Magellan HEALTH®

Options in Learning Guide

For Work and Home

Last updated: April 15, 2019

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Frequently Asked Questions

1. How are the courses in the *Options in Learning Guide* delivered?

Courses can be delivered in a variety of ways.

- **Classroom-based** courses are generally held at the work site for a group (approximately 20-30) of employees. Magellan's training network allows us to locate a local trainer to facilitate the course in person. This format is typically best when the course topic could be emotionally stressful, or a lot of interaction is required, such as Navigating Downsizing and Job Loss or Team Building.

- **Webinars** are presented in real-time via the internet for the content and via telephone* for the audio. Mobile access is also available using the Adobe Connect mobile app**. Participants may log in to the webinar individually or as a group in a conference or meeting room. Participants interact with each other and the presenter via poll questions and the "chat" feature. This format makes great use of your training hours because employees from multiple sites can participate at one time without traveling. Speakers with over 30 participants may choose the listen-only mode, and conduct all participant communication through the chat. Webinar meeting rooms can accommodate up to 100 attendees.

*Audio is also available via computer. However, the trainer does not have control over technical issues related to audio via computer, because of the diversity in the technology used by participants (ex. age of the computer, broadband). International attendees will have the option to listen to audio via their computer speakers.

***The Adobe Connect application can be downloaded from Apple iTunes, Android Market or Blackberry App World.*

2. How soon in advance should I request a course?

Classroom-based: At a minimum, a notice of 25 business days is optimal to ensure we locate a trainer with experience in your course topic. Six to eight weeks is needed to create a classroom-based course that is customized to your company. Consult with your account representative if customization is needed as additional fees may apply.

Please note larger scale requests, such as more than one training requested on the same day, may require additional lead time.

Webinars: Due to their popularity, a minimum of 25-business days' notice is also optimal for requesting webinars. Six to eight weeks is needed to create a webinar that is customized to your company. Consult with your account representative if customization is needed as additional fees may apply.

3. How do I decide which course to select and in what manner it should be delivered?

In addition to calling your account representative at Magellan for a consultation, asking yourself the questions below can also help you to decide.

- What's going on in the workplace that led me to inquire about a Magellan course? (i.e.: a new product line, organizational change, employee stress)
- What do I want employees to gain from this course? (i.e.: strategies to balance work and personal life, strategies to cope with stress)
- What areas are the majority of employees talking about? (i.e.: financial strain, communication concerns)
- Do I want employees from multiple sites to participate at the same time?
- What learning format works best with our employees? (i.e.: classroom based, webinar)

4. Once I've selected a course, how do I request it?

You can request a course by calling either your company's EAP 800 number or your account representative. Be prepared to provide information such as the course you have selected; whether you would like the presentation via webinar or in person; anticipated number and position of employees participating (leader/non-leader/mixed); any relevant information/events precipitating the request and what day and time you would like the course held. The customer training team strives to meet the needs of all customers. In the event, we cannot fulfill a specific request, your account representative will contact you to discuss alternative options.

5. What if I don't see a course in the *Options in Learning Guide* that meets my needs?

The customer training department can create a course to address your needs. Please consult with your account representative for customization fee details. Please keep in mind additional lead-time is needed for customization. Please note—Magellan does not create trainings in compliance with any state regulations and/or requirements.

Magellan maintains copyrights on all Magellan developed materials.

6. What if I schedule a course and then have to cancel it?

Please notify your account representative as soon as you know the course will need to be canceled. Please respect the trainer's schedule and provide at least one week notice. Consult with your account representative regarding cancellation fees if a training needs to be canceled with less than one week notice.

7. How long are the courses?

- **Classroom-based:** Classroom-based courses vary in length depending on topic, but most are between 60 and 90 minutes.
- **Webinars:** Webinars also vary in length, but are generally 60 minutes.

8. What if I want to change the content or length of a training?

Please contact your account representative to discuss this variation. Please note customization of materials may change the course objectives. Also, all customizations require additional lead-time. Please consult with your account representative for customization fee details.

Magellan maintains copyrights on all Magellan developed materials.

9. Whom do I contact if I want to have Magellan at a health fair?

You can request Magellan attend a health fair by calling either your company's EAP toll-free number or your account representative. Let us know the location of the health fair, how many employees will be participating, and what day and time you would like the health fair to be held. At a minimum, a notice of 15-business days is optimal to ensure we locate a provider in your area.

10. Can a Magellan training session be recorded by the customer?

In order to retain sole control over Magellan copyrighted training content, Magellan does not allow customers to record their trainings.

11. How are the courses organized in the *Options in Learning Guide*?

There are five categories, and the bulleted list beneath each category will give you an idea of the types of courses located in that category.

