Life Happens. We can help.

Professional Development Training & Services Catalog
CARE’s WorkLife Solutions has been assisting organizations with finding solutions to work/life issues since 1977. We provide proactive tools for employers and employees that address personal, professional and organizational development. As a full-service Employee Assistance Program (EAP), CARE’s WorkLife Solutions helps employers stretch their benefit dollars and solve problems resulting in lower absenteeism, higher productivity, improved morale and lower health care utilization.

CARE’s WorkLife Solutions recognizes that a critical component of a highly productive workforce is the continuum of professional development. Professional development training, coaching, and mediation are proven methods of making significant changes in the workplace and improving the bottom line. Each training offers a variety of educational content and interactive activities which are customized to meet the organization’s needs.

To schedule professional development trainings or to learn more about CARE’s WorkLife Solutions Services contact our Training Department:

Phone: 866 888 1555
E-mail: worklife@careswls.com
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Interpersonal Relationships

Developing effective relationships with colleagues is a critical factor for success. Working well with others translates to better interpersonal communication skills. By respecting others in the workplace and learning how to manage conflict, work-related stress can be decreased. These trainings are designed to help employees become stronger team players and manage difficult situations.
Interpersonal Relationships

The Art of Being an Effective Communicator
Communication can be challenging in today’s workplace. Using real work and life examples the training and discussion will include strategies for communicating respectfully and assertively in work and personal environments.

After attending this training, participants will:
- Address workplace issues with effective and assertive communication skills
- Gain tips to positively influence others.
- Improve verbal, written, and digital communication strategies
- Become an engaged listener
- Create strategies for having a difficult conversation

Diversity and Inclusion
It is critical for employers to address diversity in the face of dramatic demographic shifts in the workplace. Generational differences, immigration, religious beliefs, gender differences, are just the tip of the iceberg.

After attending this seminar, participants will:
- Gain insight into what is required in order to prevent conflict, promote inclusion and leverage untapped resources
- Develop and engage in strategies and techniques that will lead to more open-mindedness and thus, more inclusion and innovation
- Implement proactive steps for dialogue, understanding and sensitivity

Communication Skills for Women
This seminar will focus on specific communication and leadership challenges from a woman’s perspective.

After attending this seminar, participants will be able to:
- Communicate with assertiveness that convey power, confidence and authority
- Strategically use emotions to increase dialogue and understanding
- Embrace confidence in setting boundaries and saying “yes” to priorities that matter
- Learn skills that will make you a respected and valuable member of your organization

Emotional Intelligence in the Workplace
Improving emotional Intelligence can enhance relationships within your organization and with your customers. This workshop involves self-evaluation and developing strategies to increase your emotional intelligence.

After attending this training, participants will:
- Complete an E-I-Q test to understand personal competence
- Define emotional intelligence and workplace relevance
- Equip individuals with strategies to develop emotional self-control
- Gain tools to increase emotional intelligence
- Connect emotional intelligence into everyday work language

Enhancing RESPECT and Relationships in the Workplace
This training is designed for workplaces and departments who are facing specific relationship and respect challenges. The focus of this training is to develop collective strategies to improve a team’s dynamics. After attending this training, participants will:

continued on next page
Interpersonal Relationships

Enhancing RESPECT and Relationships in the Workplace Continued
- Learn to promote respect
- Identify specific barriers and gain solutions to negative workplace dynamics
- Review behaviors that increase effectiveness
- Complete an assessment on respecting your workplace
- Learn model to guide respectful conversations
- When your the target - how to handle barbs and wisecracks

Humor in the Workplace
Studies have shown that one of the most effective methods of reducing workplace stress is laughter. Laughter reduces levels of cortisol, epinephrine, and other “stress hormones.” Laughter increases endorphins and neurotransmitters and has been found to increase antibody producing cells. What does that mean? It means that laughter improves the immune system!

After attending this training, participants will:
- Understand the difference between helpful and hurtful humor
- Commit to setting daily humor goals
- Strategize to create a customized action plan for success within their own work environment

Skills for Public speaking
Effective public speaking is vital for today’s workplace and personal success. Whether you are speaking up at a meeting, presenting to management, giving a formal presentation, or voicing your opinion at a peer meeting, this workshop will enhance your confidence by giving you the tools for presenting effectively.

