

Client Services Catalog

*Management Consultation Services, Organizational Development,
and Training and Skill Development from MHN*

www.mhn.com



WHO TO CONTACT FOR SERVICES

We're here to help you manage!

MANAGEMENT CONSULTATION SERVICES

Call our toll-free EAP member line anytime – 24 hours a day, seven days a week. Just tell us what you need, and we'll connect or refer you to a professional who can help.

Or visit us at members.mhn.com and log in with your company code.

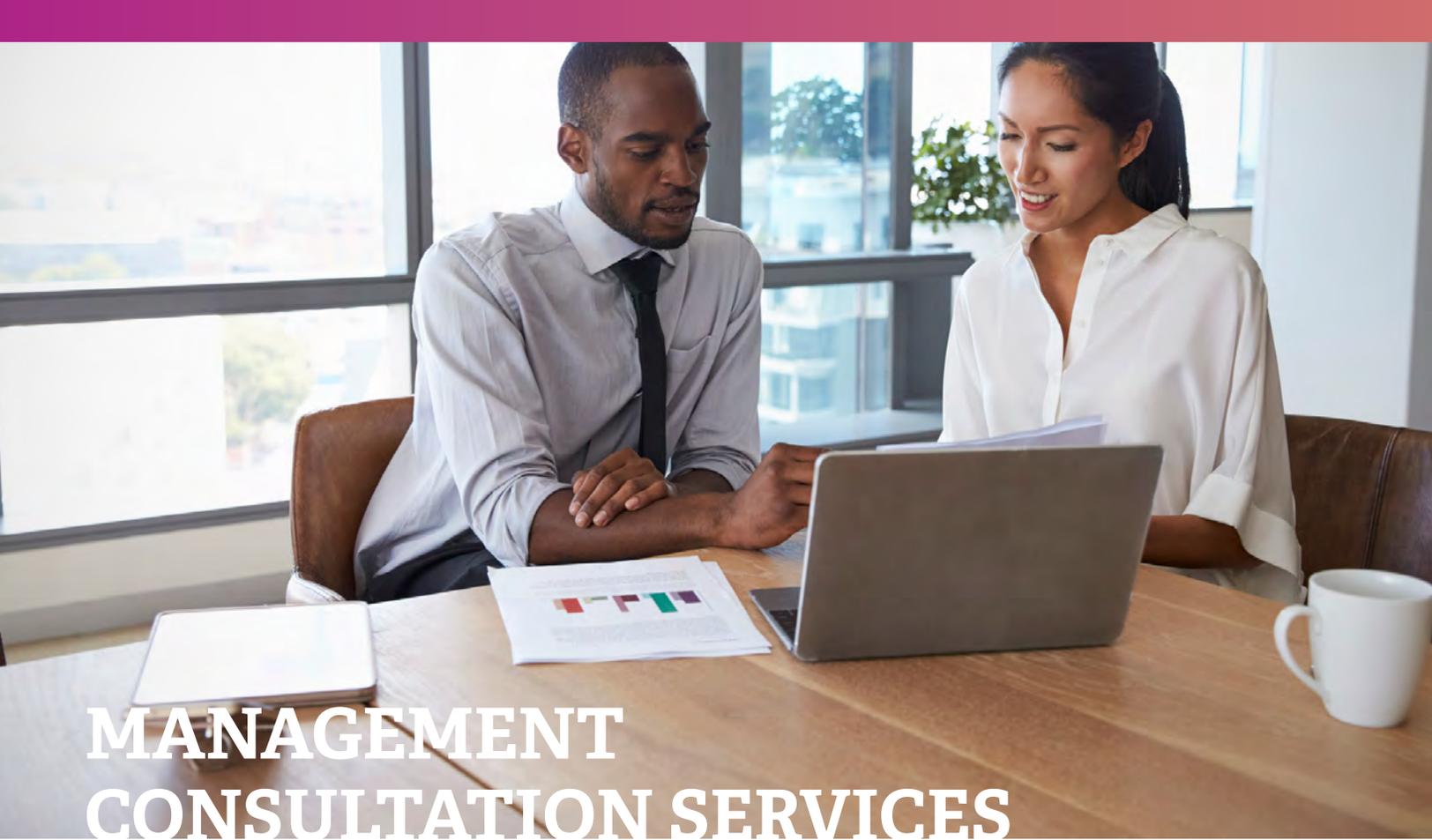
TRAINING AND ORGANIZATIONAL DEVELOPMENT SERVICES

Contact your account manager to schedule trainings or organizational development services.



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MANAGEMENT CONSULTATION SERVICES

Management consultation services help managers and supervisors resolve employee performance problems and build stronger, healthier teams. Our EAP includes comprehensive support from master's-level clinicians, dedicated to supporting your organization's leaders.

Management and labor consultations

MHN's management consultants provide unlimited telephonic support, helping managers and supervisors address difficult workplace situations. Consultants help to clarify issues, provide coaching and referrals, and work with managers and supervisors to create an action plan. To schedule a management consultation, call your toll-free EAP number and ask to speak with a management consultant.

Critical incident response (CIR)

MHN's critical incident response services support organizations and employees through traumatic events that affect the workplace – including natural disasters, workplace violence, robbery, unexpected death, and more. From pre-incident planning through 24/7 on-call support, onsite EAP support, and post-incident

follow-up, we'll help your organization cope and return to normal functioning.

The standard EAP solution includes up to 20 hours of CIR support per incident, with an unlimited number of occurrences during the contract term. If you need more than your allotted 20 hours, additional CIR support is available on a fee-for-service basis.

Job performance referrals

A manager or supervisor who is concerned about an employee's work performance or conduct can refer the employee to EAP services for help resolving the underlying issues that may be contributing to the problem. This is called a job performance referral, or JPR. The JPR is a management tool rather than a disciplinary measure. If the employee chooses to sign an *Authorization for Disclosure* of Information form, the management consultant will maintain communication with the manager

or supervisor about the employee's compliance, recommended services, and completion of the program. We offer the employee the support he or she needs to improve job performance.

Substance use referrals (including Department of Transportation)

If a manager or supervisor suspects an employee is struggling with a substance use issue, MHN can help. We follow the appropriate guidelines for all employees and situations that fall under DOT regulations for workplace drug and alcohol testing programs, offering referrals to the American Substance Abuse Professionals (ASAP) for assessment, treatment, reporting, and follow-up. For employees and situations that do not fall under DOT regulations, MHN's management consultants can coordinate a JPR that includes assessment for substance abuse and facilitates referrals to the employee's medical benefits, as appropriate.





ORGANIZATIONAL DEVELOPMENT SERVICES

Organizational development can benefit work groups, departments, or the company as a whole. The trainers and consultants in our national network are selected for their solid understanding of work group dynamics along with their proven success as presenters and facilitators. Their wide range of expertise includes employee and management development, organizational development, employee relations, and workplace health and wellness. Please note that all Organizational Development offerings are billed separately on a fee-for-service basis.

Initial telephonic organizational development consultations

Your EAP includes an initial telephonic organizational development consultation with MHN's internal Training and Development team. We'll work with your manager, supervisor or HR staff to assess the situation and create an action plan. We then connect you to one of our network organizational development consultants who can come to your workplace and help you implement the plan.

Comprehensive on-site organizational development services

Depending on your needs, MHN's onsite consulting services range from a few hours to more extensive, ongoing interventions over several months.

- > **Workplace needs assessment** – A consultant will come to your workplace to interview key individuals and or work groups to learn more about the issues affecting your organization's effectiveness. The needs assessment will include specific suggestions to address any areas of concern.
- > **Organizational development consultations** – Through the consultation process, we help you assess and address a variety of issues impacting work teams,

departments, and overall organizational effectiveness. For example, we can help with layoffs, team dynamics, communication issues, organizational change, role and process clarification, establishing a workplace code of conduct, and dealing with difficult workplace behaviors.

- > **Facilitated group processing** – By using an objective approach, we can help a group identify core issues getting in the way of effectiveness. Participants will learn to develop trust, resolve differences, and improve working relationships.
- > **Management/Leadership coaching** – Through onsite or telephonic coaching, we help managers and supervisors develop their leadership skills and practice effective management techniques. We focus on your organization's priorities, such as setting performance standards, managing the disciplinary process, or increasing employee engagement.
- > **Human resources consultation** – Ongoing problems with disengagement, performance issues, or poorly managed organizational change can drain company productivity and morale. MHN can provide onsite assistance to HR staff on these issues and more. For example, we can help your HR manager create an employee development training plan for the whole organization, or a plan to re-engage employees following a reduction in force.
- > **Conflict resolution** – Group performance issues can often stem from strained relationships between employees, rather than a lack of skill or knowledge. Through education and guided practice, we teach employees critical skills for resolving workplace issues and help them recognize conflict as an opportunity for growth.
- > **Train-the-trainer program** – We can teach your employees to deliver effective, engaging trainings on a range of topics from substance abuse to diversity. Program participants can then transfer that knowledge to other employees in an efficient, cost-effective manner.
- > **Support group development and facilitation** – A support group can provide an opportunity for employees to share experiences, coping strategies, and mutual encouragement. MHN provides onsite (or telephonic, if preferred) support to help organizations develop, facilitate and sustain support groups (both non-clinical and clinical) in the workplace. Examples of topics include support for cancer survivorship, coping with ongoing change, single parenting, and eldercare issues.





TRAINING AND SKILL DEVELOPMENT

Investing in your employees' personal and professional development can lead to greater productivity, enhanced work-life balance, and increased satisfaction on the job. Our workshops and seminars – delivered by experienced, professional trainers – will help your employees develop the skills they need for work and for life.

Our standard EAP includes an allotment of training hours, and you can add training hours for an additional fee. Also available for an additional fee are customized workshops and seminars developed by an MHN curriculum development specialist to meet your organization's unique needs.

Our current program offerings cover the following categories:

- > Work-life
- > Management skill development
- > Health and wellness
- > Workplace safety and protection
- > Employee skill development

See page 65 for an index of all available workshops and seminars. Please note that program offerings may change periodically and without notice. Our workshops and seminars vary in length from one to four hours, depending on the topic and the needs of the participants. See section overviews for more information.

TO SCHEDULE A SESSION, CALL YOUR MHN ACCOUNT MANAGEMENT TEAM.

Lead time. For existing titles, please contact MHN at least three weeks in advance. Customized course design requires additional time.

Contracted hours. Training and skill development hours are deducted for actual service time only, not for set-up or travel time. If applicable, trainer's travel expenses will be pre-approved by the client and billed subsequently, if applicable.

Cancellation of services. To cancel services without being charged, you must provide five business days' notice. Any nonrefundable travel expenses will be billed to the client.

Delivery and formats. Depending on the program, workshops and seminars may be available in-person, telephonically or via webinar.



MHN's work-life seminars help employees develop the skills to manage a variety of work-life issues and challenges – from managing personal finances to caring for elderly parents. With everyday issues under control, employees will be able to contribute more fully on the job.

*Work-life seminars range from **one to two hours**, depending on the needs of the participants.*

Coping with the Stress of Economic Uncertainty

Year after year, the American Psychological Association has found that money is a top source of stress for American adults. This program explores healthy strategies for managing stress and increasing resilience during challenging economic times.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Respond to the challenges of economic uncertainty.
- Identify common responses to uncertainty.
- Understand their options for reducing stress and increasing resilience in tough economic times.

Enhancing Work-Life Balance

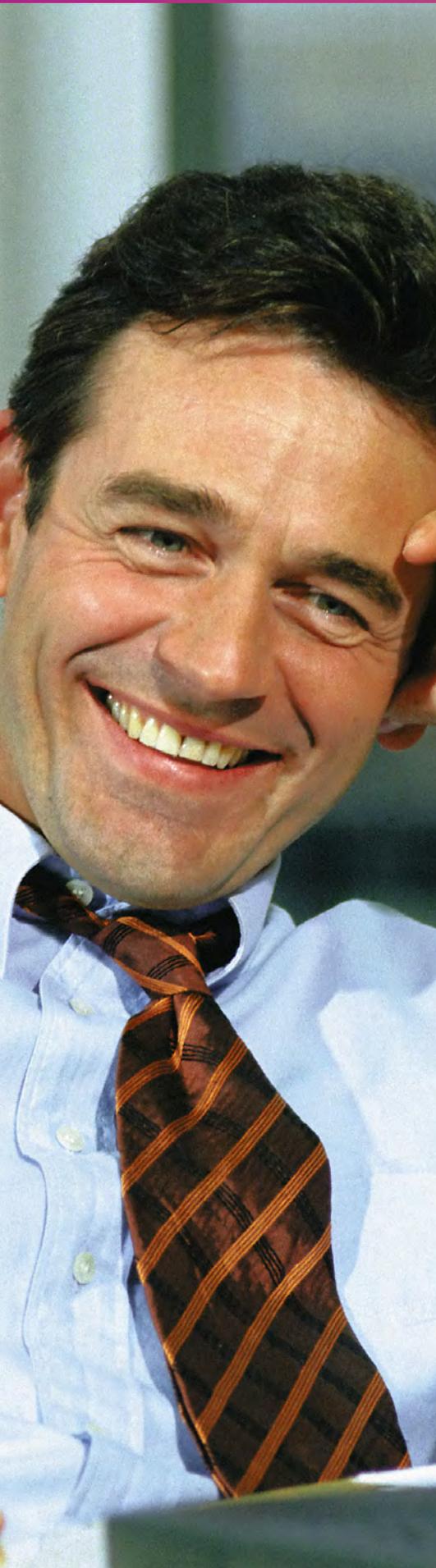
The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this workshop, participants will be able to improve work-life balance by identifying competing demands on their time and assessing their central life values.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Highlight the importance of what you value most; your top values.
- Identify areas of your life that are out of balance.
- Offer tips for navigating change.
- Emphasize the importance of making time for yourself.

