

**EMPLOYEE & FAMILY RESOURCES**

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**EFR** EMPLOYEE & FAMILY RESOURCES

# EFR's Workplace Training, Leadership Coaching, and Mediation Services

Visit our website:

**[efr.org/training](http://efr.org/training)**



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## EFR WORKPLACE SERVICES

EFR has earned a reputation as the premier source of high quality, outcome-based workplace services and as the expert in the development of employees – from entry level to C-Suite. Our experienced consultants offer a variety of relevant and timely training and education courses that can improve workplace relationships, productivity, and your company's bottom line.

Training courses are offered in a variety of training formats, including on-site sessions and live webinars, with a combination of lecture, discussion, experiential exercises, and/or visual aids to provide flexible, mobile, and cost-effective training.

Our additional workplace services - **Leadership Coaching, Mediation, and Culture Audit** - can help your company avoid costly derailments to productivity that come from workplace disputes, difficult working relationships, and employee satisfaction.

As a leader in the design and delivery of practical workplace performance training, consultation, and behavior management tools, EFR will work with you to develop a customized training curriculum for your organization's managers and employees. Together, training attendees and their coach identify goals for the future, discuss barriers, challenges, and possible solutions, and identify next steps to be accomplished.



## ADDITIONAL WORKPLACE SOLUTIONS

Today's work challenges require an integrated approach. Our workplace performance solutions provide employers and individuals with the right tool or combination of tools for each workplace challenge. Together the tools -- Leadership Coaching and Workplace Mediation -- help play a critical role in organizational/leadership success. Each solution is based on our belief that the best way to improve health, happiness, and productivity is through long-term behavioral change.

### LEADERSHIP COACHING



Leaders promoted up through the ranks due to their technical competence can sometimes find themselves struggling with the “people” aspects of their role. That’s where EFR’s Leadership Coaching can help. EFR’s Leadership Coaches are always available to provide initial consultation to learn about your organization and its goals, the leader(s) who could benefit from coaching, and their unique development needs.

A leader’s development begins with an initial meeting to introduce the process and complete an assessment of their needs. The results of the assessment process will not only identify areas where improvement could be most powerful, but also what leadership strengths can be leveraged and built upon for future success.

A customized coaching plan will be created from the outcomes identified in the assessment process. The coach will work with your leader to identify two or three significant, measurable goals they will be held accountable for during the coaching process. With their coach, a timeline for success and milestones will be created by the leader to be submitted and reviewed by their key organization stakeholders throughout the coaching process. Generally, the coach and leader will meet more frequently as the engagement is started, and move toward maintenance once goals are met.

## WORKPLACE MEDIATION



Unresolved workplace conflict impacts much more than the parties involved. Its damaging effects can be contagious and extend to other employees, managers, clients, and customers -- and ultimately, your organization's bottom line.

When difficult disputes develop in the workplace, mediators can assist the parties with solving the problem and finding a way to continue working together productively. EFR's trained mediators offer employees a safe, neutral process in which they can open up new lines of dialogue and engage in difficult conversations aimed at relationship improvement.

The EFR mediator begins the process by interviewing each employee. The mediator will learn about the underlying issues from each person's point of view, explain the ground rules, provide coaching to improve each employee's conflict management skills, and set the stage for a subsequent business meeting attended by both employees.

Upon completion of the individual interviews, the EFR mediator schedules and then facilitates a business meeting attended by both employees. The meeting is held for the purpose of creating a respectful, constructive dialogue and, ultimately, a mutually agreed upon written plan as to what steps each employee will take to improve their future work relationship. Once complete, each employee is responsible for submitting the plan to their key organization stakeholders for review.

## CULTURE AUDIT



Culture is a buzzword in workplaces and at conferences, but how do you define culture, and what is a good way to measure the culture of your organization? EFR has developed a tool that will help you get started by assessing where your organization is and how it can continue to create and foster a culture of well-being. Our multi-dimensional assessment reviews different aspects of an employee's work experience and how that experience relates to personal well-being. The Culture Audit is an online tool that provides insight into how your workplace can move in a direction that benefits both employees and leaders, while also supporting the mission and organizational goals.



Connected to the Internet? Click below to view our **Culture Audit** video!

[Click Here](#)

or visit: [www.youtube.com/efrorg](http://www.youtube.com/efrorg)

[Search](#)





## EFR'S TRAINING APPROACH

Let EFR bring an innovative focus to your organization's training design. Our training approach features the practical application of skills via interactive and intensive classroom learning. The innovation comes with individual coaching and follow-up to ensure new skills and behaviors persist. You will see a return on dividends when and where it counts -- day in and day out, on the job, long after the classroom experience ends.

## LEADERSHIP AND TEAM DEVELOPMENT

Senior leaders know the quality of leadership and management directly impacts a company's bottom line. Our business is people and performance. EFR has a successful history of helping employees and managers succeed. We'll provide your organization's emerging leaders with unique expertise as they work to become comfortable in their new roles and develop the skills they will need to help their teams succeed. You'll see the return on the investment in leadership development through improved productivity and contribution to your company's mission.

Team development enables your employees to reach department and company goals by improving results and relationships. EFR helps you understand your current team situation, as well as identify your goals and the contribution of team members to reach those goals. Our Team Development training meets the needs of both the team leader and team members within your company's unique work environment.



# EFFECTIVE LEADERSHIP AND COMMUNICATION

**Audience:** Managers & Supervisors **Length:** 2 hours

## Overview



**Leaders set the tone. They are responsible for creating the optimal conditions for their teams to manage change, overcome obstacles, and succeed.**

Designed for emerging as well as experienced managers seeking continued advancement, this session offers participants an opportunity to reflect on their own leadership behavior, identify strengths and areas for growth, and learn practical communication skills they can apply in difficult circumstances. Come ready to learn, and build positive momentum toward your leadership development!

## Course Objectives

- 1** — Explore the characteristics of effective leaders
- 2** — Reflect on individual leadership strengths and opportunities for growth
- 3** — Learn communication skills that can be applied to manage difficult circumstances
- 4** — Identify individual goals and resources for future leadership development

# EMPLOYMENT LAW FOR TODAY'S MANAGER

**Audience:** Managers & Supervisors **Length:** 2 hours

## Overview

This workshop is intended to raise awareness for new managers (or anyone in a supervisory role) of the employment laws governing today's workplace. The session includes a review of best managerial practices to reduce employer liability. Using practical examples, the related issues of equal opportunity, affirmative action, whistle-blowing and reasonable accommodation will be addressed.