After attending this training, participants will:
- Learn how to structure a presentation
- Develop an outline for presentations to convey different ideas and topics
- Build trust as a public speaker to make your message stick
- Obtain strategies for overcoming stage fright
- Learn ways to connect with an audience and increase audience engagement

Strategies for Successful Self-Management
We all experience work frustrations. Self management is a skillful approach to personal self-awareness, maintaining control and addressing challenges with proactive skills. This training will help attendees take responsibility for their mind-set, self-motivation, thoughts, behaviors, emotions and communications skills.

After attending this training, participants will:
- Identify self monitoring tools for early intervention
- Gain skills for personal self control
- See rewards for a mindful approach to frustrations
- Have an action plan for personal success

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Organizational Development

In order to succeed, organizations must continue to become more efficient and effective. Productivity stems from well-rounded employees that can think critically, react quickly, work well together and be self-motivated. Creating a highly productive workforce requires professional development to strengthen the core of your organization.
Organizational Development

Adapting to Adversity & Change
Workplace change is the new normal. Without support it can cause stress, fear and reduced moral. This training focuses on developing healthy mechanisms to manage stress related to change and help attendees see the benefits of change. Attendees will have an opportunity to do a personal change assessment for understanding of their own challenges with change. This training can be coupled with Managing Organizational Change for Leaders.

After attending this training, participants will:
• Increase understanding of the natural phases of coping with change
• Identify behaviors that sabotage success
• Gain methods for survival and solutions
• Be able to incorporate the 3 R’s for managing change positively and 8 principles of successful change

Creating Customer Loyalty
A whopping 70% of lost customers can be traced to one factor: the perception that they are being poorly treated or under-appreciated by company representatives. This training will focus on behaviors that improve customer perception and increase customer loyalty. It will also review strategies and skills for dealing with difficult customers. Role playing is incorporated into this training to increase confidence and commitment.

After attending this training, participants will:
• Understand essential behaviors required for quality customer service
• Learn self monitoring skills to manage challenging situations
• Obtain strategies for dealing effectively with difficult customers
• Increase motivation to create a positive customer experience with all interactions

Becoming a Successful Problem Solver
Effective problem solving is critical among all layers of an organization for a productive workforce. Discussion will include key strategies to creative problem solving and implementation steps.

After attending this training, participants will:
• Identify problem ownership’s role in successful problem solving
• Learn to increase team collaboration rather than fear failure
• Improve problem analysis and decision making
• Understand and overcome barriers to success
• Build a results-driven and outcome measurable plan to solving problems

How to Maximize Your Time-Effectiveness
Are you getting the most out of your day? Success is measured by your accomplishments. Techniques and skills will be discussed that will help you become more productive, both at work and at home. Learn to work smarter, not harder, by identifying priorities, organizing yourself and setting goals and objectives.

After attending this training, participants will:
• Gain concrete methods to control your day instead of letting it control you
• Obtain strategies for prioritizing to increase job productivity and satisfaction
• Identify common time wasters and small changes that lead to big results
Interactive Team Building Experiences
This hands-on, interactive training will incorporate effective techniques for creating a cohesive workgroup. Individuals will complete a self-assessment and use the results to enhance their team. A variety of team building activities are included. After attending this training, participants will:
• Have a clearer understanding of their own strengths and challenges when it comes to being a “team player”
• Learn the stages of team development
• Have had fun participating in a variety of team building activities and discussions
• Understand how the different skills in the team support the team’s ability to meet objectives

Mixing Four Generations in the Workplace
The complications that can arise from the mixing of four generations can have a huge negative impact on teams and productivity. It can also lead to creative and dynamic teams. This training will help the learner see things from each generation’s perspective and learn strategies to build on each other’s strengths. After attending this training, participants will:
• Learn the characteristics and strengths of different generations
• Obtain ways to better engage and communicate between different generations
• Improve working relationships between generations

SMART Goal Setting – A Guide to Goal Achievement!
Successful goal setting is critical to goal achievement. How many times have you said, “This time, it will be different. I’m going to succeed no matter what!” Unfortunately, only 8% of our resolutions are successful. This training will focus on specific “SMART” strategies to set and achieve goals. After attending this training, participants will:
• Develop a customized action plan for at least one of their goals using the “SMART” strategies
• Avoid pitfalls and traps in achieving goals
• Implement daily and mindful goal setting strategies