Emotional Well-Being
- Anxiety
- Mental health and suicide prevention
- Stress
- Relationships
- Resiliency

Healthy Living
- Aging well
- Health promotion
- Tobacco cessation
- Weight management

Home & Family
- Addictions
- Elder care
- Employee EAP orientations
- Parenting

Leadership
All courses where the audience would be those in a leadership position such as supervisors, managers and HR representatives.

Working Well
- Change management
- Cultural communication
- Drug-free workplace
- Job loss
- Communication
- Time management
- Work-life balance
- Workplace safety

Emotional Well-Being

Striving for emotional wellness and health is essential to living your best life of wholeness, balance and contentment.

Emotional Well-Being

Create a Positive Outlook

Many people find it hard to maintain an optimistic attitude. Why is it important to create a positive outlook? Some studies show personality traits, like optimism and pessimism, can affect many areas of your health and well-being. Even if being positive doesn't come naturally it can be developed. In this training, participants will learn and practice skills to help create a positive outlook.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	ECPO	In-person, Webinar	1 hour

Enhance Your Relationships with Better Communication

Effective communication helps us better understand other people or situations, and it assists us to resolve disagreements. What we try to communicate to others, and what others try to communicate to us, frequently gets misunderstood. This miscommunication can cause conflict and frustration in our personal and professional relationships. In this training, you will learn basic techniques to improve your communication skills to enhance your relationships at work and home.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	ERBC	In-person, Webinar	1 hour

Five Fast Fixes to Reduce Stress

Stress is an inevitable part of life. It comes in many forms, such as trying to figure out how to pay unexpected bills or managing increased demands at work. We can't stop all stressful events from happening, but we can learn to manage them in a way that keeps our stress level under control. This training teaches five simple tips to help manage everyday stressors faced at work or home.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	EFFF	In-person, Webinar	1 hour

Gaining Control of Your Health and Financial Stress

Financial stress can affect your overall health and well-being. This training will review financial stress management tips, how to handle the stress associated with economic changes, and what additional resources are available to you if you find that you are unable to handle your situation on your own.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	EGCF	In-person, Webinar	1 hour

Mental Health and Suicide Prevention Awareness

Despite the high prevalence of mental illness and deaths by suicide, about two-thirds of people with mental illness never seek professional care. Yet, most who receive care improve and many recover completely! Attend this training to learn mental illness and suicide facts and warning signs, how to help yourself and others with mental health concerns, and valuable resources for promoting mental health.

Audience:	Order code:	Format:	Length:
General Audience	EMHS	In-person, Webinar	1 hour

Overcome Worry

Worry is feeling uneasy or being overly concerned about a situation or problem. We all worry from time to time, although excessive worry can affect us emotionally and physically. This training will provide a formula to help discover the things you worry about the most and develop a plan to manage those situations or problems. In addition, you will learn tips to help others deal with excessive worry.

Audience:	Order code:	Format:	Length:
General Audience	EWOR	In-person, Webinar	1 hour

Preparing Yourself Emotionally for Retirement

Most often when discussing retirement planning, the information pertains to financial matters. However, this training focuses on preparing emotionally for the transition to retirement. The target audience is anyone between one to 15 years from retirement. In this training, participants will learn about the transition into retirement, the emotional stages they may experience during the transition, and what actions they can take to prepare.

Audience:	Order code:	Format:	Length:
General Audience	EERP	In-person, Webinar	1 hour

Relaxation for Mind-Body Connection

Research has shown stress can affect our physical and mental health. In fact, stress can contribute to health problems, such as high blood pressure, heart disease, obesity, and diabetes. The good news is we can learn to manage the stress in our lives. One proven way to manage stress is to bring forth the relaxation response. During this training, you will learn relaxation techniques to manage stress and trigger your relaxation response.

Audience:	Order code:	Format:	Length:
General Audience	EMBS	In-person, Webinar	1 hour

Successfully Navigating Challenging and Difficult Relationships

Relationships are an integral part of our personal and work lives and can be very enriching. Unfortunately, that is not always the case. Some relationships can be a source of anxiety, stress, and negativity. In this training, participants will explore their own challenging and difficult relationships; learn practical strategies, techniques, and resources to improve those situations; and identify a personal action plan.

Audience:	Order code:	Format:	Length:
General Audience	ECDR	In-person, Webinar	1 hour

Tackling Life's Challenges with Resilience and Grit

What gives some people the ability to recover from hardship and reach their long-term goals, while others struggle? The answer might be resilience and grit. In this training, participants will learn the meaning of resilience and grit, characteristics of people with these traits, benefits to building these skills, and ways to improve your resilience and grit.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	ETRG	In-person, Webinar	1 hour

Techniques to Restore Well-Being and Improve Health

Life is full of circumstances that deplete us of energy and can leave us feeling unhealthy and discontented. It's important to find ways to regularly and purposefully restore our well-being. In this training, participants will learn restorative practices to improve well-being, including approaches to help them feel calm and connected, and how to integrate these techniques into their personal life and goals.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	ERTH	In-person, Webinar	1 hour

The Art of Mindfulness

In this hectic, overstretched world we live in, most of us are doing two or three tasks at any given time throughout the day. In the midst of completing necessary tasks, you may find yourself losing touch with the here and now—missing out on what's happening in the present moment and how you're feeling. In this training, you will learn the difference between mindlessness and mindfulness. You will also learn the importance and benefits of being mindful. Additionally, you will have an opportunity to practice mindfulness meditation techniques.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	EAOM	In-person, Webinar	1 hour

Healthy Living

Discover new ways for an inspiring
life by acquiring and improving
upon healthy living practices.