*We recommend one to two hours for work-life seminars.



Managing Stress

Stress seems to be a constant companion in today's busy world. However, over time, too much stress can erode emotional and physical health. This workshop teaches how personal responsibility and individual choices can help us manage stress effectively. Learning how to choose healthy responses to any given event is the key to minimizing stress and creating a healthy life.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand the nature of stress and the body's responses to stressors.
- › Identify individual sources of stress and the symptoms of stress "build-up."
- › Discuss different stress management strategies used to buffer the effects of stress.
- › Present the different aspects of the "stress-hardy" personality.

Creating a Positive Attitude

A positive outlook can greatly enhance personal success, health and wellbeing. Negative self-talk and personal beliefs can get in the way of our personal and professional goals. This workshop examines the physical, psychological, and interpersonal effects of both negative and positive attitudes.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand the importance of optimism.
- › Know how self-talk and attitude impacts quality of life.
- › Overcome negativity.
- › Assess their outlook.

Ending Your Struggle with Anger

The emotion of anger is neither good nor bad. It is conveying a message that a situation is upsetting, unjust, or threatening. But chronic and/or explosive anger can have serious consequences for your relationships, your health, and your state of mind. In this program, we'll present an approach that can help you learn to experience angry thoughts and feelings without acting on them; to simply experience them without getting caught up in them. Ultimately, this can soften the blow of anger, and weaken its ability to get you off track from the life you want to live.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Define the concept of "anger".
- › Explain the process of anger.
- › Explore how to become an observer of your anger reactions and why it can be helpful.
- › Consider how your thought processes influence anger.
- › Discuss the relevance of acceptance and compassion.

Responding to the Anger of Others

Walking on egg shells around people who yell, criticize, or conversely, who won't tell you they are angry, but express it in passive or passive-aggressive ways, can be stressful, frustrating and downright exhausting. Although you can't re-program someone else's behavior, you can strengthen your ability to deal with it, weakening its impact, and creating space for more peace of mind. This program is for people who find it difficult dealing with other's aggressive, passive, and/or passive-aggressive behavior. It includes tips and suggestions on what to do as well as what not to do.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Define the concept of anger.
- > Review different expressions of anger and how they impact people.
- > Discuss tips for understanding your own responses to another's anger.
- > Explore strategies for dealing with the other person's angry behaviors.

Family Communication

It's not always easy for families to communicate well. Misunderstandings can develop in even the closest families, especially if parents fall back on unhealthy patterns that they learned when they were growing up. This program discusses the dynamics of communication within a family, and how to improve family interactions.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Enhance family communication skills.
- > Know how and when to communicate.
- > Identify changing communication needs as families evolve.
- > Implement family meeting/conference guidelines.

Holiday Stress-Hardy

As joyous as the fall and winter holiday season can be, it can also be stressful. Our expectations for holiday celebrations can be hard to meet, putting pressure on everyone. This workshop discusses how to manage common stressors that can interfere with the enjoyment of the season.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Lower self-imposed holiday stress.
- > Understand their "Bill of Rights" for the holidays.
- > Manage stress more effectively during the holidays.
- > Cope better with grief and loss during the holidays.





Humor for the Health of It

Humor is an essential part of life. It helps keep us healthy and positive, and helps us handle life's setbacks. This workshop describes the emotional and physical benefits of humor and explores ways to cultivate humor in everyday life.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand why humor is a necessity and not a luxury.
- > Understand the physical/psychological benefits of humor.
- > Cultivate appropriate humor at work.
- > Find humor in daily life.

Coping with the Stress of Change

Change can be both good and bad, depending on how we perceive it. Even positive changes, such as marriage or a new job or promotion, require adjustments to our lives that can be stressful. This program explores typical responses people demonstrate when change happens, such as resistance to change, stress reactions to change, and creating opportunities from the change process.

LEARNING OBJECTIVES

After the workshop, participants should be able to:

- > Evaluate and assess the risks of change.
- > Understand the change process.
- > Identify their options for making the most of change.
- > Modify their responses to change.
- > Create a timetable for planning.

Lifestyle Issues for Pre-Retirement

Good planning is the key to an easier transition and a richer, more satisfying retirement. This course introduces the many issues to be addressed when planning for retirement, such as finances, health issues, and lifestyle changes.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Take stock of their income, benefits, and assets.
- > Anticipate and plan for the lifestyle changes of retirement.
- > Better maintain their health and social contacts.

Managing Personal Finances

To enjoy our success, we must balance what we spend with what we earn. This workshop will offer the tools to create a successful budget and spending plan. Participants will also analyze overspending and credit, discussing how to establish credit, avoid credit card fraud, and resolve problems with debt that have developed over time.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Assess their family's financial profile.
- > Apply tips for creating financial balance.
- > Identify their short-, medium- and long- term goals.
- > Manage their credit more effectively.

Understanding Eldercare Issues

With the largest over-70 population in U.S. history, eldercare is a major issue for many American families. Adult children face practical and emotional challenges as they struggle to care for their parents while meeting other family and work obligations. These issues are made more complex because of shifting roles – Adult children now find themselves in the position of having to parent their parents.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the role of the caregiver.
- > Recognize problems faced by the caregiver.
- > Identify areas of immediate concern.
- > Develop a plan for addressing current and future needs.

Strategies for Working Parents

When faced with the challenges of parenthood, many working parents feel guilty. The pressures and demands placed upon them are extraordinary, and many parents feel conflicted by the dual roles they must play. This workshop helps working parents explore strategies for achieving balance between the demands of work and family.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Challenge personal beliefs about the “perfect” parent.
- > Know how to deal with difficult times within the family group.
- > Balance competing demands.
- > Manage work and family issues more effectively.

Successful Single Parenting

Single parenting brings unique challenges and rewards, which can be difficult for others to fully understand or appreciate. The experience also brings valuable opportunities for personal and family growth, especially if parents learn effective strategies.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the characteristics of successful single parents.
- > Be aware of the unique strengths and challenges of single-parent families.





- > Apply tips for taking care of themselves first.
- > Instill sound single parenting discipline.

Coping with Grief and Loss

Grief is a natural response to any loss, whether large or small – a death, a relationship that doesn't work out, a job change, a move, or the end of a friendship. In all cases, there needs to be a process of grieving and letting go. Unresolved grief can contribute to physical and psychological problems that can affect one's personal and professional life.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the nature of losses, big and small.
- > Identify the stages of grief.
- > Know how to accept their own grief and that of others.
- > Know how to get help or help others who are grieving.

Successful Stepparenting

The blending of two families is not an easy process. The adults have fallen in love and chosen to live together, but the children may be unsure about what the transition will mean for them. Adjustments to the new family situation take time for all family members, including the biological parent, the stepparent and the children.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Develop their support network.
- > Name the characteristics of successful stepfamilies.
- > Build foundations of family trust.
- > Know how to avoid the stepparent trap.
- > Enhance marital harmony for family harmony.

Surviving the Empty Nest

When children leave home, some parents experience the “empty nest syndrome” – a loss of purpose, a crisis of identity as parents, and even depression. While parents may feel some loss when their nests empty, they may also experience increased satisfaction and improved relationships. This workshop provides information about adjustment issues that may arise after the kids leave home.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Separate myth from reality regarding the “empty nest syndrome.”
- > Anticipate fathers' versus mothers' reactions to the children leaving home.
- > Improve relationships with spouses and family.
- > Adjust better to their life without the children.

Life after Divorce

Divorce is often painful, even when both partners work hard to be civil. Many issues surface when a marriage ends, and making sense of the process can be difficult. This workshop helps participants identify and deal with concerns people typically face after the divorce is final.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Begin to let go of past hurts, and heal emotionally.
- > Rebuild their financial health.
- > Enhance their social life.
- > Understand how to establish new healthy romantic relationships.

Dealing with Pre-Teens and Teenagers

The pre-teen and teen years are periods of intense growth, not only physically but also emotionally and intellectually. Since the primary goal of the teen years is to achieve independence, family life can sometimes feel confusing and turbulent. This program explores how parents can negotiate these sometimes trying times while preparing their teens for adulthood.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the developmental task of adolescence.
- > Identify parenting styles and their impact on teenagers.
- > Know how to create, enforce, and negotiate rules with teens.
- > Communicate with and support their children more effectively.

Creating and Maintaining a Healthy Marriage

Good marriages require a lot of hard work and compromise, both before and after a couple says “I do.” Every couple will face challenges over the course of their marriage – handling finances, negotiating conflict, and creating a connection in today’s hectic world. This program will help participants understand those challenges and develop strategies for nurturing a healthy, marriage.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Debunk the myths of marriage.
- > Understand the stages of marriage.
- > Know what behaviors lead to marital conflict and divorce.
- > Apply tips for creating and maintaining a healthy relationship.

The Stress of Business Travel

Business travel is often a positive experience, with opportunities to collaborate and achieve work progress. However, business travel often includes a





combination of stressors – such as work overload, fatigue, jet-lag, and family disruptions – that can take a toll on the traveler. This workshop offers tips and strategies to minimize stress and maximize performance while on the road.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Anticipate the impact of business travel on health and wellbeing.
- › Better balance business travel and their life.
- › Stay connected while they travel.
- › Reduce travel-related stress.

Living with Extended Family

Multigenerational households may have many benefits – they allow family members to save money and to support each other through health problems, divorce, and temporary transitions. It's not always easy, though, for several generations to live under the same roof. Understanding and effective coping strategies can help.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Identify the needs of individuals in the multi-generational family.
- › Understand the challenges intergenerational households face.
- › Develop realistic expectations for all family members.
- › Create a living agreement on household duties, responsibilities, and finances.

Building Resilience

Healthy, resilient people have stress-hardy personalities and learn valuable lessons from challenging experiences. They rebound from major setbacks even stronger than before. Resilient individuals can change to a new way of working and living when an old way is no longer possible. This workshop discusses the different aspects of resilience, and provides strategies for developing and enhancing personal resilience.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Describe the characteristics of resilience.
- › Identify how to develop resilience.
- › Know how resilient individuals turn challenges into opportunities.
- › Understand the role of stress management in maintaining resilience.

Stress Resilience for Kids

Stress seems to be a constant companion in today's busy world – even for kids. Children juggle schoolwork, home responsibilities, friends, and activities – leaving little time for relaxation and unstructured play. This interactive workshop provides

kids and parents ways to identify sources of stress and learn healthy techniques to reduce stress and increase resiliency.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Describe “stress.”
- > Describe how adults’ and kids’ bodies react to stress.
- > Identify different sources of stress for kids, and spot stress “build-up.”
- > Understand how kids can manage stress.

Coping with Chronic Illness during the Holidays

During the holidays, it’s easy to overcommit, leaving us with too much to do and too little time to do it. When we add the stress of a serious illness, with concerns about diagnoses, treatment or recovery, the holidays may feel overwhelming at times. This workshop provides tips for individuals and caregivers on how to plan for and cope with an illness during the holiday season.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify stressors during the holidays.
- > Understand how a catastrophic or chronic illness impacts the holidays.
- > Identify how to cope with treatment during the holidays.
- > Apply stress management strategies.

Coping with a Cancer Diagnosis

A cancer diagnosis can be a painful shock. The first few weeks after diagnosis are difficult not only for those diagnosed but also for their family and friends, as they cope with fluctuating thoughts and feelings. This workshop identifies strategies for managing the changes and stress of a life-changing diagnosis.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify typical issues and challenges associated with a cancer diagnosis.
- > Identify different reactions to the diagnosis and coping processes.
- > Provide caretaker assistance and self-care tips.
- > Identify post-diagnosis action plan steps and strategies to enhance stress-resilience and coping.

Maintaining Resilience through Cancer Survivorship

Surviving cancer requires support from family and friends. Cancer patients can learn a great deal from other survivors about how to draw upon their inner strength and wisdom, and enhance their personal resilience through the process. This workshop discusses the different aspects of resilience and provides resiliency strategies to deal with treatment – before, during, and after.





LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Describe the characteristics of resilience.
- › Identify how to develop resilience capabilities when coping with cancer diagnosis, treatment, and survivorship.
- › Understand how resilient individuals turn challenges into opportunities.
- › Describe the role of stress management in maintaining resilience through treatment and aftercare.