### Course Objectives

Participants will learn and discuss the practical implications of:

- 1 — Civil Rights Act (Title VII)
- 2 — Age Discrimination in Employment Act (ADEA)
- 3 — Pregnancy Discrimination Act (PDA)
- 4 — Americans with Disabilities Act (ADA)
- 5 — Family and Medical Leave Act (FMLA)



# BEHAVIOR-BASED INTERVIEWING

**Audience:** Managers & Supervisors **Length:** 2 hours

## Overview

The interview is one of the most critical steps in the hiring process. In this session, participants will learn about a standardized method of interviewing that is designed to assess how a candidate will perform on the job. The session will include an exploration of the theory behind behavior-based interviewing, as well as an opportunity to practice planning for and applying effective interview techniques.



## Course Objectives

- 1 — Understand the theories and practices behind behavior-based interviewing
- 2 — Be an effective interviewer
- 3 — Select the best candidate for your open positions
- 4 — Minimize legal exposures during the interview process



## BUILDING AN EFFECTIVE TEAM

**Audience:** Employees & Managers **Length:** 2 hours

### Overview

How do you build an effective team when you are surrounded by others who may think, behave, and see the world differently? This session offers participants the opportunity to learn what makes an effective team, the challenges that can get in the way, and specific skills that each team member can practice on a day-to-day basis to improve relationships and team performance.



### Course Objectives

- 1 — Build a vision of an effective team based on members' own values and experiences
- 2 — Review the natural stages of team development
- 3 — Examine the barriers to effective team communication
- 4 — Learn practical communication skills each team member can apply to improve team relationships

# MANAGING CONFLICT

**Audience:** Employees & Managers **Length:** 2 hours

## Overview

While workplace conflict is natural and healthy, destructive conflict can easily occur when things get tough. When poorly managed, conflict can become a costly business problem that destroys employee and team performance. During this session, participants will learn effective conflict management approaches to ensure healthy engagement, respectful dialogue, and an opportunity for growth.



## Course Objectives

- 1 — Identify the costs of workplace conflict -- how conflict impacts individual productivity, as well as the business costs to the entire organization
- 2 — Explore the dynamics of conflict and the causes of uncivil workplace behavior
- 3 — Observe the application of strategies and methods for managing workplace conflict
- 4 — Introduce participants to skills that can be applied to create constructive dialogue and improve team relationships

# WORKPLACE HARASSMENT PREVENTION AND RESPONSE

**Audience:** Employees & Supervisors **Length:** 1 or 2 hours

## Overview

Despite receiving increased attention from the media and the courts, harassment remains a consistent problem for employers. Across the United States, harassment complaints are increasing, as are the emotional and financial costs to individuals and organizations. Recent court decisions and federal guidelines make it clear employers should provide harassment (including sexual harassment) training as a part of their commitment to a harassment-free workplace. This session will be customized so learning can take place within the context of the organization's policies, procedures, and culture.

## Course Objectives

- 1 — Define different types of harassment, including sexual harassment
- 2 — Identify how harassment impacts individuals and organizations
- 3 — Identify protected classes (gender, race, religion, etc.)
- 4 — Discuss specific examples of harassing behavior and actions that can be taken to create a harassment-free workplace
- 5 — Determine employee and supervisor responsibility for reporting sexual harassment
- 6 — Review the organization's harassment policies and procedures





# DIVERSITY AWARENESS AT WORK

**Audience:** Employees & Supervisors **Length:** 1 or 2 hours



## Overview

Diversity Awareness at Work is a basic introduction to diversity. It is interactive, skill-building, and designed to hold participants' attention while building confidence in their abilities to interact with diverse populations. This workshop helps identify cultural barriers, aid in understanding and valuing cultural diversity, and helps participants examine how feelings of prejudice develop. Participants gain knowledge of issues faced by minorities and learn how including diversity can improve businesses, communities, and schools.

## Course Objectives

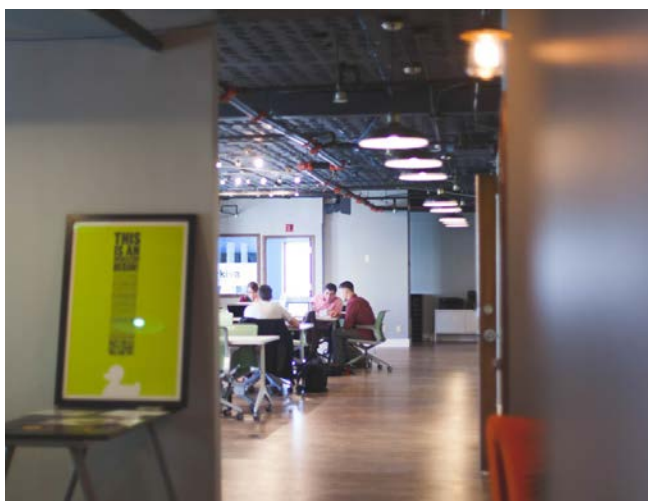
- 1 — Explore the dynamics of cultural diversity
- 2 — Define terms and definitions associated with diversity
- 3 — Identify cultural barriers to working with others
- 4 — Determine attitudes or behaviors that could result in misunderstandings, which could lead to conflict
- 5 — Understand and value cultural diversity
- 6 — Learn to build and maintain working relationships across cultural lines

# DRUG-FREE WORKPLACE

**Audience:** Managers & Supervisors    **Length:** 1 or 2 hours

## Overview

Of the 20.4 million adults classified with substance dependence or abuse, 12.3 million (60.4 percent) were employed full-time. Alcohol and other substance use disorders cost U.S. organizations billions of dollars each year in lost productivity, higher absenteeism, and higher rates of turnover. Participants will learn to recognize the warning signs associated with substance use disorders and identify effective interventions. This workshop is intended to fulfill the training requirement under Iowa Code 730.5 for supervisors in organizations conducting drug testing.