Healthy Living

Breaking Free from Tobacco

This six-week program incorporates information, group discussion, and experiential learning that addresses the unique challenges faced in overcoming tobacco. Participants are encouraged to explore options for tobacco detox, identify strategies to quit and develop the support needed to maintain a tobacco-free lifestyle.

Audience:	*Order code:*	*Format:*	*Length:*
Tobacco users ready to quit	HLBF	In-person only	6 weeks, 2 hours each week

Improving Your Personal and Work-Life with Better Sleep

Not getting enough proper sleep can be harmful to health and well-being. Research shows a lack of quality sleep can interfere with the body's ability to heal. Also, sleep deprivation leads to decreased productivity and makes it harder to learn new tasks. Many people aren't even aware they are sleep deprived and believe they are functioning well. In this training, participants will learn why sleep is important; things that interfere with sleep and techniques to improve your sleep, including tips for shift workers.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	HLIS	In-person, Webinar	1 hour

Maximizing Your Attention

It can be hard to maintain our attention and focus when we have so many things on our minds. Most of us spend the day distracted by our thoughts regarding things that happened in the past or things we have to do in the future. The inability to be "present" in the moment can affect our ability to do our job well. In this training, you will learn how to define a distraction, the importance of attention, techniques for maximizing your attention and how to put aside personal/family issues.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	HLMA	In-person, Webinar	1 hour

Surviving the Holidays

The holidays can be a very joyful and exciting time. However, for many, it can be very challenging with feelings of stress, worry, and sadness. In this training, participants will learn practical strategies and set goals for managing common threats; including, depression, financial, excessive eating and drinking, relationships and overcommitment.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	HLSH	In-person, Webinar	1 hour

The Mind-Body Connection: Healthy Aging and the Brain

As we get older, changes happen in all parts of our body, including our brain. The brain is the most complex part of the human body. The health of our mind can affect the health of our body and vice versa, so brain health is essential for overall health and wellness. In this training, you will learn about the mind-body connection as it relates to aging. You will also learn about changes that happen in the brain as you age and ways to keep the brain healthy.

Audience:	Order code:	Format:	Length:
General Audience	HLAB	In-person, Webinar	1 hour

Tobacco Cessation: Setting the Stage to Quit

Quitting tobacco is a difficult feat. However, it can be done! In this interactive training, participants will determine their readiness to quit, personal reasons to quit and triggers to tobacco use. Participants will learn about signs and symptoms of withdrawal and how to manage these, how to deal with relapses and get tips on how to quit using tobacco.

Audience:	Order code:	Format:	Length:
General Audience	HLTC	In-person, Webinar	1 hour

Transform Your Thoughts for Weight Loss Success

If you have ever struggled to lose weight, you're not alone! There are many obstacles which can stand in your way. This training will help you to conquer one of your biggest obstacles—your thoughts. You will identify sabotaging thought patterns that squelch your motivation. In addition, you will learn ways to transform those thoughts to create your own weight-loss success.

Audience:	Order code:	Format:	Length:
General Audience	HWWL	In-person, Webinar	1 hour

Using Self-Coaching to Achieve Your Health and Wellness Goals

People struggling to reach health and wellness goals might find self-coaching to be the answer. In this training, participants will explore what healthy living means to them. They will also learn about self-coaching, how it can help to achieve health and wellness goals, and specifically how to use it in their day to day life.

Audience:	Order code:	Format:	Length:
General Audience	HLHW	In-person, Webinar	1 hour

Well-Being for a Healthier Body and Mind

Who doesn't want to be "comfortable," "happy," and "healthy?" These are the components that makeup one's sense of 'well-being.' In this training, participants will explore these three states of well-being in more depth. This includes learning benefits and strategies for improved physical fitness, nutrition, mindfulness, stress management and happiness.

Audience:	Order code:	Format:	Length:
General Audience	HLWB	In-person, Webinar	1 hour

Home & Family

#TheJuggleIsReal! Gain valuable insights, advice, and skills for navigating your very real daily juggles and struggles.