Adult Caregiver Support Group and Development Training

Adult caregivers often feel stressed, guilty or worried about how to balance caregiving needs with their other family and work responsibilities. Support groups can help by providing a venue for adult caregivers to share concerns and strategies. This workshop explains the process for developing a support group where caregivers can offer each other understanding and guidance.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand the general benefits of support groups for participants.
- › Identify steps and logistics in support group development.
- › Employ feedback strategies to enhance group development and maintain group functioning.
- › Enhance the group facilitation process.

Compassion Fatigue

Compassion fatigue is the emotional residue of working with individuals who have experienced trauma or other forms of emotional suffering. You can help yourself, a co-worker, or a family member by recognizing the signs of compassion fatigue and taking action. This workshop discusses the causes and symptoms of compassion fatigue and offers guidelines on prevention and treatment.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand the causes and components of compassion fatigue.
- › Identify the major symptoms of compassion fatigue.
- › Apply different prevention and treatment approaches to alleviate the impact of compassion fatigue.
- › Employ various strategies that can enhance individual resilience in stressful work environments.

Enhancing Resilience During Change

Change is an essential part of life. Change drives us, challenges us, and keeps us moving toward new goals. Even when change is painful or traumatic, we can learn to move beyond crisis and disappointment and make our lives better. This workshop discusses the change process and how we can enhance our personal resilience, and thereby turn challenges into opportunities for growth and learning.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the process of change.
- > Identify current or upcoming changes in the workplace.
- > Recognize different reactions to change.
- > Understand their options for enhancing resilience and managing stress.
- > Understand ways to support themselves and others.

Enhancing Wellness through Resilience and Work-Life Balance

Establishing wellness depends on maintaining a healthy balance between work and life – which is rarely easy in our fast-paced world. Regularly giving in to work demands can compromise our personal lives. Conversely, the emotional fallout of personal or relationship problems can make it difficult to give our best at work. This workshop offers effective strategies for striking a healthy work-life balance.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Define different aspects of work-life balance.
- > Identify symptoms of burnout resulting from work-life challenges and stress.
- > Identify and develop the characteristics of resilience to enhance work-life balance.
- > Employ strategies to enhance resilience and wellness following challenges, and create work-life balance.

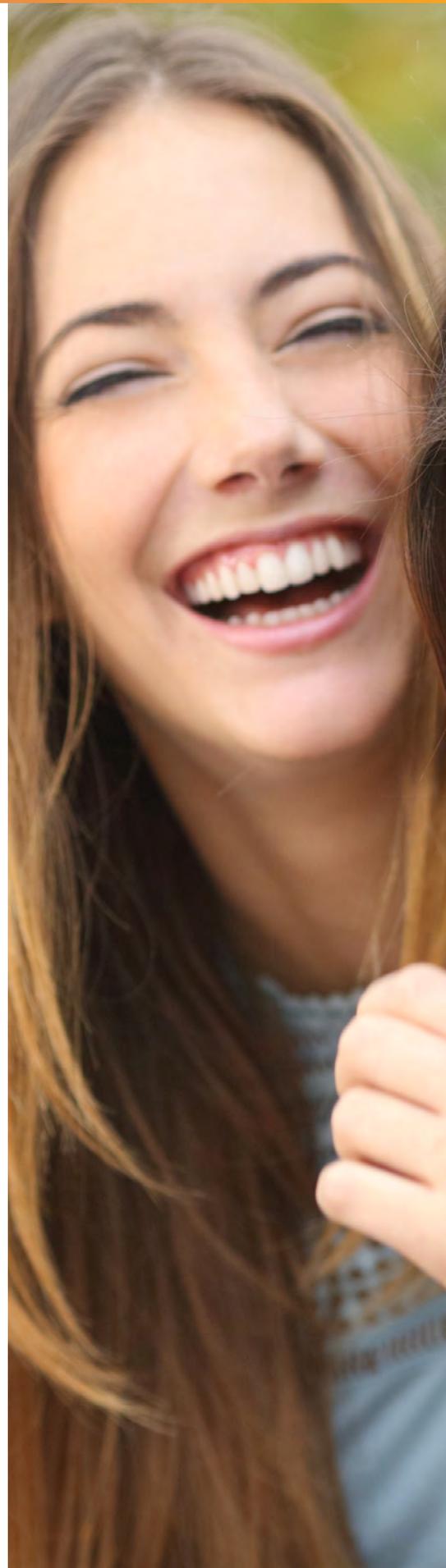
Surviving and Thriving during Turbulent Times

Economic uncertainty and change have become an ongoing part of life for many Americans. This climate of insecurity adds to our stress as we cope with life's challenges. Healthy strategies can help reduce the impact of chronic stress on our health and wellbeing. This workshop introduces participants to strategies that can help them combat stress and live well.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify common responses to ongoing uncertainty.
- > Modify stress responses and increase resilience during uncertainty using multiple strategies.
- > Identify key components of a personal financial “tool kit.”





- › Stay motivated and focused during turbulent times.
- › Create a Personal Empowerment Plan (“PEP”) to proactively manage uncertainty and stress.

Budgeting for the Holidays: Managing Personal Finances

Whether you’re planning a New Year’s Eve bash, a family trip to see the grandparents, or an exciting winter vacation, now is the time to get your finances in order. Too often, the spirit of gift-giving extends beyond what we can afford. This workshop discusses the basics of proactive financial planning for the holidays so participants can enter the new year free of guilt and debt.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Create a budget for holiday spending.
- › Create ideas for non-monetary or low cost ways to enjoy the holidays.
- › Communicate more effectively with family about holiday expectations.

Transitions to Retirement

Adjusting to retirement is a multifaceted process. Once the reality of retirement has set in, it is important to develop goals and find activities that give each day purpose and meaning. There can be many opportunities when you retire. What will be your new life path? This workshop provides suggestions for life-purpose planning as you enter your retirement years.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Anticipate the types of changes associated with the transition to retirement.
- › Understand different aspects of the change process.
- › Describe the different aspects of retirement planning.
- › Understand their options for making the most of the transition to retirement.

Caregiving

The role of caregiver can come to us unexpectedly. Caregivers tend to take on whatever responsibilities the situation demands, resulting in unpredictable stress and strains. Thoughtful planning can cut down on stress, improve decision-making, and support work-life balance. This workshop provides the tools caregivers need to develop a plan for tending to their loved one’s needs while making sure to care for themselves.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand caregiving trends.
- › Understand their personal caregiver responsibilities and needs.

- > Identify personal strengths and areas of support in their caregiving role.
- > Create a caregiving action plan for work- life balance.

Valuing Your Time: Enhancing Productivity and Effectiveness

Having practical and feasible ways of managing your time is more critical today than ever. Although we can't control time itself, we can develop good habits for being organized and proactive about how we use it. This program is about evaluating how we currently spend our time, identifying what interferes with getting the most out of our available time, and to more effectively manage our time and workloads.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the importance of evaluating how you use your time.
- > Consider ways in which you can be more efficient.
- > Identify ineffective habits that you would like to change.
- > Determine new behaviors you would like to use.
- > Review a process you can use to manage your workflow.
- > Explore different ways to help prioritize your time.

Parenting Skills: Practices & Tips for Informed Parents

Unfortunately, kids don't come with a manual and adults aren't required to take a 'road' test before being issued a parenting license. That's the bad news. The good news is that parents can further develop their skills by learning about significant child-rearing practices, effective parenting styles, and focusing on their own self-development!

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Review recent research on significant child-rearing practices.
- > Discuss the importance of a parent's self-development.
- > Explore parenting styles and how they affect children.
- > Describe ways to teach self-awareness.
- > Address noteworthy parenting tips.

Strategies for Positive Thinking

Negative thinking can damage our confidence, harm our performance, and prevent us from thinking creatively or with an open mind. Do we want to think negatively, are we trying to be negative? No, probably not. This program explores where negative thinking comes from and offers strategies for re-training our brains to see things in a more positive light.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:





- › Understand where negativity can come from.
- › Reflect on your own negative and positive thinking tendencies.
- › Learn strategies for changing negative thinking.
- › Explore how positive thinking is good for your health.

Parenting Children with Special Needs

Parents of children with special needs live with unique realities, which on one hand can be exhausting and all-consuming, and on the other, include rewards beyond measure. In this program, we'll explore common challenges that parents of children with special needs often experience in looking to meet their needs and those of their family. We'll then focus on tips and suggestions for parenting, partnership, self-care and obtaining resources that can be invaluable in helping to navigate the way.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Discuss rewards and gifts that can be experienced by parents of children with special needs.
- › Address common challenges and experiences shared by many parents.
- › Present and discuss strategies and tips for coping with these challenges; intended to make life more manageable and enjoyable.

Healthy Practices for Committed Relationships

What are the habits that can make or break a relationship? Research informs us that there are certain principles that when understood and practiced regularly, can lead to deeply satisfying and harmonious relationships. Conversely, it teaches us that there are certain negative habits which tend to be strong predictors of whether or not relationships will fail. When couples are willing to develop and practice relationship-building principles and change damaging habits, there is the potential for finding ever-increasing satisfaction in their relationship!

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Review “health” aspects of healthy relationships.
- › Discuss behaviors can get in the way of creating and maintaining a healthy relationship.
- › Explore the seven principles of healthy relationships.
- › Review differences in research heterosexual and same sex relationships.

Pre-Retirement Financial Planning

A secure, comfortable retirement is everyone's dream, yet many people don't begin planning for it until its right around the corner. Regardless of where you are in your career, it's never too early to look ahead and invest in your financial

future. This program provides an overview of key aspects of financial planning for retirement, including: developing a vision for how you would like to spend your retirement years and when you'd like to retire; taking stock of your assets/liabilities, savings and investments; and, maintaining healthy lifestyle practices in order to enjoy the best quality of life possible in your later years.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Develop a vision for retirement.
- > Take stock of your financials.
- > Compare what you'll have with what you'll need.
- > Identify what you can do to come closer to your goal.
- > Maintain healthy lifestyle practices.

Procrastination

Procrastination is, you know ... when you know what you ought to do and you're not able to bring yourself to do it. Sure, we all put things off until the last minute, but true procrastinators do so chronically. This behavior can result in stress, anxiety, poor work performance and may also put a strain on work and personal relationships. In this program, we'll review a variety of tips and strategies for overcoming procrastination and becoming more effective in your work and life.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss thoughts and beliefs that contribute to procrastination.
- > Review research about procrastination.
- > Present tips for getting started on a task.
- > Explore strategies for overcoming procrastination and enhancing effectiveness.

Kids and Social Media

It is no doubt the digital age. Young people are deeply engrossed in media, particularly, social media, and parents are trying to keep up and figure out how best to navigate their kid's preoccupation. In this course, we'll present what researchers are learning about kids and social media, as well as guidelines for parents who are not only concerned about their kids' safety, but trying wholeheartedly to ensure 'healthy' use of social media.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Review research insights regarding kids and social media.
- > Provide parenting guidelines for healthy social media use.
- > Offer resources for additional learning and advice.





HEALTH AND WELLNESS

MHN's health and wellness workshops and seminars can help your employees manage problem areas – from insomnia to obesity. We also offer workshops and seminars that focus on prevention – helping employees eat right, exercise and stay healthy during flu season. By keeping your employees healthy, you promote their wellbeing and protect your organization's bottom line.

Health and wellness seminars range from one to two hours, depending on the needs of the participants.

Readiness for Healthy Change

It's not easy to make a healthy change, and it can be even harder to stick with it. In this workshop, participants will learn strategies for success – how to prepare for, make, and maintain a healthy change.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the benefits and rewards of healthy change.
- > Identify challenges and how to overcome them.
- > Develop a plan of action.
- > Identify sources of support.

Longevity

Today, people are living longer and enjoying a better quality of life than ever before. Diet and exercise are key, but other personal habits can also make a difference. This workshop explores the habits and attitudes that can help you live longer and live better.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the connection between exercise and longevity.
- > Make lifestyle changes that can help increase longevity and quality of life.
- > Understand the connection between quality of life, and living longer.

Optimal Health for Men

According to the Centers for Disease Control and Prevention, five diseases account for more than 65 percent of the deaths for American men: heart disease, cancer, stroke, lung disease, and diabetes. This workshop shows how men can reduce their risk for these diseases and reap the benefits of better health, quality of life, and work performance.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the components of good health.
- > Understand the benefits of good health.
- > Create a personal wellness plan.

Optimal Health for Women

According to the Centers for Disease Control and Prevention, heart disease, cancer and stroke are the leading causes of death for American women. This workshop focuses on how to reduce the risk for these diseases and others that predominantly affect women.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the benefits of a healthy diet and exercise.
- > Identify preventive screenings and other resources for optimal health.
- > Create a personal wellness plan.

Staying Healthy during Flu Season

The average flu takes over a week to run its course, which means a lot of lost productivity. In this workshop, participants learn about practical steps they can take to reduce the severity and duration of the flu this flu season, and minimize the chance of passing it on to others.