## Course Objectives

- 1 — Provide the knowledge and skills needed for supervisors to fulfill their role in maintaining a drug-free workplace
- 2 — Understand the extent and impact of alcohol and drug abuse in the workplace
- 3 — Identify signs and symptoms of drug and alcohol use disorders
- 4 — Learn how to determine if there is Reasonable Suspicion
- 5 — Identify a four-step approach for supervisors to follow to create and maintain a drug-free workplace
- 6 — Learn to recognize and avoid enabling behaviors

## COMBATTING WORKPLACE STRESS, USING THE 9 TYPES OF ENNEAGRAM

**Audience:** All Employees **Length:** 1 or 2 hours

### Overview

Stress is a given component of modern life, and workplace stress is on the rise. During COVID, 40% of employees report feeling burnt out and 65% say the stress is impacting their ability to work. This issue has become increasingly important for employers with multiple generations now part of the workforce.

Stressed out employees are bad for profits and morale. Here's how to use the 9 Lenses of the Enneagram to help your team manage their own stress and perform at their very best.

### Course Objectives

- 1 — The ROI of Stress Management
- 2 — Generations in the Workplace
- 3 — Predictable Stressors of the 9 Types, Regardless of Generation
- 4 — Cultivating Accountable Environments





## LEADING WITH YOUR BEST SELF

**Audience:** Managers & Supervisors **Length:** 1 hour

### Overview

Effective leaders, especially those who obtain and sustain success, bring their best selves to work. These leaders make good decisions, communicate effectively, and stay focused and energized.



### Course Objectives

- 1 — Review why it's important to lead from your best self
- 2 — Learn how managing stress and reducing self-critical thoughts lead to higher performance
- 3 — Explore effective approaches and techniques that can lessen stress and improve outlook
- 4 — Examine how to make the workplace psychologically safe, including how to effectively communicate with team members who are struggling

# COMMUNICATING IN CHALLENGING SITUATIONS

**Audience:** Managers & Supervisors **Length:** 1 hour

## Overview

Not all workplace conversations are equal – some are extremely important and charged with emotions. This workshop will help leaders gain knowledge and skills about how to navigate difficult conversations and get solutions while maintaining and building relationships.



## Course Objectives

- 1** — Review internal alarms and reactions, including what you can do to calm yourself when you are reacting versus responding
- 2** — Understand how to address difficult situations and challenging personalities
- 3** — Address how to validate others and seek to understand their viewpoint while maintaining boundaries and expectations
- 4** — Explore how to find common purpose with others by looking for their underlying needs

# BEHAVIORAL HEALTH: WHAT LEADERS NEED TO KNOW

**Audience:** Managers & Supervisors **Length:** 1 hour

## Overview

This session will help leaders become more fluent in recognizing and understanding common mental health issues, including their prevalence and how they impact the workplace. Leaders will also learn about why people don't seek help, how this is changing, and general principles in working with employees who are struggling with mental health issues.



## Course Objectives

- 1 — Review common mental health disorders
- 2 — Understand how mental health issues impact the workplace and how leaders can recognize when this is happening
- 3 — Explore barriers, stigma, and access to services for those living with mental health disorders
- 4 — Understand general principles on effectively managing mental health workplace issues



## THE PLATINUM RULE FOR EFFECTIVE COMMUNICATION

**Audience:** All Employees **Length:** 1 or 2 hours

### Overview

You may already be familiar with The Golden Rule, which states, “Treat others how YOU want to be treated.” While this rule may be effective in certain circumstances, it can actually get in the way of effective personal and team communication.

### Course Objectives

- 1 — Learn about four unique communication styles
- 2 — Explore where the four styles naturally connect and where natural communication conflicts can occur
- 3 — Consider The Platinum Rule For Effective Communication and suggestions for applying this rule to achieve more effective communication outcomes



## EXPLORE EMOTIONAL INTELLIGENCE

Being aware of your feelings and understanding other peoples' feelings is the path to optimal decision-making and increased productivity. When understood and explored, these skills, also known as Emotional Intelligence (EQ), builds trust among team members, improves communication, and results in effective leadership and team building. The following workshops and consultations are facilitated using an EQ model.

### WELL-BEING WORKSHOPS

**Audience:** All Employees **Length:** 2-3 hours



Workshop content can be modified to fit the needs of each workplace.

#### Workshop Offerings

- 1 — Empathy in Adversity
- 2 — Being Well During Covid
- 3 — Rediscovering our Why
- 4 — Leverage Your Stress with Emotional Intelligence

### CONFLICT RESOLUTION WORKSHOPS

**Audience:** All Employees **Length:** 2-3 hours

Workshop content can be modified to fit the needs of each workplace.

#### Workshop Offerings

- 1 — Resolving Conflicts with Empathy and True Understanding
- 2 — Resolve Conflict with Your Sandpaper Person
- 3 — Productive Conflict in Organizations: A Powerful Vehicle for Navigating Change and Strengthening Engagement



## CULTURE, CHANGE, AND LEADERSHIP WORKSHOPS

**Audience:** All Employees **Length:** 2-3 hours

Workshop content can be modified to fit the needs of each workplace.

### Workshop Offerings

- 1 — 5 Languages of Appreciation in the Workplace: Making Genuine Appreciation Part of your Culture
- 2 — Navigating and Leading Cultural Change with Emotional Intelligence
- 3 — Emotionally Intelligent Leadership: Transforming Emotional Energy into Meaningful Action
- 4 — Managing with Emotional Intelligence
- 5 — Motivational Interviewing for Managers: How to Transform Ambivalence into Meaningful Change

## SELF CARE FOR COUNSELORS

**Audience:** All Employees **Length:** 2-3 hours

### Workshop Offering

- 1 — Emotionally Intelligent Counseling: Transforming Emotional Energy into Meaningful Action



## TEAM DEVELOPMENT WORKSHOPS

**Audience:** All Employees **Length:** 2-3 hours

### Workshop Offering

- 1 — 5 Behaviors of a Cohesive Team: Developing and Strengthening your Team to Reach Maximum Collaboration and Results



## EMPLOYEE TRAINING

Employee training not only provides benefits to the individual, but also to your business, helping your company to continue running effectively. Your business is growing and moving forward, and so should the development of your staff, the key assets in driving your business forward.