Home and Family

Combating Caregiver Burnout

The stress of caring for someone with a chronic illness, disability or an aging loved one puts a person at risk for caregiver burnout. Caregivers neglecting their own emotional and physical health is often the cause. In this training, participants will learn the warning signs of burnout, reasons people experience burnout, and what they can do to prevent or manage it.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	HCCB	In-person, Webinar	1 hour

From New Parent to Working Parent

Balancing our various roles in life can often be challenging; especially becoming a new parent which naturally includes more responsibilities and demands on our time and resources. Along with this come new and often difficult feelings to manage. All of these changes can contribute to increased stress often compounded when transitioning back to work. Yet, despite all these changes, becoming a new parent and a working parent can and should be a very positive experience for the whole family! During this session, new or prospective parents will receive information and ideas to help better manage separation, transitions, guilt and sustaining a work-life balance.

Audience:	*Order code:*	*Format:*	*Length:*
Current or future new parents	HBWP	In-person, Webinar	1 hour

Improving Communication with Your Teen

Despite the challenges of communicating with teenagers, this can be a very satisfying time in your relationship with your child. Despite their protests to the contrary, our teens still need us. This training will help you to improve your communication with your teen and keep the relationship strong.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	HICT	In-person, Webinar	1 – 1.5 hours

Parenting and the Power of Positive Discipline

The more effective you become at encouraging appropriate behavior, the less time and effort you'll have to spend correcting misbehavior—and who doesn't want that!? This course will address several positive parenting techniques such as modeling, prevention and the use of natural and logical consequences.

Audience:	*Order code:*	*Format:*	*Length:*
General Audience	HPPD	In-person, Webinar	1 hour

Planning and Caring for an Aging Loved One

With advances in modern medicine, Americans are living longer. This increase in the elderly population has raised the demand for caregivers. This seminar will address the challenges of caregiving, such as initiating a discussion with an aging loved one; health care; legal and financial plans; caregiver guilt; self-care and communicating with your manager/supervisor when work is affected.

Audience:	Order code:	Format:	Length:
General Audience	HPCL	In-person, Webinar	1 hour

Sandwich Generation

Today, many people in their thirties, forties, and fifties find themselves caught in the middle. They are raising young children or financially supporting a grown child, and caring for their elderly parent. The stress of this situation can be overwhelming. In this training, you will learn about common caregiver concerns and strategies for dealing with those concerns. Furthermore, you will get tips for preserving your marriage, personal and professional life while being a caregiver.

Audience:	Order code:	Format:	Length:
General Audience	HSGC	In-person, Webinar	1 hour

Your Employee Assistance Program: Your Life's Journey – Made Easier

The juggles of life are real! The EAP is here to help employees become aware of how they're doing and improve areas of their lives. The EAP has a community of experts to support employees confidentially, plus perks and digital resources to help with work-life juggles and struggles. The program offers employees and their household members a variety of resources, tools, and services to make life a little easier. In this training, employees will learn the details of their EAP benefits, how to use them and different methods of access.

Audience:	Order code:	Format:	Length:
General Audience	HLEE19	In-person, Webinar	1 hour

Leadership

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Leadership development is vital to cultivating a healthy, productive, and satisfying workplace.

Leadership

A Leader's Guide to a Drug-Free Workplace

In this course, management-level staff will learn how to recognize the impact, signs, and symptoms of drug abuse, how to provide help, get help, or constructively confront an employee in an effort to maintain a drug-free workplace. Please note—this training is general in nature and does not necessarily meet specific state requirements.

Audience:
Manager/Supervisor/HR Rep

Order code:
LDFW

Format:
In-person, Webinar

Length:
1 – 1.5 hours

A Leader's Guide to Understanding the Impact and Prevention of Workplace Violence

No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. This is especially true for managers, supervisors and HR personnel. In this training, you will learn more about what is workplace violence, including intimate partner violence, and potential warning signs. You will also learn more about your responsibilities, intervention options and a range of resources available to help in responding to potential and actual threats of violence including active shooter incidents.

Audience:
Manager/Supervisor/HR Rep

Order code:
LUIP

Format:
In-person, Webinar

Length:
1.5 hours

A Leader's Orientation to the Employee Assistance Program (EAP)

The juggle is real! Whether checking off daily tasks or working on more complex issues, the Employee Assistance Program offers a variety of resources, tools and services. The EAP has a community of experts offering confidential support, plus perks and digital resources to help with work-life juggles and struggles. In this training, leaders will learn the full scope of EAP benefits and specialized services and resources to assist them in their roles of supporting employees while facilitating a positive and productive workplace.

Audience:
Manager/Supervisor/HR Rep

Order code:
LOSU19

Format:
In-person, Webinar

Length:
1 hour

Bullying and Harassment: The Workplace Responds

The workplace cannot tolerate employees who contribute to or create an abusive work environment through bullying and harassing colleagues. Leaders will learn the impact bullying and harassment can have on the workplace and explore strategies to prevent or address bullying and harassing behaviors. It is recommended a representative of the company's Human Resources Department be present during this training to discuss company-specific policy on harassment and abuse. Please note—this training is general in nature and does not necessarily meet specific state requirements.

