. Gossip can spring up in your company or organization for a variety of reasons. The company should care because, gossip decreases productivity and creation, it distracts people from their work, it creates dividers between those who work together, it compromises customer service, and it can cause pain and resentment to people who are the targets. Gossip consumes much more time at work than one thinks. **LEARNING OBJECTIVES:** Explore Confidentiality Issues, How to Control the Rumor Mill, and how to exhibit proper workplace behaviors



## Motivating Employees

A company is not truly successful until the company's employees are positively motivated to be productive, highly successful individuals. Motivating employees to meet company productivity standards can often be a challenging task. Being that every person is different, one person may be motivated in a way totally different from the other person. **LEARNING OBJECTIVES:** Discuss Types of Motivation, Motivational Theory, and Motivational Techniques for Managers. Learn how to meet basic employee needs, as well as how to develop a plan of action



## QUALITY CUSTOMER SERVICE

Quality customer service goes hand in hand with professionalism. Keeping clients happy is more than just good policy. It's the key to winning customer loyalty. But there's a big difference between giving clients "standard treatment" and giving them the "royal treatment". This seminar discusses important ways of providing ROYAL customer service. **LEARNING OBJECTIVES:** Understand the Cost Involved in Poor Customer Service, Understand Challenges and Roadblocks that Inhibit Quality Service, Develop Skills to Provide Royal Customer Service



Ready...Set...GOAL!  
Goal Setting for Work & Life Balance

It doesn't have to be New Year's Eve to set new goals! Become inspired to set new goals at both home and work...and learn tips on how to reach them. **LEARNING OBJECTIVES:** Discuss strategies for successfully achieving goals, explore obstacles to effective goal setting and change, discuss realistic goal-setting, and make a plan for getting started



REDUCING HOLIDAY STRESS

The holidays can be a time of happiness and joy with family and friends. It can also be a time of frustrations and increased demands on you physically, mentally, emotionally and financially. This course outlines strategies for surviving the holidays and maintaining your well being at a potentially stressful time.

**LEARNING OBJECTIVES:** Identify the Stressors Present During the Holidays, Understand the Major Sources of Stress, Learn to Balance Expectations From Family and Work, Learn Tips and Coping Strategies for Managing Holiday Stress, Learn To Relax, Appreciate the Holiday Bill of Rights



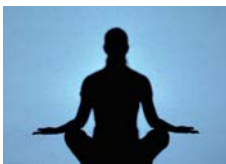
SAFETY IN THE WORKPLACE

From management to skilled labor, both employers and employees alike are concerned with safety in the workplace. We have guidelines that have been set down from OSHA to assist us in our endeavor to keep the workplace safe and minimize the risk that workers face day-in and day-out. **LEARNING OBJECTIVES:** Understand Direct & Indirect Costs of Lack of Safety in the Workplace, Develop Awareness of Accident Causes, Understand Risk Factors to Violence in the Workplace, Apply Good Safety Practices & Implement Prevention Strategies



STAYING TOUGH IN TOUGH TIMES  
Coping with Economic Uncertainty

Stress is a huge issue in our society, especially now with the rising costs. So how does one prepare for these rising prices and current state of our economy and world as a whole? It may be a matter of making some simple changes in your lifestyle that will make the difference. . We will discuss some straightforward tips and techniques while recognizing that none of us are alone in this. **LEARNING OBJECTIVES:** Identify Symptoms of Stress, Discuss Sources of Stress and Financial Strain, Learn How and Why to Budget, Learn Healthy Tips and Techniques for Handling Tough Times



STRESS RELAXATION  
TECHNIQUES

**STRESS!** The sheer sound of the word gives people a reaction. At some point in the day you experience it and other times you are overly consumed by it. Once you are caught in the grip of stress, it is hard to do or focus on anything. Although stress can be seen as positive or negative it impacts your body and mind. This workshop will teach you to de-stress your body and relax your mind. **LEARNING OBJECTIVES:** Understand What Stress is and How it Impacts You, Recognize the Symptoms and Causes of Stress, Learn Some Daily Relaxation Tips and Techniques to Help You Through the Day