### CIVILITY IN TODAY'S WORKPLACE

**Audience:** Employees & Supervisors **Length:** 1 or 2 hours

#### Overview

Few would argue our society has become less civil -- and the workplace is no exception. Today we can observe a continuum of behaviors and actions that include rude and discourteous behavior, electronic incivility, and even "cybermobbing." Promoting a culture of mutual respect and effectively managing the risks associated with uncivil behavior has become crucial to organizational success.



#### Course Objectives

- 1 — Explore the causes of incivility at work
- 2 — Review business costs associated with uncivil behavior
- 3 — Learn how behavior within an organization escalates within "the incivility spiral"
- 4 — Discuss forms of electronic incivility and the harm it can do
- 5 — Learn skills and tools useful in improving communication and preventing conflict
- 6 — Encourage participants to model respectful behavior in their organization



# CUTTING THROUGH THE CLUTTER TO GET MORE OUT OF YOUR LIFE

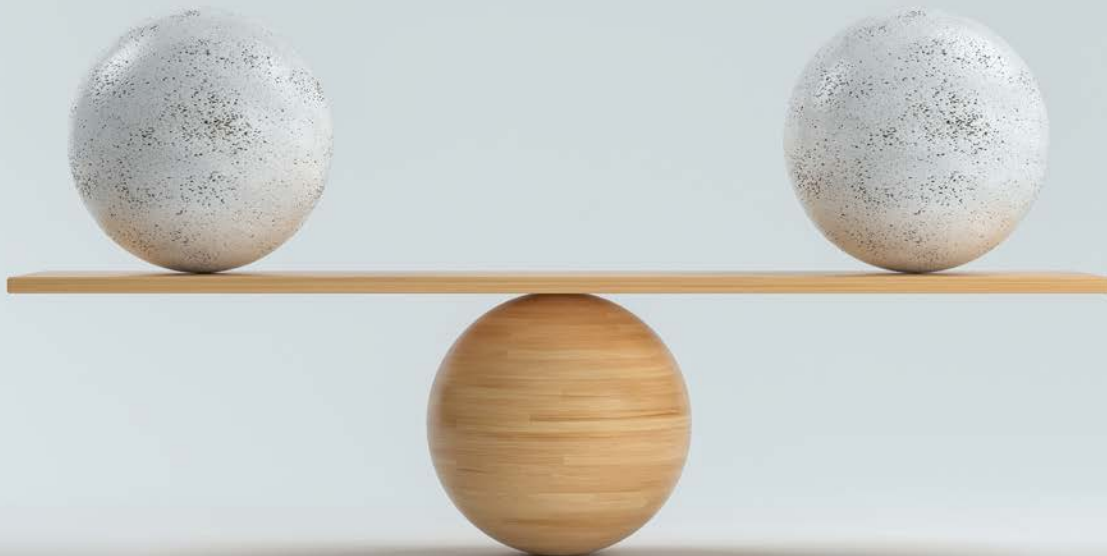
**Audience:** All Employees **Length:** 2 hours

## Overview

Finding a perfect balance between work and personal life can seem impossible, especially because technology has evolved, and work and the rest of life go everywhere with us. Instead of finding the perfect balance, let us help you find the best integration in your day-to-day life.

### Course Objectives

- 1 — Assess how well you currently integrate work and personal commitments
- 2 — Reflect on what is most important so you can prioritize your time
- 3 — Learn how to identify and address burnout



# DIFFICULT CONVERSATIONS WITH DIFFICULT PEOPLE

**Audience:** All Employees

**Length:** 2 hours

## Overview

Based on the book, “Coping with Difficult People” by Robert M. Bramson, Ph.D., this class identifies seven types of difficult people, common behaviors, and coping strategies. Case studies provide a small group activity for immediate practical application of the materials presented.



## Course Objectives

- 1 — Understand our own attitudes and reactions when confronted with difficult customers or co-workers
- 2 — Learn and understand behavior characteristics of seven different types of difficult people
- 3 — Learn to apply effective coping strategies for each type

# MULTI-GENERATIONS IN THE WORKPLACE

**Audience:** All Employees    **Length:** 2 hours



## Overview

For the first time in history, five generations co-exist in the workplace. These generations represent more than 50 years of behavior learned in response to our historic, social, cultural, and workplace realities. Learn how understanding the unique experiences and viewpoints of multiple generations can shape your business environment, as well as how to use that understanding to enhance productivity, and more importantly, secure each employee's personal commitment to a compelling vision.

### Course Objectives

- 1** — Understand the factors and historical period experiences that shape each generation, including social identities
- 2** — Understand the coming workforce realities created by five generations in the workplace, including the potential points of commonality and conflict between each generation: communication, technology, trust, accountability, authority, approach to work and life, career expectations, and change orientation
- 3** — Learn best practices to engage all generations to increase productivity and achieve business outcomes

## COMPASSION FATIGUE

**Audience:** Employees & Managers **Length:** 1 hour

### Overview

Witnessing the trauma, grief, or aging of a client or loved one is the daily challenge of being a caregiver. This session explores the concept of compassion fatigue, what it looks like, how it affects both formal and informal caregivers in both a personal and professional context, as well as the resources available for building coping skills and practicing self-care.



### Course Objectives

- 1 — Increase understanding of compassion fatigue as it relates to caregivers
- 2 — Learn the signs and symptoms of compassion fatigue
- 3 — Identify areas for personal growth
- 4 — Obtain self-care and resiliency skills



# RETIREMENT: *PLAN WITH A PURPOSE*

**Audience:** All Employees    **Length:** 1 hour

## Overview

Employees anticipating retirement often focus solely on financial preparations. While finances are an important consideration, we now know how important it is to plan for all of the other elements required for a fulfilling, successful life after leaving the workforce.

### Course Objectives

- 1 — Explore the emotional impact of making one of life's major transitions
- 2 — Review the eight essential elements of planning for a healthy, vibrant life after retirement
- 3 — Provide resources for continued learning and planning



# STAYING CHARGED THROUGH CHANGE

**Audience:** All Employees **Length:** 2 hours

## Overview

Change is a natural part of life, but it can be disruptive, both professionally and personally. Changes at work can impact our identity, our sense of belonging and our relationships with coworkers, clients and customers. Emotional reactions to change are a normal reaction to the real and perceived disruption that accompanies most changes.