Audience:
Manager/Supervisor/HR Rep

Order code:
LDBH

Format:
In-person, Webinar

Length:
1 hour

Department of Transportation (DOT) Drug and Alcohol Guidelines for Leaders

Employers of safety-sensitive transportation employees play a vital role in ensuring the safety of their employees and the traveling public. As a leader, you are responsible for understanding workplace drug and alcohol guidelines. In this training you will learn about the impact of substance use in the workplace, reasons for substance testing, what substances are tested, the testing process, employer responsibilities, and what to do if an employee tests positive. Please note—this training is general in nature and does not necessarily meet specific state requirements. It's highly suggested a representative from your company be available during the training to answer any questions about your company's policies and procedures.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LDOT2	In-person, Webinar	2 – 2.5 hours

Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. trainings. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a minimum of six weeks' notice is required when requesting this training.

Helping Employees Navigate Change

How do you respond to change? How do you think your employees respond to change? Attend this training to learn more about the factors affecting change and how to deal with resistance to change. You will also have an opportunity to discuss and apply what you've learned to changes you may currently be experiencing.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LNCW	In-person, Webinar	1 hour

Identifying and Addressing Performance Concerns

Unaddressed employee performance concerns can have a significant negative impact on the workplace including the company's bottom line. Participants of this leadership training will learn to identify employee performance concerns, the importance and process of documenting and addressing performance issues, and review strategies for providing effective employee feedback including addressing commonly encountered barriers. Company and EAP support and consultation resources will also be shared.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LAPC	In-person, Webinar	1 – 1.5 hours

Leading During Times of Downsizing and Job Loss

Navigating downsizing and job loss is challenging, not only for impacted employees but also for leaders. Often the leader is in a dual role of supporting and guiding their employees through this period of change and transition while also being personally impacted. In this training, participants will learn about common reactions to downsizing and job loss; practical support and leadership strategies; best practices for communicating downsizing information; and valuable EAP resources.

Audience:	Order code:	Format:	Length:
Manager/Supervisor/HR Rep	LDJL	In-person, Webinar	1 hour

Leadership Strategies for Resolving Workplace Conflict

Conflict is a normal, natural part of relationships—it's inevitable. Yet, unaddressed and unresolved conflict can be damaging. In this training, leaders will gain an understanding of why conflict happens and their response to it. Leaders will learn and apply strategies for helping employees approach and resolve workplace conflicts including the Positive Solution-Focused approach. Instances of when leaders should take on a more active role and additional support resources will also be shared.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LRWC	In-person, Webinar	1 – 1.5 hours

Making the Transition from Individual Contributor to Leader

Being promoted to a manager or supervisor can be an exciting time. It can also be challenging. Often this is because new leaders fail to gain a full understanding of the shift from being a co-worker to a leader. This seminar is specifically designed for new supervisors or managers. New leaders will explore the role shift from being an individual contributor to a leader; identify the traits of effective leaders; learn three simple steps to help get started leading effectively, and receive resource information to develop leadership skills further.

Audience:	*Order code:*	*Format:*	*Length:*
New Managers/Supervisors	LICL	In-person, Webinar	1 hour

Mental Health and Suicide Prevention Awareness for Leaders

Despite the high prevalence and deaths by suicide, about two-thirds of people with mental illness never seek professional care. Yet, most who receive care improve and many recover completely! Attend this training to learn facts, warning signs and how to help and respond to mental illness, suicide, and work performance concerns including emergencies. You will also receive additional information on manager, supervisor and human resource responsibilities and specialized resources.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LMHA	In-person, Webinar	1.5 hours

Supporting New Parent Employees' Transition to Working Parent

New parent employees face added responsibilities, demands, and emotional changes. This can contribute to increased stress, compounded when transitioning back to work. Leaders are in unique positions to provide support, understanding, and resources; often determining factors for a successful transition. In this training, leaders gain insights into the new parent experience and best practices for providing meaningful support.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LSNP	In-person, Webinar	1 hour

Team Building Strategies for Leaders

Creating teamwork can be challenging. Simply calling a group a team doesn't make it so. In this interactive training supervisors, managers and HR leaders will learn differences between workgroups and teams; team strengthening strategies; identify their team's areas of improvement; set goals for change and receive information on additional team building activities, continuous team building, and leadership skill development.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LTBS	In-person only	1.5 – 2 hours

## The Manager's Guide to Supervising Remote Employees

Supervising employees who work at remote locations can pose a unique set of circumstances. Though, when done properly, it can decrease employee stress and increase productivity and morale. In this training, you will learn how to shift your thinking related to managing remote workers, ways to measure performance, and how to maintain an effective working relationship with teleworkers.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LGRE	In-person, Webinar	1 hour

Workplace Preparedness

There are three elements to most definitions of a workplace crisis. It is a threat to the organization, has an element of surprise and a short decision-making time. Being proactive and prepared to deal with a crisis becomes important because of that last element—a short decision-making time. As a manager you won't have a lot of time to react so being prepared in advance will help with this. In this training, you will learn how to be proactive so you can provide support during a crisis, help accelerate the recovery process and facilitate the return to work following a crisis.