Using Microsoft Outlook to Support Time Management Strategies
Do you feel overwhelmed with “sticky” notes, paper piles, ongoing projects to keep track of, emails and phone calls to follow-up on? or are you waiting for information from others that impacts your job? Learn how to use Microsoft Outlook to help you stay organized and on top of all those important tasks and projects. This session will also look at strategies for effective use and organizing of emails. After attending this sessions, participants will:
• Use Outlook to maximize time
• Gain new strategies for managing emails
• Develop new methods to manage tasks and projects
Leadership Development

Strong leaders, managers, and supervisors are critical to create and support dynamic and engaged teams. Trainings are available to support and develop new and seasoned leaders.
Leadership Development

Advanced Leadership Development
Experienced leaders benefit from continued leadership development and growth. Being a seasoned leader does not necessarily translate into being an effective leader. This training will help leaders look at their habits constructively and objectively and help identify areas for change, growth and polish their skills. This training is customized for your organization’s unique leadership development needs.

After attending this training, leaders will:
• Use assessment tools to discover personal strengths and leadership style
• Brush up their management skills for unique challenges
• Understand how to influence staff to peak levels of performance
• Gain updates on communications best practices with younger generational workers
• Feel recharged!

Confidence and Skills for New Leaders
Being a leader is hard work. Start your new leaders off with the tools they need to think critically and act decisively. This essential interactive training will focus on specific strategies to help first-time leaders excel. Individuals will explore styles of leadership and complete a leadership survey to identify areas of strength and improvement. Common scenarios will be role played to demonstrate how a manager’s words and actions can be impactful.

After attending this training, leaders will:
• Learn practical and applicable skills to effectively manage staff
• Be assertive without being perceived as aggressive
• Respond to conflict effectively
• Appropriately recognize and address performance issues
• Learn the connection between delegating and engagement
• Be a more effective “coach”
• Effectively supervise former peers

Effective Approaches to Dealing with Unacceptable Behavior
Did you know that 20% of your workforce can be absorbing 80% of your thoughts and time. This training session will guide leaders to best practice steps in holding employees accountable for professional and productive behavior. Lively role plays and discussion will give leaders an opportunity to work on their concerns.

After attending this training, leaders will:
• Learn to manage and eliminate unacceptable behavior
• Handle an employee who disagrees with something you want done or the way you want it done
• Identify underlying causes of anger
• Principles for setting the stage for success
• Understand the performance process and accountability
• Address ongoing problematic behaviors with a four step model
• Gain strategies for keeping their own emotions in check
Lighting their Fire -- Empower and Engage Employees
Companies with engaged employees outperform those without by up to 202%! 71% of all employees are not fully engaged and 26% are actively disengaged! This session will look at the key drivers for employee engagement and specific steps leaders can pursue to change these concerning statistics.

After attending this training, leaders will:
• Learn what effective employee engagement is and how it can improve the customer experience
• Have specific strategies for motivating and empowering employees
• Understand the importance of creating a “listening culture”
• Gain specific tools to problem solve and critique without discouraging employees
• Understand the keys that help drive employee engagement

Managing Organizational Change
Nothing can sabotage positive moral and productivity faster than announcing “some changes are coming”! This training will review different effective models for positive change management and the consequences of not managing the people side of change effectively. The seminar will include discussion and interaction of real life and current changes.

After attending this training, leaders will:
• Increase awareness of change methods to improve employee moral and productivity during challenging times.
• Have resources and models for guiding change
• Learn a step by step process for implementing effective change.
• Strive for continuous improvement

Testimonial
“CARE’s WorkLife Solutions consistently provides proactive tools for us to consider that helps us ensure a productive worklife balance. Their staff members are professional subject matter experts in their given disciplines. They are always there when we need them with their 24/7 coverage and take the extra time to follow up and ensure that any issue has been resolved to our satisfaction.”

Robin Craig,
Medstar Ambulance
Risk Management involves the process of identifying, assessing, and controlling risks that arise from your daily operations and the application of resources to manage the risks. CARE's WorkLife Solutions offers training to help control and reduce risks. These training sessions are a means of reducing vulnerabilities and creating a safe, secure and productive workforce.
Critical Incident Stress Debriefing
Critical Incident Stress Management is designed to help people deal with traumatic incidents through structured and confidential process. This service is available after a critical incident occurs, such as a suicide, violent incident, or sudden death. The intervention emphasizes safety and healthy coping mechanisms to help employees return to normal levels of functioning.