## Course Objectives

- 1 — Explore the process of change and transition
- 2 — Understand how resistance to change is exhibited and how it occurs
- 3 — Discover how to adjust attitudes as inevitable change occurs in life
- 4 — Learn what is required to survive and thrive with change

# UNPLUG THE POWER STRUGGLE: DE-ESCALATE ANYONE, ANYWHERE, ANYTIME

**Audience:** All Employees    **Length:** 1 or 2 hours

## Overview

Communication is key to de-escalate any situation but oftentimes people struggle to communicate under stressful and traumatic circumstances. Focusing on empathetic listening and remaining in control of the situation are two factors that play into how well a situation can be de-escalated. Learn how to support anyone, anywhere, and with any issue and uncover how to avoid the wrong type of response that could make a situation worse.

## Course Objectives

- 1 — Review universal de-escalation principles that apply to any age, setting, or issue
- 2 — Explore the five keys to empathetic listening
- 3 — Establish ways to remain in control of any situation
- 4 — Review different response techniques and identify which responses make situations worse





## HUMOR IN THE WORKPLACE

**Audience:** All Employees **Length:** 2 hours

### Overview

Research tells us that 83% of Americans are stressed out at work and 55% are unsatisfied with their jobs. Humor in the Workplace will assist you in providing a work culture where laughter and humor is an everyday experience. You will be empowered to make work a place where creativity, energy, and even trust is strengthened.



### Course Objectives

- 1 — Recognize the power of laughter
- 2 — Engage in and understand actual laugh exercises
- 3 — Become more engaged as a team
- 4 — Boost personal and team creativity
- 5 — Build trust and community within the work culture



# POSITIVE CONVERSATIONS IN NOT-SO-POSITIVE SITUATIONS

**Audience:** All Employees    **Length:** 2 hours

## Overview

Every workplace has conflict, and this workshop will provide you with the tools necessary to have effective conversations when talking is hard. From checking your listening skills to absolving blame, you will come away with a positive outlook on how to effectively deal with conflict.

### Course Objectives

- 1 — Learn how to have tough conversations without using blame
- 2 — Recognize the 4 types of listening and when you should use each type
- 3 — Use the 3-step method to have healthy conversations
- 4 — Manage conflict with a win-win approach



# RESILIENCE: HARNESSING THE POWER OF POSITIVE STRESS

**Audience:** All Employees **Length:** 2 hours

## Overview

In today's fast-paced, ever-changing work environments, it's more important than ever to pay attention to our personal energy and stress levels. (This was important even before COVID, but ESPECIALLY important as we move into our new "normal.")

One thing to realize is that not all stress is bad. In this program, learn more about types of stress, the relationship of stress and personal energy levels, and ways we can build more resilience to have better outcomes.

## Course Objectives

- 1 — Stress, Energy, and Resilience - Defined
- 2 — Introduce and Explore: The Energy Spectrum
- 3 — Best Practices for Building Resilience



## BEHAVIORAL HEALTH & WELL-BEING

What is behavioral health, and why does it matter in the workplace? Behavioral health encompasses our mental and emotional health and is an important part of our overall well-being, but is often ignored or avoided. By understanding the prevalence and impacts of mental illness on the individual, you can better understand and manage the impacts on the workplace. Your employees' total health not only affects their individual performance, but can also have an impact on your organization's bottom line.





# BEHAVIORAL HEALTH IN THE WORKPLACE

**Audience:** Managers & Supervisors **Length:** 1 hour



## Overview

Learn about the spectrum of emotional health, the prevalence of mental health and substance use disorders, and how they impact your workforce. Each employee comes to work with an “invisible suitcase” full of issues and concerns that can distract them and disrupt their work. Learn ways to identify signs and symptoms of behavioral health problems and ways to address and manage them. Healthy employees, both physically and emotionally, are more productive and have a positive impact for your business.

### Course Objectives

- 1 — Learn why behavioral health matters
- 2 — Explore how unaddressed behavioral health issues can negatively affect your organization
- 3 — Identify signs and symptoms of common behavioral health concerns
- 4 — Receive practical suggestions for addressing and managing behavioral health concerns in the workplace



# COMMON MENTAL HEALTH CONCERNS

**Audience:** Employees & Managers **Length:** 1 hour

## Overview

This training provides an overview of common mental health concerns with a discussion around the potential impact depression, anxiety, and substance use disorders can have on the workplace. Treatment methods and suggestions for addressing mental health concerns are also discussed.



## Course Objectives

- 1 — Define depression, anxiety, and substance use disorders
- 2 — Discover the impact mental health concerns can have on your organization
- 3 — Receive practical suggestions for addressing mental health concerns

## DEPRESSED? OR JUST SAD? *HOW TO TELL THE DIFFERENCE*

**Audience:** Employees & Managers **Length:** 1 hour

According to the World Health Organization, 300 million people around the world have some level of depression during at least one point of the year. This training identifies some common signs and symptoms of depression and explains the spectrum from sadness to major depression.

### Overview

#### Course Objectives

- 1 — Identify signs and symptoms of depression
- 2 — Understand the varying levels and duration of sadness and depression
- 3 — Learn about some common treatment options for depression

## ANXIOUS? OR JUST WORRIED? *HOW TO TELL THE DIFFERENCE*

**Audience:** Employees & Managers **Length:** 1 hour

### Overview

Anxiety disorders are the most common mental illness in the U.S., with more than 18 percent of the population (40 million adults) affected by anxiety disorders each year. This training session focuses on increasing your basic understanding of how anxiety manifests itself, the relationship between anxiety and worry, and common treatment options for anxiety. This training will also teach participants a few basic tools for managing anxiety and worry.

#### Course Objectives

- 1 — Identify signs and symptoms of anxiety
- 2 — Understand the varying levels of worry along the anxiety spectrum
- 3 — Learn about common treatment options for anxiety

# SUBSTANCE USE? ABUSE? MISUSE? ADDICTION?

## HOW TO TELL THE DIFFERENCE

**Audience:** Employees & Managers **Length:** 1 hour



### Overview

Learn about the spectrum of substance use from non-use/abstinence to addiction and chemical dependency. This training covers how substance use disorders are defined and diagnosed. Identifying signs and symptoms of problematic substance use and common treatment methods are also discussed.