Audience:	*Order code:*	*Format:*	*Length:*
Manager/Supervisor/HR Rep	LWWP	In-person, Webinar	1 hour
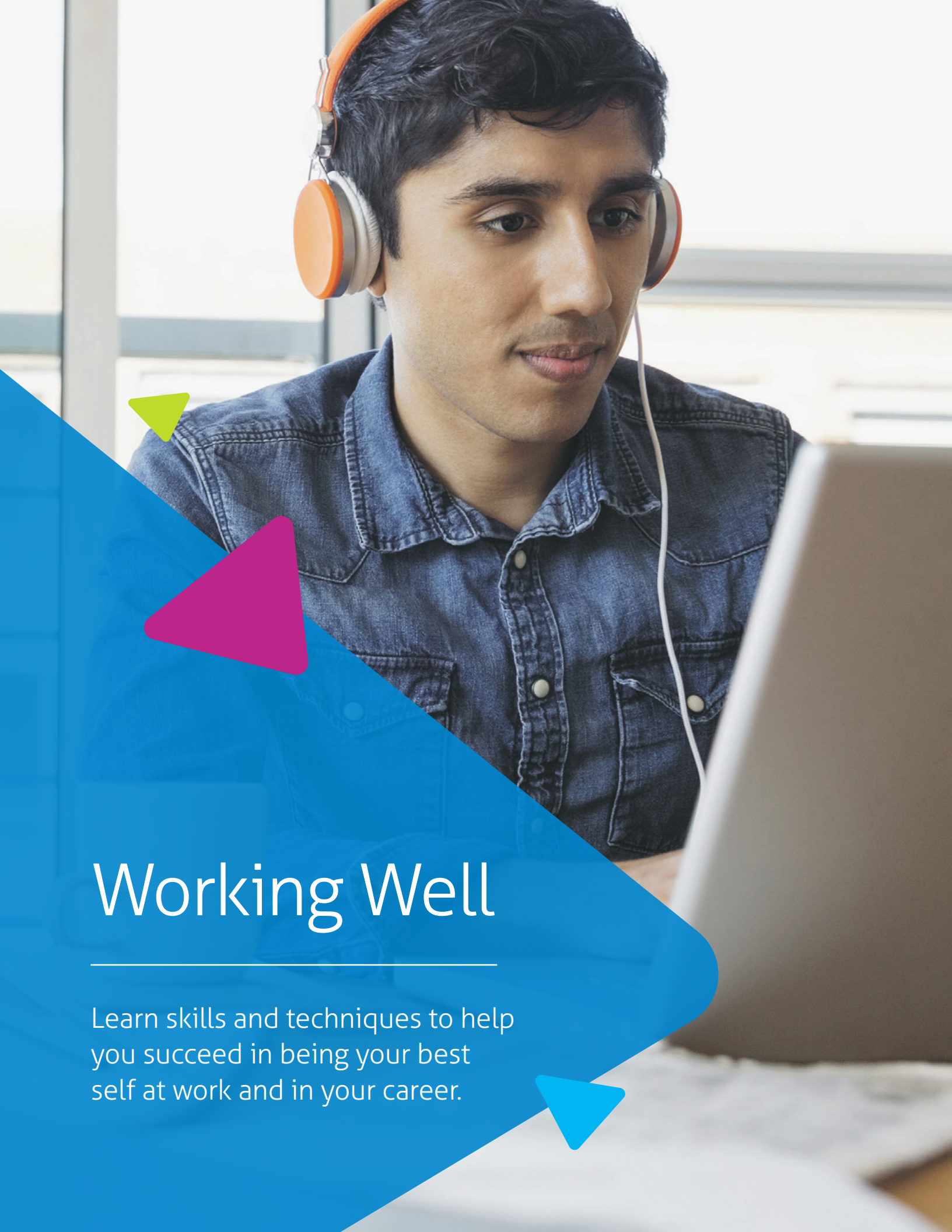
Working Well

Learn skills and techniques to help you succeed in being your best self at work and in your career.

Working Well

A Guide to Teleworking for the Remote Employee

There are many benefits to teleworking. When done properly it can decrease employee stress while increasing productivity and morale. While there are definite advantages to teleworking, it's important for an employee to prepare for this transition. In this training, employees will explore potential benefits of working remotely and discuss strategies to help successfully adapt to teleworking.

Audience:	Order code:	Format:	Length:
General Audience	WGTR	In-person, Webinar	1 hour

Becoming a Successful Team Player

Teamwork is an essential part of any successful team. Whether part of a workgroup; work individually yet interface with a larger group or work across teams, team players are an important part of your organization. In this highly interactive session, participants will learn what it means to be a team player, why it's important, and characteristics of a good team player. Participants will also receive tips on how to better work with a team in the office and virtually, and develop a short personal action plan to start improving these skills.