LEARNING OBJECTIVES:

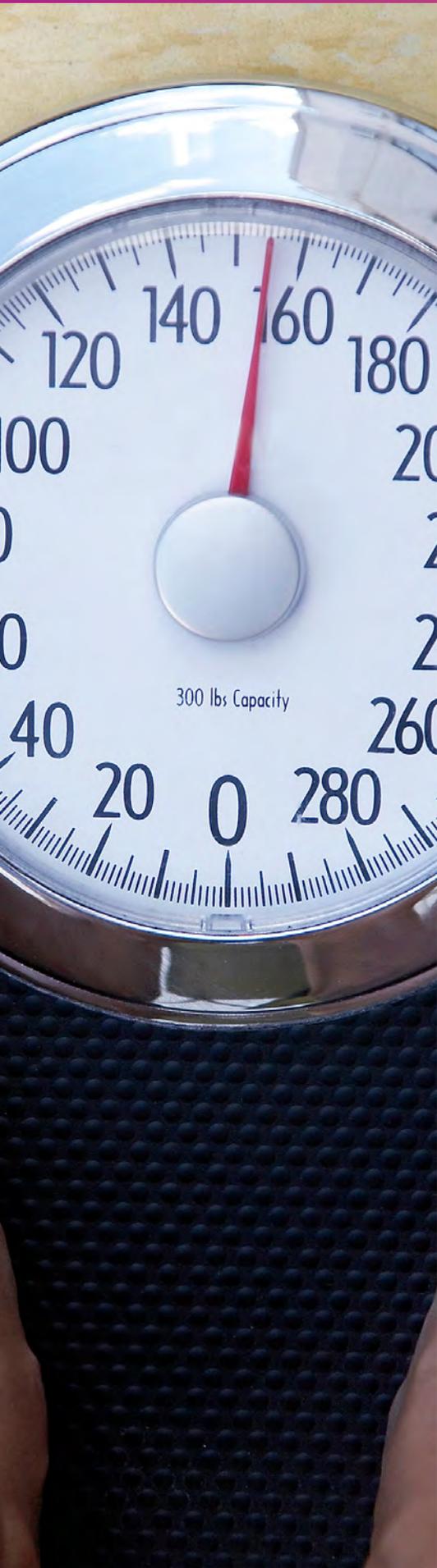
After the workshop, participants should be able to:

- > Identify the influenza (flu) types, transmission, and symptoms.
- > Know how to prevent and treat the flu.
- > Apply flu prevention tips at work and when traveling.

Walking for Health and Longevity

Described by experts as “almost perfect exercise,” regular walking can reduce health risks and improve stamina, energy, and life expectancy. Walking also helps you sleep better, relieve stress, and manage your weight. In this program, participants will create a personal plan to walk for health benefits.





LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the benefits of regular walking.
- > Identify personal motivation for walking.
- > Create a plan to reach 10,000 steps a day.

Weight Management

According to the American Journal of Health Promotion, medical costs and absenteeism related to obesity can cost employers \$277,000 annually for every 1,000 employees. By gaining control of their weight, employees can improve the quality of their lives and boost their organization's bottom line. MHN's program provides information about nutrition and exercise basics to help participants reach – and maintain – a healthy weight.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Assess needs and readiness for change in diet and fitness habits.
- > Create a diet/fitness plan.
- > Apply strategies for maintaining motivation, such as identifying and developing relationships for ongoing support.

Smoking Cessation

Smoking is a powerful addiction, and making the decision to quit is not easy. Yet, the American Cancer Society reports that 70 percent of smokers want to quit. In this workshop, participants learn the steps to becoming – and staying – tobacco-free.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the addictive nature of smoking.
- > Define the quitting steps and determine behavioral readiness.
- > Know how to avoid smoking triggers.
- > Identify new tools and techniques to replace the smoking habit.

Heart Health

Coronary heart disease (CHD) is the leading cause of death for both men and women in the United States. CHD is caused by a narrowing of the coronary arteries that supply blood to the heart, and often results in a heart attack. Fortunately, everyone can take steps to protect their heart and their life – or a loved one's. This workshop will focus on preventing and treating CHD.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the symptoms of CHD.
- > Understand risk factors and preventive measures for CHD.
- > Know the treatment options for CHD.

Nutrition

Poor eating habits create many health issues and problems. Eating well promotes good health and reduces the risk of chronic diseases such as heart disease, certain cancers, diabetes, stroke, and osteoporosis. This workshop focuses on proper eating habits, discusses the different food groups, and assists in setting up a good diet.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the benefits of healthy eating.
- > Understand the components of good nutrition.
- > Analyze eating patterns.
- > Plan a healthy diet.

Fitness and Exercise

Daily exercise plays a key role in maintaining good health and managing weight. Exercise also assists in stress reduction, promotes healthy sleep, and increases feelings of well-being. This workshop will focus on fitness and exercise and help participants develop a workout plan.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Reduce unhealthy behaviors.
- > Identify ways to minimize health risks.
- > Understand the basic aspects of fitness.
- > Create an exercise program that meets individual needs.
- > Describe the benefits of exercise.

Fitness and Your Brain: Avoiding Dementia

Dementia refers to a group of mental conditions that interfere with a person's ability to think clearly, make decisions, and carry out the activities of daily living. Dementia will become more prevalent as our elderly population increases. This workshop discusses ways to prevent or delay the onset of dementia.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify different classifications of dementia.
- > Identify physiological factors that contribute to different types of dementia.
- > Understand the role of diet, exercise, and task variety in preventing dementia.
- > Develop an action plan to maintain brain fitness.





Coping with Depression

Severe or prolonged sadness can interfere with your life and work, or the life of someone you know, making normal activities impossible. You can help yourself or a co-worker or family member by recognizing the signs of depression and taking action. This workshop discusses the causes and symptoms of the illness of depression, and offers guidelines on disease identification and treatment

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Better understand depression.
- > Understand how depression affects people based on age or gender.
- > Know what to do if they or someone they know is depressed.
- > Identify additional resources for managing depression.

Insomnia

Insomnia – regular problems falling asleep, staying asleep, or experiencing restorative sleep – is a common problem. Untreated insomnia can affect an individual's health, quality of life and work performance. For instance, a Canadian study revealed that for the small Canadian province of Quebec (population seven million plus), insomnia-related work absences and reduced productivity cost \$5 billion. This workshop shows participants how to enhance the quality and quantity of their sleep, by making simple – yet effective – changes to their daily routine.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the symptoms, types, and costs of insomnia.
- > Learn potential causes of insomnia.
- > Identify sleep needs and different types of sleep disorders.
- > Identify additional resources for treating insomnia.

Shift Work and Stress

Working at night or during “off” hours makes it difficult for workers to get enough sleep, which may harm job performance and health. The constant switching from day to night work hours inherent in shift work disrupts the body's natural circadian rhythms and daily functions. Both shift and night workers face the possibility of isolation from friends and family who work a regular day schedule and may not understand the unique stresses and demands of working nonstandard hours.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the impact of shift work on circadian rhythms and daily functioning.

- > Recognize issues related to an accumulated sleep debt and its impact on health and safety.
- > Protect their sleep time and maintain good sleep habits.
- > Enhance alertness on the job.
- > Apply positive stress management strategies to buffer the effects of stress.

Coping with Anxiety Disorders

Anxiety is a normal part of life. It is an innate biological reaction – the body’s way of telling us something isn’t right. Anxiety reactions keep us from harm’s way and help us react quickly to danger. If fear and anxiety become overwhelming, persistent, or interfere with regular activities, though, an anxiety disorder may be the underlying cause. This workshop explores symptoms and treatments of the different types of anxiety disorders.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Better understand anxiety disorders.
- > Describe the different types of anxiety disorders.
- > Know what to do if they or someone they know has an anxiety disorder.
- > Identify additional resources for anxiety.

Relaxation Techniques for Managing Stress

Relaxation is about more than peace of mind. Relaxation helps you cope with everyday strains and decreases the effects of stress on your mind and body. Basic relaxation techniques are easy to learn and easy to use. Many techniques are simple, quick, and can be done just about anywhere. Explore the use of relaxation techniques to de-stress your life and improve your health.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the nature of stress and the body’s responses to stressors.
- > Identify the symptoms of stress “build-up.”
- > Discuss different stress management strategies used to buffer the effects of stress.
- > Practice “in the moment” techniques for managing stress.

Understanding Post Traumatic Stress Disorder (PTSD)

Post-Traumatic Stress Disorder (PTSD) is a condition that can develop after a traumatic event has occurred. The resulting impacts can dramatically inhibit the individual’s personal and professional life. This program provides an overview of PTSD as well as offers supportive information if you, or someone you know, may be dealing with the aftermath of a traumatic event in his/her life.





LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Increase awareness about anxiety disorders.
- > Describe the different symptoms of Post-Traumatic Stress Disorder (PTSD).
- > Discuss what to do if you or someone you know has PTSD.
- > Identify additional resources.

Mindfulness for Beginners

The popularity of Mindfulness is growing. Increasing numbers of individuals are finding mindfulness practices to be helpful in learning how to slow down, cope with anxiety and worry, and feel a greater sense of calm and connection in their busy fast-paced lives. This program provides information about the benefits of mindfulness practices as well as the opportunity to participate in several mindfulness activities.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the definition of mindfulness.
- > Identify and experience practices that can be used to develop mindfulness.
- > Discuss benefits of practicing mindfulness.

Alleviating Job Burnout

Job burnout is a special type of job stress — a state of physical, emotional or mental exhaustion combined with doubts about your competence and the value of your work.

Burnout can reduce your productivity and sap your energy, leaving you feeling increasingly helpless, hopeless, cynical, and resentful. This program will consider different causes for burnout and discuss prevention as well as coping strategies.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the signs, symptoms and consequences.
- > Take a self-assessment: checking yourself for burnout.
- > Consider different causes of burnout.
- > Explore prevention and coping strategies.

Healthcare Self-Advocacy

Self-advocacy means asserting yourself, for yourself. Related to healthcare, it means speaking up, asking for what you need, becoming educated on your rights and responsibilities and being able to make informed decisions. In this program, we're going to discuss the importance of engaging in healthcare self-advocacy and why sometimes this process can be challenging. By continuing to build self-advocacy skills, we can positively impact the quality of the healthcare we receive.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the importance of healthcare self-advocacy.
- > Consider what makes self-advocacy challenging.
- > Present and discuss the fundamentals of self-advocacy.
- > Provide additional resources.

The Care and Keeping of You

In today's fast-paced world with its many competing demands, taking care of oneself often takes a back burner. Many Americans believe that they don't have time for self-care activities; meanwhile, their physical, mental and emotional health may suffer. Learning ways to incorporate simple self-care activities into our daily lives doesn't have to be complicated, and it can go a long way in promoting our health and happiness!

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss different types of self-care.
- > Consider what self-care means to you personally.
- > Explore how personality influences self-care.
- > Present ways to incorporate self-care activities into your day.
- > Identify action steps.

An Attitude of Gratitude: The Benefits of Being Thankful

In recent years, there has been extensive research conducted on the benefits of practicing gratitude, or being thankful. Findings suggest that we can consciously cultivate gratitude, and by doing so, increase our happiness and well-being. In this program, you'll learn some easy-to-use practices that when used regularly, can increase your amount of gratitude and have a positive impact in all areas of your life.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > What are 'gratitude practices'?
- > What are the benefits of practicing?
- > Why does being grateful work?
- > What do grateful people have in common?







EMPLOYEE SKILL DEVELOPMENT

These programs help develop the employee skills that are key to effective work performance and group productivity. Critical skills in workplace communication, conflict resolution, team-building, and managing change provide a foundation for all employees to fully contribute in the workplace.

Please see Workplace Safety and Protection (pg. 55) for safety-related workshops for employees (such as DOT Substance Abuse, Workplace Violence Prevention, ADA Sensitivity in the Workplace, and Sexual Harassment Prevention in the Workplace).

*Employee Skill Development seminars range from **one to four hours**, depending on content depth and skill development needs. Please check with your MHN account manager to discuss ideal session length.*

Creating a Respectful Work Environment

A respectful work environment is critical to performance, job satisfaction, and wellbeing. Yet creating a professional respectful workplace can be challenging, since workplaces include people from different backgrounds, with different personal styles. This workshop addresses how to bridge differences for a respectful, happier and more productive workplace.