### Course Objectives

- 1 — Identify signs and symptoms of substance use disorder issues
- 2 — Understand the different levels of use along the spectrum of substance use
- 3 — Learn how a substance use disorder is defined and diagnosed
- 4 — Discover common treatment modalities

## MENTAL HEALTH FIRST AID

**Audience:** Employees & Managers

**Length:** The course can be delivered in one of three ways:

1. In-person - 8 hour in-person classroom setting (limited to 30 participants)
2. Virtual/In-person - 2 hour online pre-course work followed by 4 hour in person classroom setting (limited to 30 participants)
3. Virtual - 2 hour online pre-course work followed by 5.5 hour virtual format on Zoom or similar platform (limited to 15 participants)

**Cost:** Flat fee of \$2,400.00 plus \$25.00 hard copy workbook fee for in-person delivery, or \$30.00 portal access fee (includes electronic workbook) for virtual or hybrid delivery

### Overview

Mental Health First Aid is a training course designed to provide key skills which enable course participants to help someone who is developing a mental health problem or is experiencing a mental health crisis. Just as CPR training helps a layperson without medical training assist an individual following a heart attack, Mental Health First Aid training helps a layperson assist someone experiencing a mental health crisis. ***Mental Health First Aid certification must be renewed every three years.***



### Course Objectives

- 1 — Recognize the potential risk factors and warning signs for a range of mental health problems
- 2 — Use a 5-step action plan to help an individual in crisis connect with appropriate professional help.
- 3 — Interpret the prevalence of various mental health disorders in the U.S. and the need for reduced negative attitudes in their communities
- 4 — Apply knowledge of the appropriate professional, peer, social, and self-help resources available to help someone with a mental health problem treat and manage the problem and achieve recovery



# CREATING PEACE OF MIND IN A VIRAL WORLD

**Audience:** All Employees    **Length:** 1 or 2 hour(s)

## Overview

Sometimes our determination to not be in denial, and to consider ourselves “realists” takes us away from the opportunity to live in a peaceful state of mind no matter what the circumstances. So, how do we remain engaged and aware of what’s happening in the world, while maintaining a positive and hope-filled perspective?

### Course Objectives

- 1 — Explore the thinking of our ancestors and how it relates to where we are now
- 2 — Learn about human psychological functioning and explore the mind/body connection
- 3 — Assess relationships with self and others. Practice self-awareness and learn how that relates to always expanding consciousness



## MINDFULNESS AND MORE

**Audience:** All Employees   **Length:** 1 or 2 hour(s)

### Overview

As humans, we have the capacity to create lives that are fulfilling and in line with our gifts and dreams. Due to messages from culture and other humans that tell us we are not enough, we end up with a plethora of self-defeating beliefs. It doesn't matter whether we are 19 or 85, when we understand our hidden psychological and spiritual strengths, we are better able to create positive states of mind in addition to the ability to navigate the rough seasons of life with wisdom and a peaceful perspective. This is the benefit of mindfulness.

### Course Objectives

- 1 — Understand the concept and practice of mindfulness and its impact on work, home, and health
- 2 — Explore scientific revelations regarding the positive effect of mindfulness practices on the brain
- 3 — Learn that transformation into a more peaceful head space is possible for all of us
- 4 — Identify the superpower we all possess revealing how our thoughts and emotions are not based on our circumstances, but are an inside-out navigation of life



## SELF-CARE AND WELLNESS\*

When employees have information available to enhance well-being, it improves not only their health, but the health of your organization. Wellness is multi-dimensional and, therefore, when one aspect of someone's well-being is out of alignment, others will follow. The same, however, can be said for when an area of well-being is improved. Whether the focus is nutrition, movement, or stress reduction, addressing one area will benefit all aspects of self-care and wellness.

*\*All Self-Care and Wellness trainings are available to Core + and Core + Rewards wellness clients only.*

### NUTRITION 101

**Audience:** All Employees **Length:** 1 hour

#### Overview

Food affects almost everything we do. It impacts how we feel, our energy levels, and health status. It even influences how well we function every day. Nutrition is both a pure science and social science.

#### Course Objectives

- 1 — Examine how the body metabolizes nutrients
- 2 — Better understand the relationship between food, human behavior, and the environment
- 3 — Learn about the power of vitamins, minerals, and water



## DE-MYSTIFYING NUTRITION LABELS

**Audience:** All Employees

**Length:** 1 hour

### Overview

Life is busy, and reading nutrition labels is often put in the “too hard to figure out” shopping basket. The good news is anyone can become a food label whiz.



### Course Objectives

- 1 — Understand the key components of food labels
- 2 — Identify ways to make grocery shopping easier for you and your family
- 3 — Learn how the current Dietary Guidelines can help you make better food choices each day

## LITTLE CHANGES ADD UP: SETTING YOURSELF UP FOR SUCCESS!

**Audience:** All Employees

**Length:** 1 hour

### Overview

Research shows individuals make more than 200 subconscious food choices each day. No matter how much knowledge you hold, the environment around you greatly impacts your food choices and health.

### Course Objectives

- 1 — Learn about your food radius and how that can make the biggest difference in weight management
- 2 — Identify barriers and obstacles to healthy eating
- 3 — Develop mindful strategies around smaller changes in your home and work environment



## GOOD HEALTH ESSENTIALS

**Audience:** All Employees    **Length:** 1 hour

### Overview

The key to overall well-being is balance across different dimensions of wellness and being well-informed. Taking all aspects of health (food, exercise, sleep, socialization, and routine care) into consideration is the first step toward a healthier you!



### Course Objectives

- 1 — Know your numbers: what is important when it comes to routine screenings
- 2 — Understand the importance of taking care of yourself emotionally
- 3 — Uncover the importance of your family health history

## JUST MOVE IT

**Audience:** All Employees    **Length:** 1 hour

### Overview

We know excessive sitting is directly related to heart disease, Type II diabetes, and various cancers. Learn how to get your employees moving throughout the day to enhance productivity and boost the health of your organization. Don't give up on the possibility of optimal health and performance for yourself and your organization!