Please note participants do not need to be part of a whole team; members from mixed teams are welcome to attend. Also, participant group size should be no less than five and no more than 30.

Audience:	Order code:	Format:	Length:
General Audience	WTPW	In-person, Webinar	1.5 hours

Bringing out the Best in Others

Bringing out the best in others focuses on creating win-win situations by emphasizing the need to recognize individual assets rather than individual deficits. The skills used to bring out the best in others will also bring out the best in ourselves and enhance our relationships both at home and at work.

Audience:	Order code:	Format:	Length:
General Audience	WBBO	In-person, Webinar	1 hour

Communicating Effectively in the Workplace—Part One

We've all probably experienced a time when we felt frustrated because we weren't able to successfully get our point across to someone else. Learning the skills to communicate effectively can go a long way towards alleviating some of that frustration. In part one of this two-part series, participants will learn about the communication process and how to efficiently send a message.

Special Instructions—Part two of this training needs to occur within one month or less of part one. The closer together, the better the learning experience. Please order both part one and part two at the same time. This training can't be condensed to less than a one-hour timeframe.

Audience:	Order code:	Format:	Length:
General Audience	WWECP1	In-person,* Webinar	1 hour

The maximum capacity for in-person training is 30 participants. It cannot be done in a lecture format.

Communicating Effectively in the Workplace—Part Two

It's not uncommon to have times when we struggle to understand what others are trying to communicate. Sometimes those struggles are because the person sending the message isn't communicating effectively. Though, it could be because we aren't taking steps to help us accurately understand the message. In part two of this two-part series, participants will learn how to receive messages successfully and provide proper feedback.

Special Instructions—Part two of this training needs to occur within one month or less of part one. The closer together, the better the learning experience. Please order both part one and part two at the same time. This training can't be condensed to less than a one-hour timeframe.

Audience:	Order code:	Format:	Length:
General Audience	WWECP2	In-person,* Webinar	1 hour

The maximum capacity for in-person training is 30 participants. It cannot be done in a lecture format.

Cultural Competency in the Workplace

Work environments are increasingly diverse in age, gender, ethnicity, etc. A key component of a healthy and thriving team is the ability to navigate through these differences successfully. In this training, you will gain a deeper understanding of your individual diversity and that of others around you. You will learn what it means to be culturally competent and why this is so important in today's ever-changing world. Finally, you will gain practical insights and strategies for acquiring skills of cultural competence that are applicable both within and outside of work.

Audience:	Order code:	Format:	Length:
General Audience	WCCW	In-person, Webinar	1.5 hours

Department of Transportation (DOT) Drug and Alcohol Guidelines for Employees*

Employees performing safety-sensitive functions in the transportation industry are responsible for providing a safe work environment. Creating a safe work environment means following established work rules and the DOT's rules on drug use and alcohol misuse. In this training employees will learn about the impact of substance use in the workplace, reasons for substance testing, what substances are tested, who gets tested, and the testing process.

Please note—this training is general in nature and does not necessarily meet specific state requirements. It's highly suggested a representative from your company be available during the training to answer any questions about your company's policies and procedures.

Audience:	Order code:	Format:	Length:
General Audience	WDOT2	In-person, Webinar	2 hours

Whenever possible, a Substance Abuse Professional (SAP) will present D.O.T. trainings. If there are no SAPs available, a non-SAP credentialed trainer will present the training. Because of the specificity of the SAP credential, a minimum of six weeks' notice is required when requesting this training.

Drug-Free Workplace

Our work and/or personal lives may be affected greatly by drug and alcohol abuse. This course will help participants become more aware of that impact, first on a personal level, then from the perspective of workplace issues. Please note—this training is general in nature and does not necessarily meet specific state requirements.

Audience:	Order code:	Format:	Length:
General Audience	WDFW	In-person, Webinar	1 hour

Employees Respond to Bullying and Harassment in the Workplace

It is difficult for employees to function in a hostile work environment, especially if they are being bullied or harassed. Employees will learn how to characterize bullying behaviors, harassment, and abusive work environments in order to help support a bully-free, harassment-free workplace. It is recommended a representative of the company's Human Resources Department be present during this training to discuss company-specific policy on harassment and abuse. Please note—this training is general in nature and does not necessarily meet specific state requirements.

Audience:	Order code:	Format:	Length:
General Audience	WBHR	In-person, Webinar	1 hour

Goal Setting to Ignite Workplace Success

Goal setting is essential for workplace success. Not having goals can be equated to leaving on a trip without directions. Goals provide guidance and direction and promote planning, motivation, and inspiration. In this training, participants learn about types of goals, the importance of goal setting, creating attainable goals, managing obstacles, and tracking progress.

