



Corporate Education Program

Improving Employee Health and Productivity



ThedaCare At Work reduces healthcare costs by improving employee health.

Welcome to ThedaCare At Work Corporate Education Programs

Learning skills that enhance both your personal and professional growth through training and educational opportunities is what our Corporate Education program is all about.

The first section of this catalog, **Improving Workplace Culture**, describes training programs that make your organization a better place to work. The topics are appropriate for everyone in the organization.

The second section, **Pouring Into Your Leaders**, is filled with topics that are designed specifically for managers and supervisors to aid them in their roles of managing both the business and the people of your organization.

The third section, **Pouring Into Your Employees**, is filled with topics that help each of us learn to take better care of our emotional selves, which in turn helps us be more productive at work.

The final section of this catalog, **Conflict Resolution Services**, describes services available to help resolve conflict between and among employees.

Whether you want a brief overview of a topic, or an intensive, in-depth training session, you'll find it in our Corporate Education program. We've built several trainings based on employer requests. Call us to learn more about any of these topics.

CORPORATE EDUCATION CATALOG

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IMPROVING WORKPLACE CULTURE

Workplace Etiquette

Come, join us as we explore how our perceptions affect the ways in which we treat one another. This training will address power/control dynamics, communication, and how incivility negatively impacts various facets of personal and organizational effectiveness. (45-60 min)

The Art of Getting Along

Discover techniques on how to handle difficult situations and relationships within the workplace. Avoid power struggles by learning to defuse anger, build cooperation and reframe negative responses. (45-60 min)

Pulling In the Same Direction

Does your team work together to achieve a common purpose? Is there a culture of mutual accountability and non-threatening communication? If not, please join us as we seek to uncover the necessary elements of creating trust and building collaboration while keeping the dignity of each individual intact. (45-60 min)

We are Here to Help

Customer service? Customer care? Customer experience? All of these terms can be so confusing! Join us as we delve deeper into the essence of good customer support and learn the skills necessary to take care of our patrons. (45-60 min)

Respect: A Non-Negotiable

This training teaches employees the definition of harassment, including workplace bullying, the legal dangers of harassment, what constitutes harassing behavior, and what to do if you feel like you have been harassed on the job. Also, portions of this training can be customized to focus on your company's specific harassment policy. (45-60 min)

DOT Drug and Alcohol Compliance Training

SECTION 1: Supervisors Only

Leaders attending this training will learn to recognize substance abuse, understand the Department of Transportation regulations and learn how and where to send employees who need assistance. (60 min)

SECTION 2: Supervisors and Drivers

Public safety depends on drivers who are aware of the effects of alcohol and controlled substances on health, safety, and the work environment. This training fulfills the DOT's educational requirement for all drivers possessing CDLs. (60 min)

Let's Talk About It: Mental Health Awareness

There's been social stigma about mental health issues for far too long! Join us as we provide education on common behavioral health conditions including depression, anxiety, and substance abuse. Attendees will learn how mental health impacts the workplace, how to help those in need of support, and how to utilize the Employee Assistance Program. (45-60 min)

Suicide Awareness Training

Suicide is the 10th leading cause of death for all ages. It's a serious and important topic not only in the United States but worldwide. In this training, we will look at suicide statistics and common myths. We will also explore warning signs and how to help support someone who is struggling with suicide. (45-60 min)

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Exploring Diversity: A More Inclusive Workplace

Discover how existing behaviors, actions and words might be interpreted as non-inclusive or hostile, and what the impact might be to organizations and individuals. Explore how biases and stereotypes may be placing limitations on individuals, squashing their creativity and potential, and leading to organizational failure. (45-60 min)

Compassion Fatigue, Resiliency and Trauma Informed Care

At the conclusion of this seminar, you will be able to recognize the aforementioned concepts, how they impact us as human beings, and healthier ways to live and interact with each other. We will also talk about the groundbreaking ACE's study and the idea of incorporating trauma informed care into how we help others. (45-60 min)

POURING INTO YOUR LEADERS

EAP Supervisor Training

A must for all organizations! This interactive workshop will give attendees a better understanding of what services are available to organizations and individuals alike, how EAP services can be specifically helpful to leaders, and provides an open forum to share specific leadership challenges. We will discuss formal and informal referrals and the key elements that make referrals most successful. (60-90 min)

Beyond Harassment Policy: Leading a Respectful Workplace

Our action or inaction as leaders, impacts our places of business and it can create liability when it comes to workplace harassment. This training will teach managers/supervisors how to be proactive in creating an environment free from harassment and discrimination. It also covers how to handle complaints of harassment should they arise. Portions of this training can be customized to focus on your company's specific harassment policy. (45-60 min)

Reasonable Suspicion Training

Protecting an organization and its employees from a coworker who is under the influence of drugs and/or alcohol is an important management responsibility. This training will help leaders recognize potential substance abuse, how it affects the workplace, and the role of the Employee Assistance Program. It will also provide the manager/supervisor with the skills and tools needed to handle a situation in which an employee might be under the influence. (60 min)

DOT Drug and Alcohol Compliance Training

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Performance and Motivational Management