### Course Objectives

- 1 — Identify health risks associated with sedentary lifestyle
- 2 — Learn ways to accidentally exercise throughout the day
- 3 — Set S.M.A.R.T. goals and strategies to increase physical activity

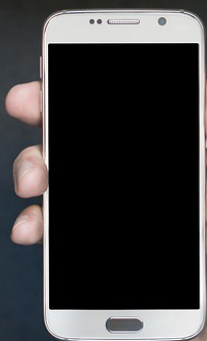
## UNPLUGGED

**Audience:** All Employees

**Length:** 1 hour

### Overview

It can be difficult to unplug when living in a world of constant connection and perpetual multi-tasking. If you feel like your day is a series of alerts, notifications, and reminders, you are not alone. The average person checks his or her phone 150 times a day, which makes it difficult to concentrate on tasks, projects, and those around you. Several studies show we need time away from our personal devices to refresh and recharge. Learn how unplugging a bit each day can be beneficial to your personal relationships and increase productivity in the workplace.



### Course Objectives

- 1 — Receive an overview of the integration of technology in work and personal lives
- 2 — Identify ways to cut back on screen time
- 3 — Assess personal screen time and attachment to devices

## FOOD AND MOOD

**Audience:** All Employees

**Length:** 1 hour

### Overview

Counting calories, fats, carbohydrates, and proteins are some of the most common ways to track eating habits and nutritional intake. But when was the last time you monitored your mood as it relates to what and how much you eat? Emotional eating is a common response to stress and fatigue, and it can lead to unhealthy eating habits, which can lead to chronic health conditions such as hypertension, diabetes, and heart disease. In this seminar you'll reflect on current eating habits, learn ways to track mood and food, and identify the difference between hunger, boredom, and stress eating.

### Course Objectives

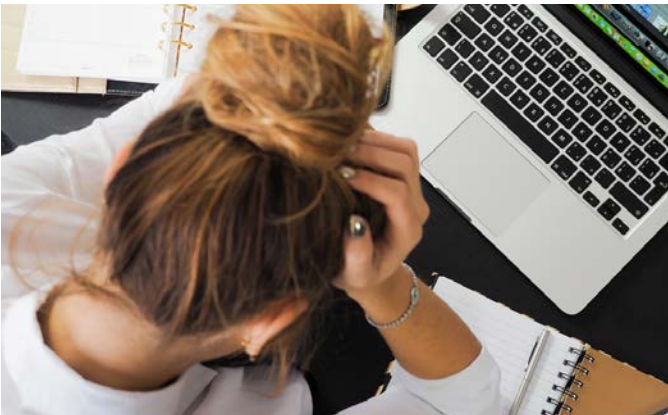
- 1 — Learn the difference between mindful and mindless eating
- 2 — Identify food triggers as they relate to emotions
- 3 — Learn the best foods to eat when stressed

## ADDRESS YOUR STRESS

**Audience:** All Employees **Length:** 1 hour

### Overview

If there's one thing we share in common in this world, it is stress. Stress helps keep us alive, but too much can cause significant health problems, reduce efficiency at work, and negatively impact personal relationships. While there is no such thing as eliminating all stress, there are ways you can minimize and manage stress to increase satisfaction and improve productivity in the workplace. In this seminar, you will learn how to identify stress and the best ways to respond under pressure.



### Course Objectives

- 1 — Learn how to identify and address stressors
- 2 — Understand how your mind and body react under stress
- 3 — Obtain tools to manage, reduce, or eliminate stressors

## GOAL GETTER

**Audience:** All Employees **Length:** 1 hour

### Overview

Studies show only 8 percent of people are successful in reaching New Year resolutions. Regardless of what time of year you're looking to make a change, setting and then reaching wellness goals can be complicated -- many times what we accomplish falls short of our hopes and dreams. Success can be found when we shift our focus from making one or two big changes to several small modifications. Learn how to set realistic goals and why having an accountability partner might be the key to long-term success!

### Course Objectives

- 1 — Identify which aspect of wellness you should focus on and how it will impact your overall well-being
- 2 — Establish three small changes you can make in your daily activities that will make you feel better, both physically and emotionally
- 3 — Learn how to set a S.M.A.R.T goal to get you on track to finding success

## BOTTOMS UP

**Audience:** All Employees

**Length:** 1 hour

### Overview

What we drink is just as important as what we eat when it comes to how we feel, how much energy we have, and how productive we are. Often times, people neglect to track calories and sugar from beverages when that could be the missing link to a healthy weight. Learn the importance of water and why drinking other beverages in moderation might be the key to feeling physically well and having mental clarity.



### Course Objectives

- 1 — Identify proper hydration levels and how to know when you're properly hydrated
- 2 — Learn how alcohol impacts physical and mental performance
- 3 — Understand the caloric cost of popular beverages

## CHANGE YOUR WEIGHS

**Audience:** All Employees

**Length:** 1 hour

### Overview

Are you interested in learning what really works for weight management? The approaches to achieving and maintaining a healthy weight are endless, and one size does not fit all. Find out how to approach your weight in a healthy and realistic way.

### Course Objectives

- 1 — Learn about your food radius and how that can make the biggest difference in weight management
- 2 — Identify barriers and obstacles to healthy eating
- 3 — Develop mindful strategies around smaller changes in your home and work environment



## COLORFUL CONNECTIONS

**Audience:** All Employees    **Length:** 1 hour

### Overview

We know fruits and vegetables are essential to a healthy diet, but most people don't eat nearly enough. According to the Centers for Disease Control and Prevention, Americans consume, on average, 1.1 servings of fruits and 1.6 servings of vegetables each day. These numbers fall short of the recommended five to nine servings of fruits and vegetables combined per day. Learn why it's important to eat a variety of colors and types of produce, as well as how doing so can help boost mood, energy levels, and lead to a healthy weight.