Audience:	Order code:	Format:	Length:
General Audience	WIWS	In-person, Webinar	1 hour

Managing Compassion Fatigue in the Helping Role

Compassion fatigue is normal, an often unavoidable byproduct of caregiving. While compassion fatigue may not be completely avoidable, helpers can expect to regain feelings of satisfaction and even joy in their caregiving roles. Awareness in the form of information and new insights is the first step towards change. Participants will learn more about compassion fatigue, burnout and compassion satisfaction. They will also learn how to recognize compassion fatigue contributors, warning signs and symptoms. Valuable resources, self-care and resiliency strategies will be shared. Finally, participants will set personal prevention, wellness, and recovery goals.

Audience:	Order code:	Format:	Length:
General Audience	WMCF	In-person, Webinar	1.5 hours

Managing Workplace Stress

Stress is a normal part of life. Some stress can help increase productivity and push employees to reach their goals. However, excessive stress can interfere with productivity and cause physical and emotional problems. When pressures and demands at work increase, employees need ways to manage it. In this training, employees will learn the signs and symptoms of excessive workplace stress and techniques to manage stressors. Participants will learn how to plan effectively for their day; ways to break negative habits that could be increasing their stress levels, and quick tips to diffuse stress.

Audience:	Order code:	Format:	Length:
General Audience	WMJS	In-person, Webinar	1 hour

Maximizing Your Day: Basics of Effective Time Management

Today's world requires employees to do more, better, faster, and with less. If employees don't grasp the basics of effective time management, it can be challenging for them to understand what they are doing wrong and how to improve. In this training, participants will learn what it means to manage their time, advantages of time management, and techniques to help them better manage their day.

Audience:	Order code:	Format:	Length:
General Audience	WETM	In-person, Webinar	1 hour

Navigating Change in the Workplace

How do you respond to change? Are you a change victim, survivor, or navigator? Attend this training to learn more about these responses as well as best practices for navigating change. You will have an opportunity to journal about and discuss changes you may currently be managing.

Audience:	Order code:	Format:	Length:
General Audience	WNCW	In-person, Webinar	1 hour

Navigating Downsizing and Job Loss

Downsizing and job loss aren't events that should be dealt with alone. During this training, participants will understand the normal phases and feelings they may experience with the knowledge downsizing and job loss are on the horizon, and participants will receive help in preparing to move forward–even in the midst of these feelings.

Audience:	Order code:	Format:	Length:
General Audience	WWDJ	In-person only	1.5 hours

Strategies for Resolving Workplace Conflict

Conflict is normal, a natural part of relationships and is inevitable. This can be especially true in today's diverse workplace. Yet unaddressed and unresolved conflict can be damaging to workplaces. In this training, employees will gain an understanding of why conflict happens and their response to it. They will also learn and apply strategies for effectively approaching and resolving their workplace conflicts.

Audience:	Order code:	Format:	Length:
General Audience	WSRC	In-person, Webinar	1 hour

Thriving in a Multigenerational Workforce

Today's workforce spans five generations, and each generation has different attitudes and behaviors. The unique characteristics of these generations can have an impact on how we interact in the workplace. This training will focus on the generations currently in the workforce—Traditionalists, Baby Boomers, Generation X, Generation Y and Generation Z. Participants will learn how generational differences impact the workplace and how to work effectively with all generations.

Audience:	Order code:	Format:	Length:
General Audience	WTMG	In-person, Webinar	1 – 1.5 hours

Using Emotional Intelligence for Workplace Success

Did you know IQ only accounts for a small part of workplace success? More often employers are looking at personal qualities, such as perseverance, self-control, and superior social skills. Emotional intelligence (EI) is our ability to recognize and understand emotions in ourselves and others, and our ability to use this awareness to manage our behavior and relationships. In this training, you will learn why EI is important in the workplace and ways to improve your emotional intelligence.

Audience:	Order code:	Format:	Length:
General Audience	WEIW	In-person, Webinar	1.5 hours

Work-Life Satisfaction

For years, many of us have chased the dream of having a perfect balance between our professional and personal lives. This training takes the emphasis off the unrealistic idea of balance and places it on finding satisfaction. You will be given information on how to create the most satisfying personal and professional life.

Special Instructions—This training has a self-assessment to be completed before the class. Please distribute to participants before the training.

Audience:	Order code:	Format:	Length:
General Audience	WPPS	In-person, Webinar	1 hour

Workplace Violence: Impact and Prevention

No workplace is immune from the possibility of violence. Maintaining workplace safety is everyone's responsibility. In this training, you will learn more about what is workplace violence, including intimate partner violence, and potential warning signs. You will also learn more about your responsibilities, intervention and resource options to help in responding to potential and actual threats of violence, including active shooter incidents.

Audience:	Order code:	Format:	Length:
General Audience	WVIP	In-person, Webinar	1.5 hours