## SUBSTANCE ABUSE FOR EMPLOYEES

Drug and Alcohol abuse continues to be a pervasive problem impacting both personal and professional lives. This workshop outlines strategies for identifying abuse and how to utilize EAP to address issues and get back on the road to success. **LEARNING OBJECTIVES:** Understand the Definition of Substance Abuse, Understand the Impact of Abuse in the Workplace, Understand the Pathway to Addiction, Review the Types and Most Commonly Abused Drugs, and Recognize Signs & Symptoms of Abuse



## SUBSTANCE ABUSE FOR SUPERVISORS

Drug and Alcohol abuse continues to be a pervasive problem impacting both personal and professional lives. This workshop outlines strategies to help supervisors identify abuse and utilize EAP to address issues that may be impacting productivity. **LEARNING OBJECTIVES:** Understand the Definition of Substance Abuse, Understand the Impact of Abuse in the Workplace, Understand the Pathway to Addiction, Review the Types and Most Commonly Abused Drugs, Recognize Signs & Symptoms of Abuse, Know How to Conduct Early Interventions



## THE SANDWICH GENERATION

More and more, working adults are confronted with the challenge of taking care of children and looking after aging parents while trying to find the time and energy to meet career demands and their own personal needs. This course takes a look at the “Sandwich Generation” and how to deal with their intergenerational dilemmas. **LEARNING OBJECTIVES:** Understand the dynamics of the sandwich generation and how their situation affects the home & the workplace, discuss the most common concerns, learn tips & coping strategies for dealing with these challenges, review additional resources for assistance and support



## THE VALUE OF EXERCISE

Most people know a great deal of the value of exercise, but there are some myths about exercise that are still misleading many people. This seminar focuses on how much you know already, and maybe find out a few new things along the way. **LEARNING OBJECTIVES:** Discuss Myths About Exercise, Provide Alternative Ways of Looking at Exercise, Mental and Physical Benefits of Exercise, Safety Tips, Challenges



## TIME MANAGEMENT

Managing your time is important in order to minimize the stress in life. This workshop helps you look at how you currently use time and determine if you are as efficient as possible. If you are interested in gaining more control over your time, make sure you prioritize this session into your daily routine and take the time to learn some quick time management tips to alleviate stress and gain more control over their life. **LEARNING OBJECTIVES:** Understand the Definition of Time Management, Identify Time Wasters, Identify Techniques for Effective Time Management, Learn Tips to Handle Daily Tasks



## UNDERTANDING DOMESTIC VIOLENCE

We have few needs as basic as the need to feel safe in our own homes. Yet millions of people live in fear of a spouse or friend, or even of their children. In this seminar, you will learn what domestic violence is, why it should be stopped and what you can do to help. **LEARNING OBJECTIVES:** Understand What Domestic Violence Is, Discuss Statistics Regarding Domestic Violence in America, Recognize Signs & Symptoms of Domestic Violence, Understand the Issue of Power and Control, Learn What You Can Do To Stop Domestic Violence



## VALUING GENERATIONS AT WORK

Diversity at work is a common discussion among most organizations; however, generational differences are a component of diversity that is important to understand yet rarely discussed. For the first time in American history we have four different generations working together, each bringing value in helping us to understand where we have been and where we are headed. Please join us as we discuss the characteristics of each of the four generations and learn how making the most of the generational resources in our daily routines. **LEARNING OBJECTIVES:** Learn the Characteristics and How You Fit Into the Mix, Identify What Value Generational Differences Bring to the Workplace, Learn Some Tips to Help Bridge the Differences in the Generations



## Your Healthcare, Your Responsibility

With all the focus on health care cost, people want to make sure they are getting what they pay for, right? Do you really know the quality of care you are getting from your doctor? What do you know about the hospitals in the area besides what you hear in the news or read in the paper? During this session we are going to cover research information and different items to assist you in making informed decisions as it relates to your health care. **LEARNING OBJECTIVES:** Research information regarding medical errors, Different ways to actively get involved when dealing with health care providers, Types of questions to ask so you can make informed decisions and choices, Additional resources that are available for consumers

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