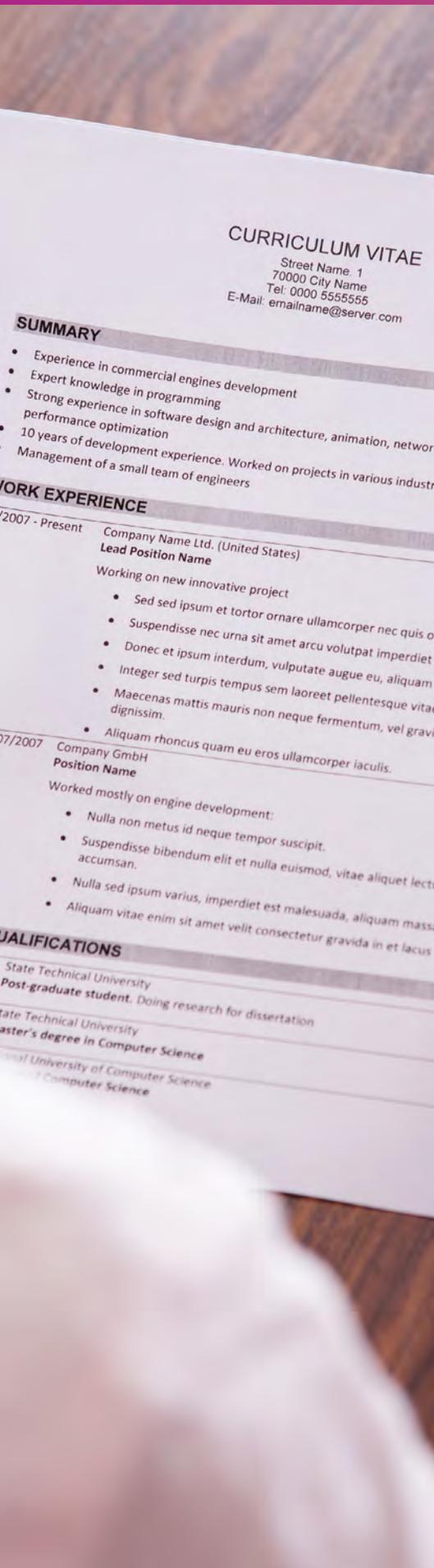
LEARNING OBJECTS:

After the workshop, participants should be able to:

- Understand the benefits of a respectful work environment.
- Be more aware of personal behavior in the workplace.
- Comply with relevant employment policies/guidelines.
- Identify behaviors that enhance respect and communication.

Job Search Strategies

During sluggish times, job seekers may be concerned about facing a long and difficult job search. During these times, treating the job search like a business can help.



This workshop shows participants how to increase their chance of success by understanding where to look for opportunities (when they are harder to come by) and how to create a personal marketing strategy that can set them apart from the competition.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand why a multifaceted job search strategy is critical to success.
- > Identify several strategies to use in a comprehensive job search.
- > Develop a plan to put strategies into action.

Effective Interview Strategies

Today's job seekers may need to use various strategies to find meaningful employment. One of the most critical tools in a job search is a good interviewing technique. With strong interview skills, the job seeker can answer tough questions articulately and confidently and demonstrate his or her qualifications for the job. This workshop helps participants navigate the interview process – from pre-interview preparation to post-interview follow-up.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the importance of interview preparation.
- > Identify the most common types of interview questions.
- > Understand the different aspects of competency-based (behavioral) questions.
- > Develop rapport with the interviewer.

Building Effective Résumés

A résumé can be thought of as a marketing tool for a specific product: the job seeker. A well-written résumé can grab an employer's attention, effectively market the applicant's skills and experience for the position, and lead to an interview. This workshop teaches job seekers how to build a powerful, targeted résumé that stands apart from the crowd – a critical first step in landing the job of their choice.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the elements of a powerful résumé.
- > Understand the sections and types of résumés.
- > Apply keyword strategies.
- > Market themselves more effectively through words.

Surviving Layoffs

Corporate downsizing has become part of the economic landscape in the United States. While layoffs are especially difficult for those who lose their jobs, layoff survivors may also be affected, experiencing guilt, anxiety, and a fear of "being

next.” What’s more, layoff survivors may also face process changes, shifting job responsibilities and increased workloads. This workshop helps layoff survivors process their feelings and develop strategies for resilience.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Describe the different aspects of being a layoff survivor.
- › Identify changes created by layoffs in the workplace.
- › Identify normal reactions to layoffs.
- › Understand their work role and new organizational realities.
- › Know how to support themselves and others during the transition process.

Effective Workplace Communication

Effective communication is the foundation for solid working relationships and interpersonal effectiveness. When people are heard and understood, they’re better able to work collaboratively for successful outcomes and win-win solutions. Through skill development and practice, this workshop helps participants enhance workplace communication.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand the connection between good working relationships and effective communication.
- › Describe key elements of a clear message.
- › Identify and overcome challenges to getting the message across.
- › Apply techniques for building rapport.

Creating a Positive Work Environment

In an ideal workplace, people are committed to working together harmoniously. They treat one another with respect, work efficiently, and solve problems fairly. This workshop examines strategies for creating an effective, respectful, and positive workplace. Participants work together to define their “ideal” workplace and discuss how to enhance their work environment.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Define the ideal workplace.
- › Reach agreements on work behavior.
- › Know what to do when words fail.
- › Provide support and encouragement.

Dealing with Difficult People

In both our business and personal lives, most of us have come across people we would label “difficult.” This workshop examines what makes people “difficult,”





how difficult people activate our emotional triggers, and how to mitigate conflict in response to difficult behaviors.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify typical workplace conflicts.
- > Apply a problem-solving model for win-win results.
- > Promote creativity using communication.
- > Identify common behaviors of difficult people.

Resolving Conflict in the Workplace

Conflict in the workplace can stem from differing beliefs, ideas, values, and goals. Although conflict is natural and sometimes useful, most people avoid confrontation instead of understanding and resolving the situation directly. In this workshop, participants will examine conflict as a normal part of work and explore ways to find solutions.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Apply a problem-solving model for win-win results.
- > Promote creativity using communication.
- > Identify different styles of dealing with conflict.
- > Understand the benefits of constructive conflict.

Delivering Excellent Customer Service

Excellent service – for both internal and external customers – is important to every organization. Excellent customer service includes understanding customers’ needs and managing expectations when dealing with difficult customer issues. This workshop examines how to handle these demands with sensitivity while managing personal stress.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand why companies lose customers.
- > Identify customers’ “hot buttons.”
- > Know what customers want and don’t want.
- > Handle complaints effectively.

Diversity: A Workplace Asset

Employees with unique skills, backgrounds, and experiences bring value to an organization and to its customers. This workshop discusses the value each member brings to an organization, and the strength that comes with diversity. Participants will learn tips for communicating clearly and respectfully, overcoming stereotypes and appreciating the unique differences people bring to the workplace.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Define “diversity.”
- > Understand the benefits of a culturally diverse workplace.
- > Understand what factors inhibit the creation of a diverse culture.
- > Communicate respectfully.

Change Management

Change is a constant, so handling it effectively is critical to success and wellbeing. This workshop reviews the change process and provides a positive framework for thinking about change. Participants are encouraged to explore and shift how they perceive and manage change.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Find opportunity in change.
- > Name elements of the change process.
- > Identify losses associated with change.
- > Take responsibility for choices.

Working in Teams

A team that works well together is likely to be successful and productive. This program examines the characteristics and dynamics of a successful team. Participants learn how to enhance their teams by building trust, clarifying goals, assessing progress, solving problems, defining roles, and communicating effectively with one another.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand how effective teams develop.
- > Name the key elements of successful teams.
- > Know the advantages of team problem-solving.
- > Identify key skills for team members and leaders.

Career Management and Career Planning

Career planning and management is a lifelong process – from choosing an occupation and getting a job to “growing” a job, navigating career transitions and eventually retiring. This workshop covers strategies for planning and building a career. Participants will learn how to assess their talents and interests, create realistic educational goals, and develop the skills they need to succeed.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the career planning process.
- > Describe their short-term and long-term career planning goals.
- > Examine barriers to reaching goals.
- > Develop a career action plan.





Understanding Your Personal Work Style

Each of us has developed certain patterns of behavior – distinct ways of thinking, feeling, and acting. Within the work environment, these behavioral patterns tend to fall into certain work style categories. Using the Work Style Inventory, you will develop an awareness of your own behavior tendencies and work style as well as those of others. In this workshop, participants will learn strategies to communicate and interact with others for maximum productivity and harmony in the work environment.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Recognize the importance of individual work styles.
- › Describe the four categories of work styles.
- › Use effective communication strategies and techniques for each work style.
- › Understand the importance of work style diversity for maximum group performance.

Time Management

Many employees are juggling extra responsibilities, working longer hours, and experiencing overload in their personal lives. Many feel that there are not enough hours in the day. An effective strategy for time management can help us achieve our goals by doing more in less time, focusing on what is important, and feeling less stressed in the process. This workshop helps participants develop an individualized time management strategy.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Lower their work stress.
- › Develop a sense of control over their personal and professional productivity.
- › Identify ways to do more in less time.
- › Cultivate joy and achieve balance in their lives.
- › Separate meaningful activities from meaningless activities.

Enhancing Interpersonal Awareness in the Workplace

Today's diverse workplace depends on building strong team relationships, which makes well-developed interpersonal skills essential. Strong interpersonal skills promote an atmosphere of confidence and trust – growing relationships and inspiring team members to reach their organization's goals. This workshop discusses behaviors that comprise workplace interpersonal skills and provides strategies to build them.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Discuss the different aspects of interpersonal awareness in the workplace.
- › Describe the role of effective communication in positive interpersonal interactions.
- › Explore communication strategies and techniques for individual work styles.
- › Identify strategies to enhance effective communication and listening, and techniques to promote congruence in messaging.

Healthy Boundaries at Work

We all vary significantly when it comes to our needs, values and preferences, as well our beliefs about the right ways to behave and interact in the workplace. Maintaining healthy boundaries means being assertive and communicating one's needs while respecting the needs of others. By doing so, we can minimize feelings of resentment, anxiety and stress and increase our levels of satisfaction, ease and productivity in our place of work.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Discuss what boundaries are and why they are important.
- Explore why it can be difficult to set boundaries.
- Explain how to set and manage boundaries.
- Describe communication guidelines.
- Apply communication guidelines to various boundary-setting scenarios.

Managing Your Emotions in the Workplace

Working in dynamic environments, we continuously face ever-changing circumstances, events and interactions, and with them, ever-changing emotions. Navigating strong or difficult emotions can be challenging and it is important that you handle them skillfully to prevent damage to work relationships and your reputation. Skills learned in this program will focus on the workplace, since workplace dynamics require a level of diplomacy, tact and artfulness that are unique to the professional environment.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Gain an understanding our emotional responses.
- Review tips and strategies for managing negative emotional responses.
- Review suggestions for dealing with frustration, worry, dislike, disappointment and anger.
- Present positive actions, which can help in managing strong emotions.

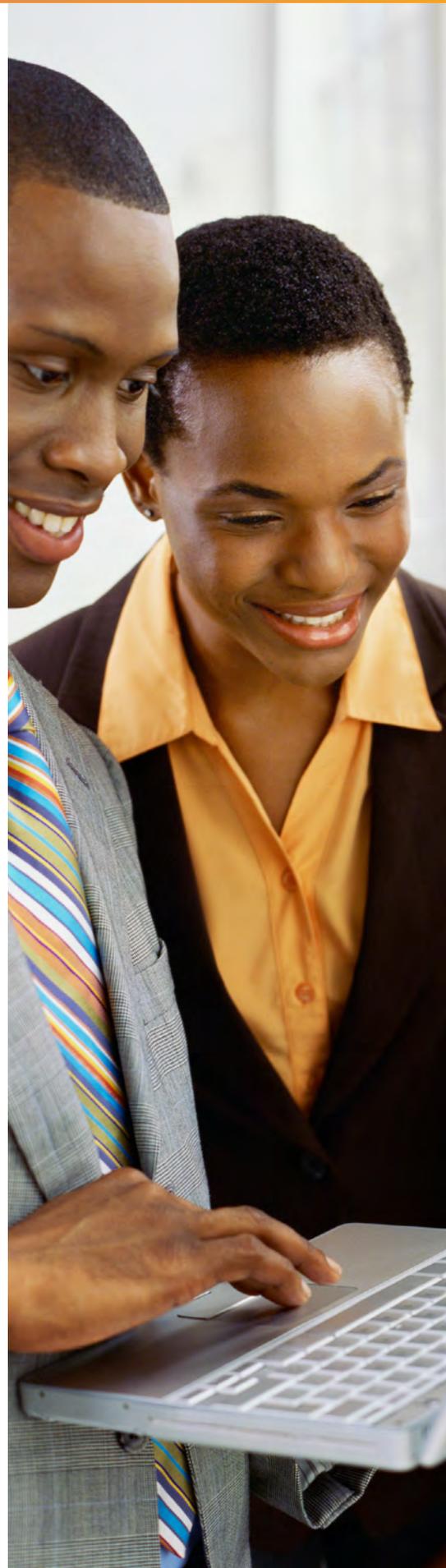
Diffusion and De-Escalation Techniques

Sometimes we encounter customers or clients who become emotionally overwhelmed or agitated. It is in these situations that we need to use our assertive communication skills to calm the other person, take charge of the situation and move towards a resolution to the issue. The de-escalation techniques presented in this workshop provide useful tools to diffuse, re-direct, or de-escalate conflict situations.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Recognize when clients may be emotionally over reacting to stressful situations.
- Identify words and behaviors that indicate a situation could be escalating.
- Learn techniques to help defuse emotions, and redirect the client interaction in order to achieve a positive outcome.





- > Recognize how beliefs and expectations can add stress to working with upset or angry clients.
- > Discuss boundary setting behaviors when a client will not de-escalate.