Contact CARE’s WorkLife Solutions anytime to determine if this intervention is an appropriate response to a workplace incident.

After attending a debriefing, participants will:
- Have healthy strategies for coping
- Be reassured of the normal reactions to a trauma
- Receive additional resources for on-going support

Department of Transportation, Drug Free Workplace Training for Drivers
Drivers are educated about the impact of substance use on driving and work performance. Information about drug testing is also discussed. This training is recommended on an annual basis by the DOT for all safety sensitive drivers. Attendees receive a certificate of attendance along with the Department of Transportation Handbook.

After attending this training, drivers will:
- Understand health hazards and effects of drugs on performance and safety
- Understand drug testing requirements
- Be aware of the consequences of any type of test positive on their career

Department of Transportation, Reasonable Suspicion Training for Supervisors
Supervisors are essential to supporting the DOT standards for a Drug Free Workplace and need to be educated on the DOT Reasonable Suspicion guidelines. Training includes an overview of drugs tested under the DOT regulations and their effects on driving, safety and health. Supervisors will be trained on proper documentation, procedures and recognition of the signs and symptoms of possible drug use. This training is recommended by the DOT on an annual basis for all supervisors.

After attending this training, supervisors will:
- Be more knowledgeable about the expectations of the DOT standards and reasonable suspicion guidelines
- Understand the circumstances for reasonable suspicion and all other drug testing
- Know the role of the Substance Abuse Professional in the Return to Duty process
- Feel more confident in proper procedures to follow up with drug use concerns

Drug Free Workplace
Individuals with an addiction decrease productivity by working less and having sixteen times more absences than other employees. An overview of drug effects and hazards will be provided and the concept of disease management will be explored. Review of company policy will be included.

After attending this training, leaders will:
- Understand the impact of drug use on workplace safety
- Learn about the struggles of addiction
- Recognize the signs and symptoms of drug use
- Gain understanding of the role of the supervisor and/or employee in identifying and responding to workplace drug use
Harassment Prevention Education for Employees
Harassment has a profound negative effect on the workplace—it can lower morale, reduce productivity, increase stress, damage reputations, and put a company at risk for costly litigation. This training will include realistic workplace scenarios for small group discussion to increase understanding of harassment. Prejudicial behaviors will also be discussed. This training will emphasize a “no tolerance” message for these behaviors. Company policy will also be discussed. It is suggested that this training be given on an annual basis.

After attending this training, employees will:
- Increase understanding of the law and company’s specific policies
- Understand how a hostile environment is created
- Be able to explain the “reasonable person standard”
- Increase personal responsibility for responding to harassing behaviors
- Know how to report any concerns

Harassment Prevention Training for Leadership
This training is a must for all leadership! Leaders have specific obligations for handling harassment complaints and need to know how to prevent and manage employee harassment issues. Company policies can also be reviewed. This training is recommended to be given on an annual basis.

After attending this training, leaders will:
- Understand the definition of harassment
- Respond appropriately and proactively to harassment situations to support a harassment free workplace

Mediation
Mediation is efficient and impartial method to address workplace conflicts that are impacting productivity. The mediation process focuses on restoring productivity and can prevent costly litigation.

Mediation allows the parties to:
- Discuss the issues in a neutral environment
- Clear up misunderstandings
- Discuss underlying interests or concerns
- Find areas of agreement and compromise
- Develop resolution for agreement

Understanding Addiction and Misuse of Drugs and Its Impact on the Workplace
This training will cover an in-depth look at addiction, its impact on the family and the workplace. Using a model called the “Family Sculpt”, attendees will visually see the impact and dynamics that addiction has on the family and peers.

After attending this training, employees and leaders will:
- Have a deeper understanding of the challenges of addiction
- Learn the effects of addiction on family members as well as on coworkers
- Acquire resources for additional learning and support

Continued in next column
**Risk Management**

**Understanding Mental Health Concerns in the Workplace**
In a study of Americans between the ages of 15-54, 18% who were employed said they experienced symptoms of a mental health disorder in the previous month. The stigma of having a mental health disorder makes people less likely to seek help. Coworkers as well as leaders are often unsure of how to approach the concern, and as a result, mental health disorders often go untreated.