### Course Objectives

- 1 — Learn how a diet rich in fruits and vegetables can help prevent chronic disease
- 2 — Identify easy ways to get a minimum of five servings each day
- 3 — Learn how to save money and reduce waste when shopping for produce

## REST FOR SUCCESS

**Audience:** All Employees    **Length:** 1 hour

### Overview

Do you ever wonder why you feel so exhausted during the day but can't seem to fall asleep at night? Have you struggled to maintain a healthy weight or lose weight? Our sleep habits affect more than just how alert we are during the day. They impact how we communicate and interact with others, how much stress we feel, and even our hormones, which can cause a series of other health-related concerns. Sometimes the best solution to feeling better is just a little more rest. Learn how to gauge if you're sleeping enough, how you can improve the quality of your sleep, and how it will enhance the overall well-being of your organization!

### Course Objectives

- 1 — Review the importance of sleep as it relates to physical and emotional well-being
- 2 — Identify triggers for sleep deprivation
- 3 — Learn how to establish proper sleep habits

## MINDFULNESS MATTERS

**Audience:** All Employees    **Length:** 1 hour

### Overview

Whether it's managing stress, eating healthier, or managing time, mindfulness is the first step in approaching a healthier lifestyle. Mindfulness is free and can be done anywhere and at any time, yet many people run on auto pilot and neglect mindfulness.



### Course Objectives

- 1 — Understand the basic concepts of mindfulness
- 2 — Explore how mindfulness can lead to a healthier lifestyle
- 3 — Learn and experience a variety of mindful practices

## DIETS DEBUNKED

**Audience:** All Employees    **Length:** 1 hour

### Overview

Diets are everywhere, and it can be tempting to fall for the quick-fix solutions that make promises too good to be true. We know the best nutrition advice is based on science and fact, and not on the latest and greatest diet to hit the market.

### Course Objectives

- 1 — Learn how to review health marketing claims to determine a plan that will deliver desired results
- 2 — Identify what to consider before changing your diet
- 3 — Learn successful, long-term eating patterns for optimal health and well-being

## COOKING FOR A LIGHTER WEIGHT OF LIFE

**Audience:** All Employees    **Length:** 1 hour

### Overview

It is reported that Americans eat out upward of 4-5 times per week. While eating out can be fun and exciting, it leaves you with little to no control over ingredients, calories, and nutrients. In addition, it can be very costly to eat out on a regular basis. Explore ways to obtain all daily nutrients without going over your calorie goals, all while saving time and money cooking and eating at home.

### Course Objectives

- 1 — Be empowered to stock your kitchen with healthy staples
- 2 — Learn how to cook healthy and low-calorie meals at home
- 3 — Discover ideas for quick and nutritious meals

## SELF-CARE 101

**Audience:** All Employees    **Length:** 1 hour

### Overview

Many people don't hesitate to help others, but when it comes time to help themselves, they think twice. Self-care is not selfish, and it is important, yet many times it is a last priority. Learn how to put yourself first at least once a day to enhance all areas of your life and maximize well-being.

### Course Objectives

- 1 — Perform a self-care self-check across the eight dimensions of wellness
- 2 — Identify areas of your life in need of attention
- 3 — Make an action plan to help prioritize self-care

## EAT WELL, LIVE WELL

**Audience:** All Employees

**Length:** 1 hour

### Overview

A healthy immune system is more important than ever and many people are looking for ways to boost immunity to avoid illness. Common advice like staying home if you do not feel well, regular hand washing, and wearing masks are excellent ways to protect ourselves, but did you know eating a nutrient-rich diet could aid our immune systems to fight off viruses and other invaders, too?

### Course Objectives

- 1 — Learn what our immune system does, and identify areas of your health impacted by immunity
- 2 — Identify the healthiest food picks for boosting immunity and restoring oneself to good health
- 3 — Explore food and nutrition trends, and what to be on the lookout for when it comes to supplements, marketers, and food manufacturers



## GRATITUDE: KEY TO A GOOD ATTITUDE

**Audience:** All Employees

**Length:** 1 hour

Employing gratitude as a shift into a positive mindset is not new. Its definition: “Being thankful and showing appreciation,” seems like a no brainer, right? But there’s more: scientific research is proving that gratitude is a game changer! Learn how an attitude of gratitude can strengthen relationships, improve physical and emotional health and help you sleep.

### Overview

### Course Objectives

- 1 — Explore the concept of expressing and experiencing gratitude
- 2 — Understand the science behind how gratitude works to improve multiple areas of well-being
- 3 — Recognize that gratitude is merely a shift in consciousness that is immediately available to anyone



# MONEY MATTERS

**Audience:** All Employees **Length:** 1 hour

## Overview

Without clarity and confidence, money can often be a source of stress and anxiety. Money impacts nearly every aspect of our lives, and getting it right takes planning. This training is to help you understand the importance of taking action in your financial life as well as equip you with practical tools and resources. Whether you are just getting started or on the cusp of retirement, we'll cover important concepts and actionable strategies to help you improve your financial future.

### Course Objectives

- 1 — Identify and prioritize your financial goals
- 2 — Evaluate impactful ways to apply your income and savings
- 3 — Determine strategies to balance both paying down debt and saving for the future



# YOUR FINANCIAL FUTURE

**Audience:** All Employees **Length:** 1-2 hour(s)

Are you prepared for one of the biggest transitions in your life? Retirement consists of piecing together a big puzzle, composed of a variety of different resources, to ensure you have enough to live the life you want. This educational session will arm you with information needed to clarify your path to a successful retirement.

## Overview

### Course Objectives

- 1 — Discover options for deciding when and how to tap your Social Security benefits
- 2 — Identify retirement income strategies to first, cover basic needs; second, fund your “wants”; and third, still leave room for possible unexpected “surprises”
- 3 — Learn tax planning and efficient distribution strategies to minimize Uncle Sam’s impact on your retirement nest egg

# INTRODUCTION TO ESTATE PLANNING

**Audience:** All Employees **Length:** 1 hour

## Overview

Estate planning is the process of designating who will receive your assets and handle your responsibilities after your death or incapacitation. One goal is to ensure beneficiaries receive assets in a way that minimizes estate tax, gift tax, income tax and other taxes. Estate planning can help establish a platform you can fine-tune as your personal and financial situations change. The key question to ask yourself is: How do you want your assets distributed if you die or are incapacitated?

## Course Objectives

- 1 — Explore how to control your savings and assets
- 2 — Learn the importance of updating beneficiary designations, trusts, proper titling, and wills
- 3 — Understand the impact of not having proper estate planning documents in place





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