Identify Your Talents, Build Your Strengths

We have our own innate professional talent and potential. This program presents ways to identify your strongest talents so that you may further integrate them into your work life. By doing so, you can increase your confidence and enhance your work performance, not to mention the likelihood of being happier and more successful. A win-win for you and your employer!

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Explain the difference between strengths, talent, knowledge and skills.
- > Explore ways to build strengths.
- > Provide a variety of ways to identify innate talents.
- > Discuss the importance of finding ways to use and build on your strengths at work.

Developing Career Resilience

Gone are the days of spending one's career in a single organization and doing largely the same type of work until retirement. Today a career can flow through many phases across and within different organizations, involving significant changes and shifting roles and skill sets. What mattered in the 1960's workplace was loyalty, now its resilience. In this program, we'll explore ways to be proactive in your career and continue to develop the resilience that is essential in today's ever-changing workplace.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss what career resilience is and why it's important.
- > Explore where you have been resilient in your own career.
- > Review strategies for developing greater resilience.
- > Provide exercises and resources for continuing to develop career resilience.

Working Together: Why Inclusion Matters

Workplace inclusion reflects having diverse perspectives, experiences and cultures valued, respected and supported. It's about ensuring the right conditions are in place for each person to pursue his or her full professional potential. Inclusion puts the concept and practice of diversity into action by creating an environment of involvement, respect, and connection. Organizations need to focus on both diversity and inclusion to be successful.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Increase your awareness of how perspectives affect the workplace.
- > Examine the impact of 'difference' in the workplace.

- > Identify barriers to inclusion in the workplace.
- > Increase your awareness of the benefits of inclusion.
- > Improve your ability to communicate more effectively – *inclusively*.

Managing Your Responses during Challenging Customer Interactions

This workshop examines the different types of challenging customer exchanges you may have in performing your daily job responsibilities. Techniques to enhance your customer service skills will be explored, as well as ways to develop strategies to manage your responses to challenging customer interactions in healthy and positive ways.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss different types of challenging Customer interactions.
- > Describe Customer expectations.
- > Identify difficult types of Customer behaviors most typically encountered on the job.
- > Discuss proactive approaches to dealing with challenging interactions.
- > Understand the body's reactions to negative interactions and learn how to identify personal indicators of stress.
- > Identify strategies and techniques to reduce the impact of difficult Customer interactions.

Reinvention through Uncertainty

To survive in our economic environment, change is a necessity. As organizations and industries shift and adapt, individuals must develop a reinvention mindset, embracing career development as a lifelong process. This workshop helps participants identify their job-related and transferable skills and abilities. Participants also develop tailored action plans to empower themselves in the reinvention process and prepare to make the most of ongoing and upcoming changes.

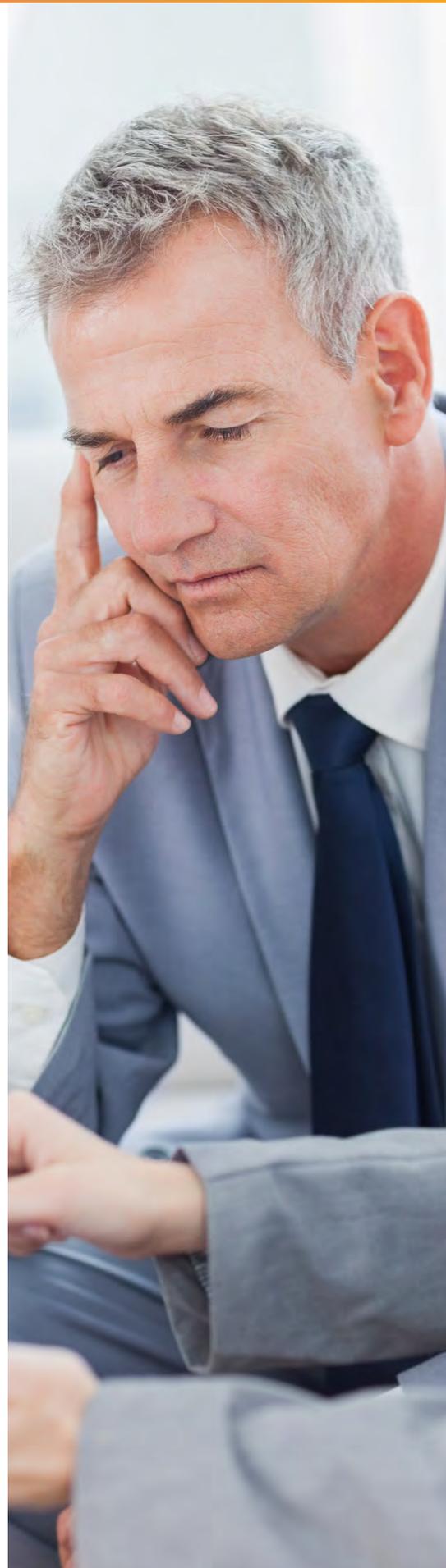
LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the elements of reinvention necessary to deal with the challenges of uncertainty.
- > Inventory and identify their transferable skills.
- > Use resilience as a tool for recognizing and managing the emotional impacts of uncertainty.
- > Create an action plan designed to both empower staff and maximize positive aspects of existing and upcoming changes.

Crafting a Compelling Elevator Pitch

An elevator pitch is a short summary used to quickly and simply define a process, product, service, organization, or event and its value. An effective pitch should be interesting, memorable, and succinct. It should also explain what makes you





–or your organization, product, or idea –unique. In this workshop, we’ll explore situations where these are useful and look at how to craft an effective pitch.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Discuss the importance of creating and using a well-crafted elevator pitch.
- › Describe the different components of a good elevator pitch.
- › Identify when to use the pitch for optimum effectiveness.
- › Practice developing and using your elevator pitch.

Strengthening Communication in the Culturally Diverse Workplace

Culturally diverse teams are common today. Different communication styles are shaped by cultural values, language proficiency, worldviews, and norms. These factors can be potential sources of misunderstanding and frustration, impeding the development of trusting relationships and team cohesion. We can reduce cultural barriers and strengthen the effectiveness of our teams by being curious, seeking to understand differences, and being aware of different styles of communication. By enhancing awareness, we can contribute towards a work environment that is both enjoyable and inclusive.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Build cultural awareness and understanding
- › Bring cultural awareness into interpersonal communications
- › Foster shared responsibility for mutual understanding
- › Strengthen effective communication skills

Workplace Communication in the Digital Age

At times, communicating in the digital age can be both exciting and daunting. Information, answers, ideas, and expectations are communicated at amazing speeds. Emailing is the most utilized form of electronic communication today, and knowing how to do so effectively is crucial to professional success for many people. In this program, we will cover general guidelines for effective email communications, etiquette for texting, chatting and using social media in the workplace, and guidelines for social media use. Also, this course will address when the ‘old-fashioned’ channels for communication, namely verbal communications, are the best to use

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Review the PASS model for effective email use
- › Speak about times when verbal communication is best (versus using email, text or chat)
- › Discuss etiquette for personal texting & social media use at work
- › Discuss work chat etiquette
- › Review general privacy guidelines related to work and social media





MANAGEMENT & SUPERVISORY SKILL DEVELOPMENT

These programs teach the essential skills and competencies of effective management in today's challenging work environment. Managers and supervisors will gain knowledge and develop skills in team-building, managing performance and behavior, communicating effectively, managing change, and keeping the workplace safe.

Please see Workplace Safety and Protection (pg. 55) for safety-related workshops for managers and supervisors (such as DOT Substance Abuse, Workplace Violence Prevention, ADA Sensitivity in the Workplace, and Sexual Harassment Prevention in the Workplace).

Management/Supervisory Skill Development seminars range from two to four hours, depending on content depth and skill development needs. Please check with your MHN account manager to discuss ideal session length.

Effective Workplace Communication

Effective communication skills are important for every employee in an organization, but they are especially critical for managers who want to improve employee productivity, performance, teamwork, and morale. Every interaction is an opportunity to have a positive impact on team members – personally and professionally. When people are heard and

understood, they're better able to work through issues and develop win-win solutions. This workshop helps managers and supervisors learn essential communication skills.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Identify important aspects of effective communication and develop techniques for positive interactions for workplace issues.

- > Understand the process of effective listening.
- > Describe the key components and activities of management communication.
- > Discuss how to determine intervention strategies when providing feedback to employees.

Managing Change

Organizational change often means different things to employees than it does to their managers and supervisors. This program examines the change process and describes attitudes and behaviors that can enhance (or detract from) healthy responses to change. Participants will discuss typical employee responses to change, as well as strategies for addressing employee concerns.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand how to manage during change.
- > Effectively deal with employee reactions.
- > Build acceptance to change.
- > Understand how to support themselves and their employees during change.

Managing after Layoffs

After a downsizing, managers and supervisors face the difficult challenge of re-engaging layoff survivors. Remaining employees may experience guilt, anxiety, and stress – all of which can impact their health and productivity. This workshop teaches managers and supervisors how to model resiliency and optimism, provide direction, and maintain positive morale and productivity among their staff during a difficult transition.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Describe the different aspects of surviving layoffs.
- > Identify changes created by layoffs in the workplace.
- > Recognize normal reactions to layoffs.
- > Understand their management role and the new organizational realities.
- > Understand ways to support themselves and others during the transition process.

Preparing for and Conducting a Layoff

The layoff process is painful for both the people being let go and for the managers and supervisors who deliver the news. The challenge for management is to handle the process appropriately for those who need to be let go, while providing information and support to the remaining employees.

This workshop provides managers and supervisors with guidelines for planning and implementing the layoff process, including preparing for the notification meeting, conducting the meeting, and following up with employees afterward.





LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand management's role during the layoff process.
- › Identify important aspects of preparing for the notification meeting.
- › Identify key elements of the script for the layoff meeting.
- › Understand how to manage employee reactions for both departing and remaining employees.

Building Resilience following Workplace Trauma

Sudden, accidental, unexpected, or traumatic events, such as a death, can leave employees feeling shaken, unsure and vulnerable. Individuals need healthy coping strategies to manage these often painful reactions to trauma.

This workshop provides strategies for developing and enhancing personal resilience following a traumatic event in the workplace.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Identify common causes and reactions to workplace trauma.
- › Apply strategies to help themselves and others after traumatic events.
- › Know about the warning signs of suicide and how to prevent it.
- › Understand the characteristics of resiliency.
- › Develop and enhance individual resilience.

Suicide Prevention

Suicide is the eleventh most common cause of death in the United States. People may contemplate suicide when they feel hopeless and can't see any other solution to their problems. Often, suicidal thoughts can be triggered by depression, alcohol or substance use, or a major stressful event. During this workshop, managers and supervisors will learn warning signs for suicide risks and strategies for suicide prevention.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Understand the prevalence of suicide.
- › Identify factors related to suicides and suicide attempts.
- › Recognize some important warning signs of suicide and how to assist others who may be considering suicide.
- › Identify common causes of and reactions to suicide.
- › Understand the characteristics of resiliency.
- › Develop and enhance individual resilience.

Managing Challenging Workplace Behaviors

Managing employee performance is the most important part of a manager's or supervisor's job. However, sometimes problems continue to surface even when management tries to help an employee succeed. This workshop discusses techniques for managing challenging behaviors and creating a productive, respectful working environment.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Describe the key components and activities of the management role.
- > Address challenging workplace behaviors and determine intervention strategies.
- > Identify important aspects of effective communication and develop techniques to address workplace issues.
- > Understand how to use effective listening when interacting with a troubled employee.
- > Identify internal and external resources for help managing challenging workplace behaviors.

Essential Skills for Effective Management

Research continues to show that an employee's direct manager or supervisor has an enormous impact on morale and job satisfaction. This workshop will examine the multiple roles and responsibilities of effective management – such as coach, team leader, and change agent.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the roles and responsibilities of the supervisor.
- > Understand the qualities, skills, and aptitudes of an effective manager.
- > Provide constructive feedback and motivation.
- > Identify common management pitfalls.

Building Effective Teams

Successful teams don't just happen – They require planning, skill, and careful execution. Managers and supervisors will learn to identify the characteristics of effective teamwork and recognize the signs of a team in trouble. This workshop examines the components of successful team building in the workplace.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Know how to develop effective teams.
- > Identify key elements of successful teams.
- > Identify key skills for team members and leaders.
- > Modify work styles for team effectiveness.





Behavior-Based Interviewing

The most accurate predictor of future job performance is past performance in similar situations. The behavioral interview technique is a highly valid selection interview format based on this premise. The interviewer identifies the experiences, behaviors, skills, abilities, and knowledge that are desirable for the open position, and then uses those criteria during the interview to determine the applicant's potential for success.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the importance of behavioral interviewing in selection and hiring.
- > Identify job competencies and develop questions and probes.
- > Prepare for and conduct a behavior-based interview.
- > Highlight techniques for scoring, evaluating, and selecting the best candidate.