*After attending this training, leaders will:*
- Leave with a better understanding of the different mental health disorders and behaviors associated with mental health concerns
- Learn the role of a supervisor when confronted with a mental health concern in the workplace
- Feel more confident of best approaches for a positive dialogue
- Know how to objectively hold their employee accountable
- Have resources for additional guidance and help

**Workplace Violence Safety & Prevention for Supervisors**
Leaders play a critical role in creating safe work environments. This training is geared to educating leaders on the warning signs of violence and prevention techniques. Organization policy design or review will include documentation and threat reporting procedures. This training is suggested to be provided on an annual basis.

*After attending this training, supervisors will:*
- Understand violent behavior definitions: physical attacks, threats, harassment, property crimes, etc.
- Recognize behaviors, warning signs and stereotypes
- Understand the causes of violence in the workplace
- Gain best practice approaches to prevention
- Develop strategies for personal and organizational safety, including a zero tolerance culture for violence

**Workplace Violence Safety & Prevention for Employees**
Workplace violence may be defined as “violence or the threat of violence against workers” and customers. Close to 2 million American workers are victims of workplace violence each year. Traits of disengaged employees and their potential effects will be discussed and prevention techniques will be offered. Ten methods to determine who is most likely to become violent will be covered. This training is suggested to be provided on an annual basis.

*After attending this training, employees will:*
- Understand the variety of workplace violent warning signs and behaviors
- Know strategies for protection and de-escalating a violent person

*Continued in next column*
It's All About Wellness

The bottom line is that employers benefit from healthy employees. Wellness training supports physical, mental, emotional, social and spiritual well-being. Healthy employees make for a stronger workforce.
It's All About Wellness

It's All About Attitude
Perception and attitude is a prediction of one’s own reality and can be the biggest difference maker with life/work success. Exploring what contributes to attitude characteristics will help attendees discover their own personal power in maintaining a positive and optimistic attitude. A self-assessment is included.

After attending this training, participants will:
• Understand individual’s attitude and impact on wellness
• Gain strategies to maintain a positive and optimistic attitude
• Understand the consequences physically, mentally and spiritually of a negative attitude
• Learn ten characteristics that will help you excel and improve attitude
• Overcome negative thinking habits that stifle energy and creativity

Developing Resiliency Despite Stress
Resiliency is defined as the ability to spring back, rebound, and successfully adapt in the face of chronic stress. This training will have attendees identify what contributes to their own resiliency and learn new ways to become more resilient.

After attending this training, participants will:
• Identify specific strategies to increase their own resiliency despite chronic stress
• Gain practical tips to incorporate into their daily life for stress reduction
• Learn consequences of stress if it is not handled well
• Learn to empower themselves and their colleagues
• Develop an immediate action plan that work

Compassion Fatigue – Avoiding Burnout
Compassion Fatigue is a real condition that results from internalizing and absorbing the energy of others when they are struggling with life’s challenges. Learning specifically about compassion fatigue is critical to prevention and treatment. This training is ideal for individuals that work in high stress environments such as nursing homes, human services organizations or other organizations that work with people in crisis.

After attending this training, participants will:
• Understand compassion fatigue and its negative effects
• Recognize personal symptoms and symptoms in coworkers
• Acquire steps needed for optimal health and wellness in combating compassion fatigue

Help! My Elderly Parents Needs are Many!
This training will explore the changes, challenges, difficulties and rewards that adult children and their aging parents experience with advancing years.

After attending this training, participants will:
• Understand and accept their parents’ need to make their own decisions when prudent and safe
• Deepen their understanding of an ever-changing relationship
• Understand the importance of aging with dignity
• Gain supportive resources
Help! My Teenager is Driving Me Nuts!
This training is all about improving your relationship with your teen. Ideas on encouraging personal responsibility, self-respect, respectfulness, age appropriate discipline and methods to help your teen find their way through the issues that they face.

*After attending this training, attendees will:*
- Feel more confident on best approaches for challenging situations
- Gain tips to keep their relationship strong through these interesting years
- Have resources for additional learning and support

Keeping Mentally and Emotionally Healthy as We Age
Growing old introduces many changes and challenges for each person. Although there are no cookie cutter answers, this training will explore some basic elements of adapting well as individuals age.