Handling unsatisfactory job performance is every leaders' challenge at some point. This seminar covers tools to manage performance issues when they arise. You will also learn to deliver difficult performance-related messages in ways that prove effective and motivating. (45-60 min)

The Impact of Genuine Appreciation

Come, join us for a powerful workshop geared at helping your staff members feel more valued. We will explore the differences between recognition and appreciation, learn the 5 Languages of Appreciation, and discuss how these qualities can benefit the work environment. (45-60 min)

POURING INTO YOUR EMPLOYEES

It's More Than Just Talk

Regardless of industry or job title, effective communication is key to your success! It requires conveying messages clearly and receiving information accurately. This training covers all of the basics to help you practice and improve your communication skills. (45-60 min)

Helping Everyone Play Nice in the Sandbox

Conflict is inevitable. This training will address hot button workplace issues, what constitutes destructive and constructive conflict resolution, and how to best manage these difficult situations at work. (45-60 min)

Dial Down the Struggle: Coping with Change and Stress

Individuals, teams, and organizations all face constant and varied major and minor life changes. Many of these ups and downs aren't necessarily wanted and/or chosen. This workshop will help you to understand your own reactions to change and how to better cope with the resulting stress. (45-60 min)

Let's Be Smart About Stress

Join us as we learn to identify personal stressors, understand the role of perception and control, and increase our awareness of physical and emotional reactions to challenging circumstances. We will also delve into the short and long-term consequences of ongoing stress and discuss several stress-reduction techniques. (45-60 min)

Resiliency: Thriving Not Just Surviving

Resilience is the process of adapting well in the face of adversity, trauma, loss or stress. It means "bouncing back" from difficult experiences. Research shows that building resiliency is a skill that can be learned and in this session, you will learn several resiliency strengthening strategies. (45-60 min)

When We're Too Tired to Care

Compassion fatigue can have a significant impact on our physical, mental/emotional and spiritual well-being. This training is designed to help you understand this concept, increase your personal and professional awareness, and provide hands on techniques to assist you in managing and recovering from compassion fatigue. (45-60 min)

Secondary Traumatic Stress: When Caring Hurts

This training will define trauma and its impact to those who provide aid. We will discuss the prevalence of Secondary Traumatic Stress (STS), who's at risk, and its warning signs & symptoms. By the end of the workshop, attendees will gain insight on how to engage in healthier coping and better self-care. (45-60 min)

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The Balancing Act: Creating the Life You Want

Feeling balanced is a state of mind and an ongoing pursuit for most of us! This training focuses on establishing perspective, creating effective boundaries, and learning how to managing life moments well. Examine the purpose in defining your own mission statement and engaging a healthier, more balanced existence. (45-60 min)

Being Present in the Present

Mindful people are happier, more exuberant, more empathetic, and more secure which leads to higher productivity and workplace morale. This training consists of engaging and experiential learning that gives you hands-on techniques to help reduce stress, boost immune functioning, lower blood pressure and much more. (45-60 min)

Social Networking: Friend or Foe?

Connecting with old friends and networking with potential business contacts can be great, but social networking can also have a dark side. This training will address the various pros and cons of social media and will leave you feeling better prepared to navigate the risks and benefits of these online resources. (45-60 min)

Surviving the Holidays

“Tis the season to be jolly” or is it? Whether you celebrate Christmas, Kwanza, Hanukkah, St. Lucia Day or New Year’s, the holidays can be very stressful. Learn how to avoid those typical holiday “stress traps” and begin planning for a more satisfying and meaningful holiday season. (45-60 min)

CONFLICT RESOLUTION SERVICES

In addition to the trainings listed above, these services are also available and have been specifically designed to help resolve conflict between and among employees:

Helping Everyone Play Nice in the Sandbox

Conflict is inevitable. This training will address hot button workplace issues, what constitutes destructive and constructive conflict resolution, and how to best manage these difficult situations at work. (45-60 min)

Work Area Assessment

It can be complicated to help a team resolve conflict whether it’s been present for years or a newer development. This service consists of brief, 1:1 interviews with each team member involved in the conflict and the goal is to create a plan for resolution. The meetings are facilitated by a counselor trained in conflict resolution and occur (preferably) on the same date and in consecutive order. When previous attempts to resolve issues hasn’t worked, this can be a great next step to develop a personalized plan which will help the individuals and the organization be successful. Standard corporate education rates apply.

Mediation

A cooperative, voluntary process for resolving disputes in which a neutral individual - a mediator - facilitates a discussion between the parties in order to help them clarify the issues and resolve their conflict. A trained mediator facilitates the mediation process between parties by using a structured approach. Co-workers can resolve an otherwise unresolved dispute by using this process to look at the conflict in a new way and create an agreement that details how conflict will be handled in the future. Requires 2-3 sessions and is limited to up to three employees. Standard corporate education rates apply.

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Group Conflict Resolution

A voluntary resolution process for teams who are experiencing unresolved conflict. Two facilitators use aspects of the mediation process, along with education about conflict management to help the group create a personalized agreement that details how disputes will be handled effectively in the future. May require multiple sessions. Two trainer rate applies.

NOTE: *The following services are subject to additional charges: customization or development of content, EAP staff downtime between trainings, recording of trainings, travel to/from worksites and cancellations with less than 24 hours' notice.*



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