Creating a Positive Work Environment

It is the responsibility of managers and supervisors to maintain an environment in which individuals are supported, work gets done efficiently, and employees treat one another with respect. This workshop helps supervisors and managers create a workplace environment that encourages the best from their employees.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify elements of a positive workplace.
- > Understand the four kinds of consequences for behavior.
- > Identify roadblocks to success.
- > Understand how authority differs from delegation.

Managing Personal and Employee Stress

Managers and supervisors have a responsibility to do what they can to enhance employee wellbeing by responding to concerns and minimizing unnecessary strains. This workshop will focus on techniques for helping employees manage workplace stress and will discuss management's role in enhancing stress resilience.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify contributors to workplace stress.
- > Name aspects of a stress-hardy personality.
- > Apply stress management techniques to their own lives.
- > Enhance employee stress management, motivation, and feedback.

Returning Military Staff

The transition from a war-related deployment back to home and work is challenging for most National Guard and Reserve service members. An employee returning from military service faces unique personal and professional stressors, as he or she comes back to “business as usual.” This workshop discusses the special challenges that returning service members confront along with the immeasurable benefits they bring to the organization.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the multiple adjustment issues that returning military face.
- > Support a colleague or employee coming back to work after active duty.
- > Avoid over-care or interference.
- > Assist the employee in the job skills transition process.

Expatriate Workplace Reintegration

As expatriates and their families return from a foreign assignment, many find that their homes are not what they remembered, and their homecomings are not what they had anticipated. In fact, repatriation is sometimes referred to as reverse or re-entry culture shock. This program presents the issues that expatriates face when they return to work and offers strategies for successful repatriation.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Recognize personal and professional issues in repatriation.
- > Manage expectations in the repatriation experience.
- > Develop strategies for successful reintegration.
- > Understand the role of the company in repatriation.

Intergenerational Communication in the Workplace

For the first time in American history, there are five different generations working side-by-side in the workplace. With this age diversity comes the issue of distinct generations – the Traditionalists, the Baby Boomers, Gen X, Gen Y, and Gen Z – working together and sometimes colliding as their paths cross. This workshop addresses how to deal with the unique communication issues that can arise when the different generations (with diverse values, ideas and ways of getting things done) come together in the workplace.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the five generations in the workplace, and define them by experiences and events.





- > Know the similarities and differences in values and potential outcomes of generational interaction.
- > Apply strategies for effective cross-generational communication.
- > Identify important aspects of effective communication and develop techniques for positive workplace interactions.

Conducting Effective Performance Appraisals

Performance appraisals are a valuable tool in providing feedback on employees' work performance. Without this formal feedback, employees may find it difficult to develop their skills, meet management's expectations, and add value to their organization. This workshop teaches managers and supervisors how to prepare fair and accurate evaluations, offer helpful feedback and development information to employees, create performance plans, and monitor results.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Be familiar with the performance appraisal document and process.
- > Identify how to prepare fair and accurate evaluations.
- > Know how to use the performance appraisal meeting as a development opportunity.
- > Describe how to create performance plans and monitor results.

Managing the Layoff Process

Managers play an integral role in maintaining workplace effectiveness during reductions in force. They are responsible for communicating organizational changes to their employees, validating normal staff reactions, maintaining productivity levels, and easing the transition for laid-off employees.

This program explores strategies for managers during the layoff process to ensure a smooth transition.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the layoff process.
- > Describe the manager's role during the layoff process.
- > Identify important aspects of preparing for the layoff process.
- > Apply communication strategies before, during, and after the layoff notification process.

Gender Transition Issues in the Workplace

During the last few decades, as many as 200,000 people have gone through a transition from one gender to another in the United States. Although this situation presents some unique challenges for both managers and employees, there are many parallels with other employment diversity issues. The same guidelines for respect and professionalism in the workplace apply. This workshop prepares

employees and managers to respond effectively to workplace concerns raised by an employee's gender transition.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the business case for assisting transgender employees in their transition.
- > Know about the transition process.
- > Be familiar with legal and workplace guidelines to support transitioning employees.
- > Identify communication strategies to maintain work group effectiveness during the employee's transition.

Creating a Respectful Work Environment

A positive, respectful work environment is critical to job performance, satisfaction and wellbeing. Managers and supervisors are role models who set the tone and show employees which behavior and communication styles are and are not acceptable. This workshop addresses the manager's need to set workgroup expectations and maintain employee accountability for respectful, professional, and productive workplace behaviors.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the benefits of a professional, respectful work environment.
- > Build awareness of personal behavior in the workplace and communicate clear behavioral standards.
- > Review relevant employment policies/ guidelines.
- > Identify behaviors that enhance workplace respect and model behaviors of appropriate workplace conduct.
- > Maintain employee accountability and address issues as they arise.

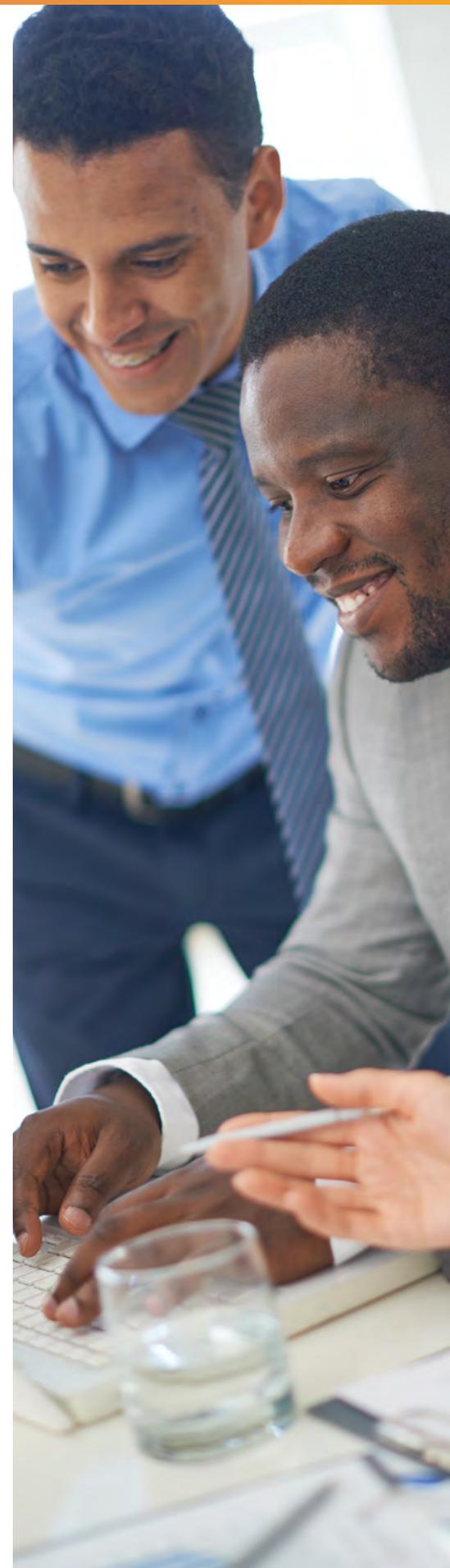
Effective Facilitation Techniques

Facilitation is the art of bringing people together to achieve a common goal – helping them explore, learn, and change. As a tool for improving a group's process and structure, effective facilitation is a valuable skill for managers and supervisors. This workshop will enhance managers' knowledge and skill sets as facilitators. **A minimum of four hours is recommended for this workshop.**

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the basics of the group facilitation process.
- > Review communication and effective listening techniques.
- > Learn about different group facilitation techniques.
- > Identify potential problem areas (and their remedies) in facilitating the group dynamic.





Setting Performance Expectations

Managing employee performance is a key part of effective leadership. Collaboratively setting and communicating performance and behavior expectations provides mutual understanding for both employees and their managers. This process encourages managers to provide regular and ongoing performance feedback to their team members. In turn, employees are better able to develop their skills, meet management's expectations and add value to their organization.

This workshop assists managers and supervisors creating and communicating effective performance and behavioral expectations. Managers and supervisors will also practice providing feedback and development information to employees.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Provide tools for setting both performance and behavioral expectations for staff and supporting professional growth and development.
- > Demonstrate how supervisors and staff should collaborate to articulate and ensure mutual understanding of expectations.
- > Discuss strategies on how to provide ongoing feedback in real time whenever exceptional or poor performance is observed.
- > Present a communication model so that supervisors and staff can discuss performance issues and adjust if needed.

Resolving Conflict in the Workplace

Managers and supervisors should expect that conflicts will arise in the workplace, often because of differing beliefs, ideas, values, and goals. When it is dealt with appropriately, conflict can help employees transform and grow. The manager's ability to model and coach effective problem solving is imperative to team success. Effective managers can help employees navigate conflict dynamics and learn to resolve issues independently. **A minimum of four hours is recommended for this workshop.**

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify and define causes and types of workplace conflicts.
- > Understand the role of effective communication and conflict resolution styles in dealing with workplace conflicts.
- > Develop a personal strategy for responding to workplace conflict in a proactive and professional manner.
- > Explore the roles and responsibilities that supervisors and managers have in effectively managing conflict in their work group.

Navigating Sensitive Employee Issues in the Workplace

At times, managers may see signs that employees are going through a difficult time. Employees may be less productive than usual or mention personal problems. They might even have a crisis or “meltdown” while at work. Managers need to be aware of these situations so they can respond appropriately and provide the support employees need to remain effective at work. This workshop provides managers with tools and strategies to help navigate an employee’s sensitive life or work issues that may be impacting performance.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify different types of “sensitive” situations and related behaviors.
- > Review advantages of addressing behaviors.
- > Delineate concrete management steps and appropriate verbal approaches.
- > Practice in small group case vignettes.

Addressing Behavior and Conduct in the Workplace

Managing employee performance, both technical and behavioral, is a key part of effective leadership. When employees engage in inappropriate behavior that is not consistent with professional expectations, the disruptiveness can negatively impact departmental morale and cohesiveness. It is an important duty of managers to address these interpersonal behaviors and ensure employee conduct does not detract from department productivity and collegiality.

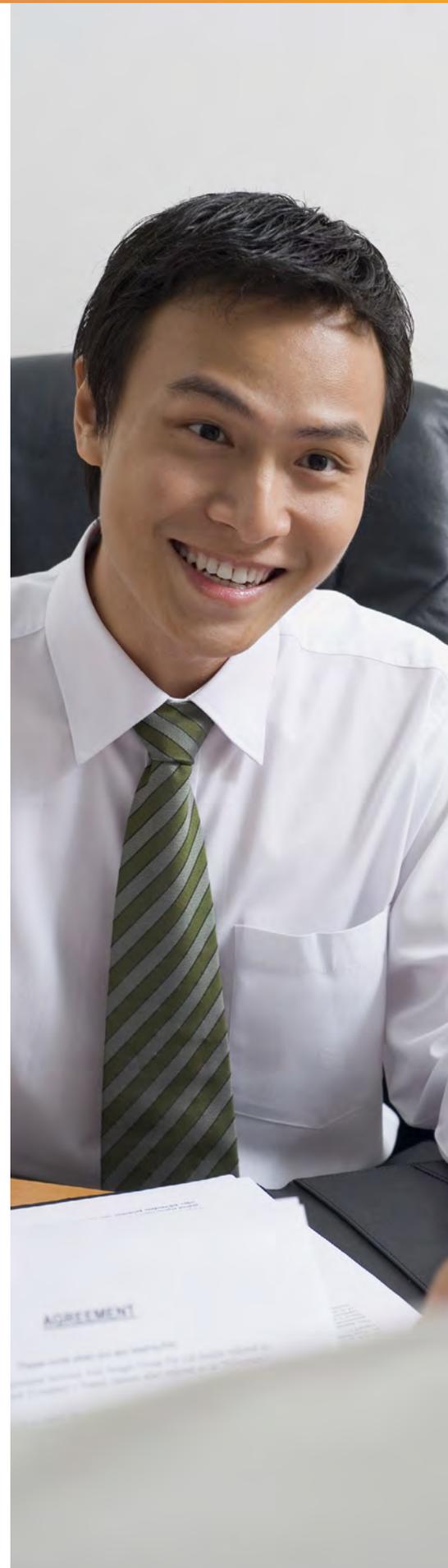
LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Provide tools for setting behavioral or conduct expectations for staff.
- > Demonstrate how supervisors and staff can collaborate to articulate and ensure mutual understanding of expectations.
- > Discuss strategies on how to provide on-going feedback in real time whenever exceptional or poor behavior or conduct is observed.
- > Present a feedback communication model so that supervisors and staff can discuss behavior or conduct issues as they arise and adjust expectations if needed.