*After attending this training, participants will:*
- Develop ways to support the aging process
- Understand the significance that their attitude plays
- Identify supportive resources

Looking at Nutrition in a New Way
Nutrition effects wellness in a variety of ways. Nutrition experts will share accurate information on a variety of topics such as:
- Nutrition for a Healthy Heart
- Understanding Good and Bad Fats
- Healthy Eating Away from Home
- Eating Smart for Weight Loss and Maintenance
- Understanding Food Labels

*After attending a session, participants will:*
- Be more confident about their food choices
- Feel more motivated to eat healthy
- Be able to choose healthier foods

Parenting Young Children
This session is designed for parents of children under six years of age and will provide an exciting outlook on child rearing in today’s world.

*After attending this training, attendees will:*
- Have a good understanding of child development and behavior
- Have strategies for building their child’s self-confidence
- Tools for disciple that works
- Have resources for additional learning

Testimonial
“*They treat all clients in a very professional manner. We have been pleased with the quality of their counseling services, trainings, and communications.*”
Linda Melton,
City of Roseville
Parenting School Aged Children
Parents of elementary age children will appreciate the ideas, support and opportunity for encouragement given in this session.

*After attending this training, attendees will:*
- Learn tips for increasing cooperation
- Gain skills for the type of discipline that teaches personal responsibility
- Understand the different types of misbehavior
- Develop resources for additional learning and support

So, you’re thinking about quitting… smoking that is.
Whether you’re in the contemplation stage or ready to quit today, this session will help. This session will review the different approaches to stopping including Nicotine Replacement Therapy and strategies to overcome obstacles to success.

*After attending this training, attendees will:*
- Understand smoking addiction
- Feel more confident about which approach is best for themselves
- Have a better understanding of the immediate and long term health benefits
- Gain tips for avoiding a return to smoking

Staying Fit with Exercise at Work!
Between errands and wanting to spend quality time with our families after work, exercise and relaxation is often pushed back on the agenda! Let us help you gain some techniques that can fit into anyone’s crazy routine. Exercise boosts your metabolism, increases your immune system, kicks out those stress hormones and helps us stay fit!

*After attending this training, participants will:*
- Be eager to implement these routines into their work day
- Understand the connection between focused relaxation and optimal health
- Feel more motivated to exercise on a daily basis
- Set specific goals for success

Testimonial
"CARE’s WorkLife Solutions offers a professional, confidential resource to my employees for personal counseling. I am very confident offering the service to my employees because I know that it is a trusted, safe and helpful resource for the employee to take advantage of."

**Darlene Nichols,**
**Michigan Heart Group**
Professional Coaching

Professional Coaching is a rapidly growing means of providing customized skill to management. Companies who provide coaching services for their staff report increased sales, improved executive satisfaction, increased productivity and profit. Coaching promotes personal discovery and development of new approaches for problem solving.

CARE’s WorkLife Solutions offers two types of professional coaching services that are specifically designed to meet the needs of the organization and the individual.

Executive Coaching

Executive coaching can make a significant difference in long-term success for leaders and their teams. The primary focus is to enhance performance and develop leadership.

Goals include:
- Implementation of new skills and strategies
- Accountable action steps
- Ability to share confidential concerns
- Weekly or bi-weekly coaching sessions
- Email and phone support

Personal/Life Coaching

Motivations often revolve around personal skill development, achieving balance, handling stress, overcoming conflict and adapting to difficult personalities or changes.

Coaching is customized to meet the unique needs of the individual:

Goals may include:
- Creating a personal development plan with measurable goals
- Interviews with colleagues and direct reports
- Weekly or bi-weekly coaching sessions
- Email and phone support
Downsizing and Restructuring

While workplace changes may be difficult, the negative impact on employees and productivity can be minimized with pre-planning and support. CARE's Worklife Solutions provides assistance to leaders and employees planning for and experiencing downsizing, plant shutdowns, layoffs, short work weeks, etc. Whether the change impacts 10 people or 500 plus, CARE's Worklife Solutions can make this transition less difficult. Recent surveys tell us of the impact of restructuring and downsizing impacts customer service, productivity, and work environment.

Downsizing with Dignity & Restructuring with Respect

CARE’s WorkLife Solutions will help you plan and execute restructuring or downsizing of any size. Each program is customized specifically for your organization.

Services can include:

- Pre-planning guidance
- Leadership training for effective management before, during and after the restructuring
- Development of a communication plan
- Support for both laid off and remaining employees
- Security precautions and community resources
- Grief and loss counseling and support
- Re-building morale, positive attitude and confidence