Delegation: An Essential Skill for Successful Management

Managers frequently hold heavy workloads, tasked with overseeing the day-to-day functions of their business units while increasing the efficiency and productivity of those functions. Through the act of delegation, managers can reduce their work load and save time so that energy can be concentrated on





critical tasks. This workshop discusses effective delegation strategies and techniques that can contribute to enhanced work unit effectiveness and efficacy.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Discuss the benefits of delegation
- > Explore why many leaders don't delegate
- > Identify what to delegate
- > Explain the different aspects of situational leadership
- > Describe the process of successful delegation

Assisting Employees with Post Traumatic Stress Disorder (for Supervisors/Managers)

Post-Traumatic Stress Disorder (PTSD) affects thousands of individuals across the world. The workplace is one of the many areas where PTSD can impact an individual's day to day functioning. The level of success a person with PTSD has on the job depends on many factors including the level of impairment and support both outside and inside the work environment. This program addresses how supervisors and managers can provide assistance to individuals on the job who may be dealing with PTSD.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Increase awareness of Post-Traumatic Stress Disorder (PTSD).
- > Describe the typical symptoms of PTSD.
- > Discuss employer and employee responsibilities under the American with Disabilities Act (ADA).
- > Identify ways to assist and accommodate an employee who has been diagnosed with PTSD.



WORKPLACE SAFETY AND PROTECTION

MHN's workplace safety and protection workshops and seminars can build awareness and teach skills to all employees to help create and maintain a safe work environment. Examples of topics include substance use awareness, violence prevention, workplace bullying, and disability awareness.

Workplace safety and protection seminars range from **two to four hours**, depending on content depth and skill development needs. Please check with your MHN account manager to discuss ideal session length.

Understanding Critical Incidents in the Workplace

Industrial accidents, workplace violence, natural disasters, vehicle accidents, or other unexpected events can trigger traumatic responses that may affect the health and productivity of your workforce. This workshop explores common reactions following a traumatic event and how to minimize post-traumatic stress through critical incident stress debriefing and other forms of support.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- Identify examples of critical incidents in the workplace.

- Understand normal reactions to critical incidents in the workplace.
- Know how to bring their workplace back to pre-incident functioning after a critical incident.
- Identify what they can do for themselves and others.
- Find resources for support.

Managing Critical Incidents in the Workplace

A "critical incident" is an unexpected event that causes an unusually intense stress reaction. This stress can make it hard for employees to cope, and can have effects that ripple through the workplace. Managers and supervisors have the important role of providing resources and



support to their employees after a traumatic event, as well as maintaining reasonable performance expectations. This workshop explains the critical incident stress debriefing process and other methods that can mitigate the effects of post-traumatic stress.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify examples of critical incidents in the workplace.
- > Understand normal employee reactions to critical incidents in the workplace.
- > Know how to bring their workplace back to pre-incident functioning after a critical incident.
- > Follow internal policies and pre-incident preparedness guidelines.
- > Understand management's role in post-incident response.
- > Identify resources for coping with a critical incident.

Substance Use Awareness (for Employees)

Substance use can be a problem for individuals that can also impact work environments. Thousands are addicted, and thousands more – including family members, friends, and co-workers – feel the effects of substance use. Education can help employees confront and combat this problem.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Review the dangers of drug and alcohol use.
- > Determine when drug use is out of control.
- > Identify behaviors that support continued use.
- > Understand the benefits of being drug-free.

Addressing Substance Use in the Workplace (for M/S)

This program prepares supervisors and managers for their role in maintaining a drug-free workplace – including implementing appropriate rules and regulations and intervening early to ensure workplace safety. In this workshop, participants will learn more about the effects of alcohol and other abused drugs and the impact of employee substance use on the workplace. The workshop will also discuss organizational policies and procedures, strategies for addressing performance issues, and options for available resources.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the negative impact of substance use.
- > Understand the organization's policies.
- > Understand the process for constructive confrontation.

DOT Substance Use Awareness (for Employees)

Substance use in the workplace damages the work environment and can create life-threatening situations. This workshop covers the substance use material required by the U.S. Department of Transportation (DOT) and meets DOT requirements for training employees subject to DOT regulations.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Identify the guidelines and regulations of the DOT.
- > Understand the prevalence and impact of alcohol use.
- > Understand the prevalence and impact of drugs and other substances.

DOT Substance Use Awareness (for M/S)

This workshop covers the substance use content required by the U.S. Department of Transportation (DOT) and meets DOT requirements for training employees subject to DOT regulations. Participants will discuss different types of substances (alcohol and other drugs) and the impact of substance use in the workplace. **To meet Federal DOT requirements, this workshop must be a minimum of two hours.**

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the negative impact of substance use in the workplace.
- > Comply with policies and mandates on substance use testing for DOT-covered employees.
- > Understand the prevalence and impact of alcohol use.
- > Understand the prevalence and impact of other substances.
- > Comply with policies and processes when confronting employees for reasonable suspicion.

Workplace Violence Prevention (for Employees)

Workplace safety has become a major concern for management and employees. While workplace violence is less common than is popularly believed, disruptions and threats must be taken seriously. Early intervention helps prevent more serious acts. This workshop discusses common behaviors associated with workplace violence, ways employees can help reduce the risk of violence in the workplace, and strategies they can use to obtain help.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Recognize the types and levels of workplace violence.
- > Understand what employees can do to reduce the risk of violence.
- > Apply strategies to address challenging behaviors and potential conflict situations.





- › Identify internal and external resources to enhance workplace violence prevention efforts.

Workplace Violence Prevention (for M/S)

Workplace safety has become a major concern for management and employees. While workplace violence is less common than is popularly believed, disruptions and threats must be taken seriously. Early intervention helps prevent more serious acts. In this workshop, managers and supervisors will learn about common behaviors associated with workplace violence, how to reduce the risk of violence in the workplace, and strategies for defusing potentially violent situations.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Recognize the types and levels of workplace violence.
- › Understand what the organization can do to reduce the risk of violence.
- › Apply strategies to address challenging behaviors and potential conflict situations.
- › Identify internal and external resources to enhance workplace violence prevention efforts.

ADA Sensitivity in the Workplace/ Disability Awareness (for M/S and Employees)

What may seem like small details in language and behavior can reinforce the barriers people with disabilities face in the workplace. Though people without disabilities may not understand their significance, these details often reinforce inaccurate assumptions and can cause offense. Organizations have the power to create an environment that supports people with disabilities by changing patterns of communication, improving the way people with disabilities are portrayed, and modifying problematic features of the work environment. This program presents strategies for making the workplace more welcoming for employees with disabilities.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Identify legal directives relating to individuals with disabilities.
- › Understand an organization's responsibility to provide disability services and accommodations.
- › Understand how to enhance disability awareness in themselves and others.

Domestic Abuse in the Workplace (for Employees)

Domestic abuse is an issue that affects many employees. The impact of domestic violence can spill over into the workplace, by affecting employee performance and productivity, and raising concerns about security and liability. When an employee is experiencing domestic abuse, management and employees need to work

together. This workshop provides information about issues surrounding domestic abuse and offers guidelines on how to seek assistance and/or protection.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the prevalence of domestic abuse.
- > Recognize the types and signs of domestic abuse.
- > Identify the individual responsibilities and legal guidelines for providing workplace protections to the victim and other employees.
- > Apply strategies on how to approach a co-worker or management to help provide assistance to a suspected victim.

Domestic Abuse in the Workplace (for M/S)

Domestic abuse is an issue that affects many employees. The impact of domestic violence can spill over into the workplace, by affecting employee performance and productivity, and raising concerns about security and liability. A manager or supervisor who has been made aware of a potential threat has an obligation to respond in order to protect employees. This workshop provides information about issues surrounding domestic abuse and the workplace, and offers guidelines on resources for providing assistance and protection.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Understand the prevalence of domestic abuse and its impact on the workplace.
- > Recognize the types and signs of domestic abuse.
- > Identify the manager's responsibilities and legal guidelines for providing workplace protections to the victim and other employees.
- > Apply strategies on how to approach a victim and provide assistance, using internal and external resources.

Sexual Harassment Prevention in the Workplace (for Employees)

Everyone has a right to work in an environment free from sexual harassment or intimidation. This program examines what constitutes sexual harassment and what to do if sexual harassment occurs. It also reviews the way sexual harassment may affect employee morale and increase legal and financial risks.

A California AB 1825/AB 2053-compliant version of this workshop is also available for employees.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Be acquainted with legal definitions, court cases, and liability guidelines.
- > Know how sexual harassment impacts the work environment.
- > Understand the "gray areas" of harassment.





- › Understand why victims don't report offenses.
- › Apply strategies for preventing harassment behavior.
- › Know about remedies available to harassment victims.

Sexual Harassment Prevention in the Workplace (for M/S)

This training uses both interactive exercises and direct instruction to teach managers and supervisors about their vital role in creating a respectful, harassment-free work environment. Management will also learn techniques for effectively intervening to stop inappropriate workplace behavior. A California AB 1825/AB 2053-compliant version of this workshop is also available for managers and supervisors. **For compliance with California AB 1825/AB 2053/SB 396, this workshop must be a minimum of two hours.**

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Comply with applicable state and federal laws.
- › Describe the legally defined types of sexual harassment.
- › Identify behaviors that may constitute harassment.
- › Understand supervisory responsibilities and liability.
- › Know about EEO guidelines for nondiscrimination, non-harassment, and available remedies to victims.

Maintaining Personal Safety

Every employee has a right to feel safe before, during, and after work. While acts of extreme workplace violence are less common than is popularly believed, disruptions and threats are a serious concern. Through preparation and personal awareness, employees can support management efforts to maintain a safe workplace. This workshop highlights potential risks in the workplace and provides strategies to enhance safety on and off the job.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- › Recognize the types and levels of workplace violence.
- › Understand what employees can do to reduce the risk of violence.
- › Address challenging behaviors and potential conflict situations.
- › Identify internal and external resources to enhance workplace violence prevention efforts.

Preventing Workplace Bullying (for Employees)

Workplace bullying – defined as the repeated mistreatment of one or more employees with a malicious mix of humiliation, intimidation and sabotage of performance – is a growing concern for organizations. Workplace bullying can negatively impact productivity, wellbeing and morale. Organizations can support

employees and develop clear guidelines to prevent and address workplace bullying.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Define workplace bullying.
- > Describe the difference between workplace bullying, illegal discrimination, and harassment.
- > Know why it is important to confront workplace bullying.
- > Address offensive bullying behavior.

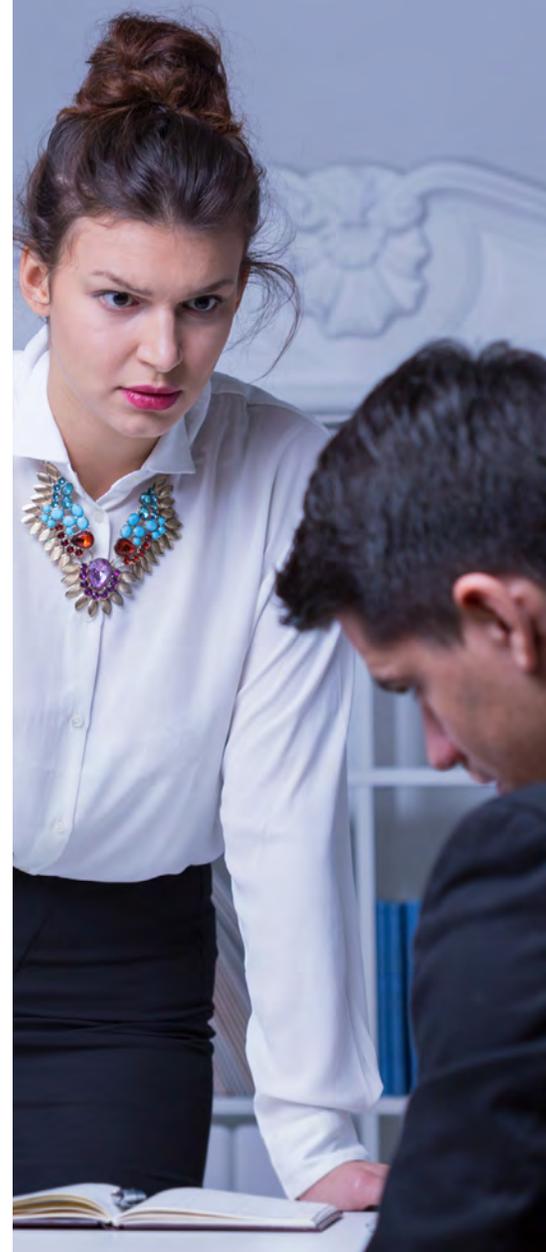
Addressing Workplace Bullying (for M/S)

Workplace bullying – defined as the repeated mistreatment of one or more employees with a malicious mix of humiliation, intimidation, and sabotage of performance – is a growing concern for organizations. Employers have a responsibility to prevent and address workplace bullying because of its costs for the individual and for the organization – health issues, low morale, absenteeism, and reduced productivity. This workshop provides supervisors and managers with resources and strategies to effectively confront and stop incidents of workplace bullying.

LEARNING OBJECTIVES:

After the workshop, participants should be able to:

- > Define workplace bullying.
- > Describe the difference between workplace bullying, illegal discrimination, and harassment.
- > Provide reasons why it is important to:
 - > Address workplace bullying.
 - > Communicate clear behavioral standards.
 - > Model behaviors of appropriate workplace conduct.
 - > Maintain employee accountability.
- > Present ways for managers and supervisors to end offensive bullying behavior.







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