



TRAINING CATALOGUE

EAP OF ROCHESTER

Your Partners in Success!



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COURSES ON THIS PAGE ARE COMPLIMENTARY

EMPLOYEE ASSISTANCE PROGRAM—ORIENTATION FOR EMPLOYEES

- Course Objective:** To orient employees to their EAP benefit and the Personal Advantage website.
- Skills Learned:** Participants will understand the services provided under the EAP benefit, how to gain access to EAP services and the website, and provisions for confidentiality.
- Audience:** All employees
- Course Length:** 30 minutes

***Recommended for all employees minimally every 18 months.**

EMPLOYEE ASSISTANCE PROGRAM—TOOLS FOR SUPERVISORS

- Course Objective:** To provide supervisors with an overview of EAP services.
- Skills Learned:** Learn how supervisors can utilize EAP as a resource when addressing employees with job performance issues.
- Audience:** Supervisors and Managers
- Course Length:** 1.5 hours
- Description:** Participants will understand the full benefits of EAP utilization and learn to identify problematic patterns of behavior. They will also learn the importance of documentation, as well as what and how to document events. Participants will also learn about how EAP can help supervisors manage the troubled employee, the different types of EAP referrals, when to call EAP, and when to call first responders. They will also understand the important role of the organization's HR leadership in managing problem employees. Suggestions for the corrective interview are also discussed.

*** Recommended for all supervisors, managers, HR personnel every 18 months - two years.**

CRITICAL INCIDENT STRESS DEBRIEFING (CISD OR CISM)

- Course Objective:** Provide an opportunity for participants to jointly describe and process an adverse/traumatic event and its effects on them.
- Skills Learned:** Participants will learn about normal reactions to abnormal events, coping strategies and when to seek professional assistance. Participants may also develop an action plan for dealing with the event as individuals and/or as a group.
- Audience:** Individuals and work groups immediately impacted by a significant loss or other traumatic event
- Description:** A CISD is a group discussion provided to employees who have been impacted by an unexpected loss, act of violence, or other abnormal event that impacts the workplace.
- Session Length:** 1 to 2 hours

***Sessions are usually held 24 to 72 hours after the incident and are coordinated through the Human Resources function.**

WORKPLACE ENRICHMENT

MANAGING WORKPLACE STRESS

- Course Objective:** To learn how to identify and manage workplace stress.
- Skills Learned:** Participants will recognize signs and symptoms of work stress, develop stress-reducing skills, and create a plan for balancing work with recreation.
- Audience:** Any employee seeking to understand, change and manage work-related stress
- Course Length:** 1.5 hours up to 1/2 day

COMPASSION FATIGUE

- Course Objective:** To increase awareness and build coping skills for those vulnerable to a form of burnout called compassion fatigue.
- Skills Learned:** Participants will be able to define compassion fatigue, identify signs and symptoms, and develop coping skills to prevent burnout.
- Audience:** Individuals with jobs in the helping, giving and caring professions
- Course Length:** 1.5 hours up to 1/2 day

COPING WITH CHANGE IN THE WORKPLACE

- Course Objective:** To increase ability to effectively manage change in the work environment.
- Skills Learned:** Participants will understand the change process as normal and on-going, identify changes in the workplace and develop strategies for dealing with change.
- Audience:** Individuals who want to learn to manage change more effectively.
- Course Length:** 1.5 hours up to 1/2 day

WORKPLACE ENRICHMENT

PERSONAL RESILIENCY DURING TIMES OF CHANGE

Course Objective: To increase individuals' ability to adapt to change.

Skills Learned: Participants will become familiar with characteristics of a resilient person, assess own skills and strengths, and develop resiliency for moving through change.

Audience: Any individual who wants to learn how to minimize negative impacts of change

Course Length: 1.5 hours up to 1/2 day

TALKING TURKEY

Course Objective: To increase participants' skills and proficiency in assertive communication.

Skills Learned: Participants will be able to distinguish between passive, aggressive, and assertive communication, learn and practice three-part assertive messages, and identify key conditions and situations for assertive delivery.

Audience: Any individual who needs to communicate with others

Course Length: 1.5 hours up to 1/2 day

EFFECTIVE COMMUNICATION AT WORK

Course Objective: To increase effective communication in the workplace.

Skills Learned: Participants will be able to identify common roadblocks to good communication and develop skills that are critical for effective communication including: listening, assertive problem solving, and conflict resolution.

Audience: All employees

Course Length: 1.5 hours up to 1/2 day

WORKPLACE ENRICHMENT

SUBTLE BOUNDARY DILEMMAS

Course Objective: To increase awareness and understanding of the impact of the client-counselor relationship and boundary issues that can emerge.

Skills Learned: Participants will be able to define professional boundaries, explore the different types of boundary issues that emerge in client/counselor relationships and discuss strategies to maintain appropriate professional boundaries.

Audience: Individuals in any human services field

Course Length: 1.5 hours up to 1/2 day

PREVENTING HARASSMENT / SEXUAL HARASSMENT:

Working in a Respectful Environment

Course Objective: To promote a workplace free from inappropriate behaviors and sexual harassment.

Skills Learned: Participants will become aware of inappropriate and unwelcome behaviors, and what constitutes sexual harassment. They will also learn how to handle a sexual harassment complaint, and become familiar with their company's sexual harassment policy.

Audience: All employees

Course Length: 1.5 hours

WORKPLACE ENRICHMENT

CREATING TEAM

Course Objective: To provide an opportunity to learn about, appreciate and work with different styles of communicating that exist in every work group.

Skills Learned: Participants will come away with a working definition of TEAM, learn about the stages of team development and become more adept at team communications. Participants will also be able to identify characteristics of effective teams.

Audience: Work groups of 8-15

Course Length: 1.5 hours up to 1/2 day

BUILDING TEAM:

UTILIZING THE DISC ANALYSIS

Course Objective: To provide participants with an understanding and appreciation of the style differences and similarities within their team.

Skills Learned: Using the DISC Personal System, participants will identify their dominant method of behavior and communication, other team members' styles of behavior and communicating, and the strengths and weaknesses of each style. Participants also develop strategies to work more effectively with each style.

Audience: This workshop is most effective in teams 8 -15. (There is an additional workshop fee for the self-administered DISC profile)

Course Length: Consult EAP Manager of Training

APPRECIATING DIFFERENCES

Course Objective: To increase participants' understanding of cultural competence and to foster a safe environment in which employees can assess attitudes relative to issues of diversity.

Skills Learned: Participants will be able to identify barriers to cultural competence, understand the importance of becoming more culturally competent, gain a knowledge of terminology and explore the multi-dimensional aspects of an environment that utilizes the full potential of all members of its diverse workforce.

Audience: Individuals seeking to increase their awareness of, and effectiveness, working in a diverse culture.

Course Length: 1.5 hours up to 1/2 day

WORKPLACE ENRICHMENT

DELIVERING QUALITY CUSTOMER SERVICE

- Course Objective:** To exceed customer expectations and become the vendor of choice.
- Skills Learned:** Participants will be able to distinguish between internal and external customers, identify the challenges of delivering customer service, and develop service skills that will keep customers coming back!
- Audience:** Those interested in increasing customer satisfaction and obtaining personal benefits from positive interactions in their everyday dealings with customers.
- Course Length:** 1.5 hours up to 1/2 day

DEALING WITH DIFFICULT PEOPLE

- Course Objective:** To increase participants' ability to understand and deal effectively with people who exhibit difficult behaviors.
- Skills Learned:** Participants will distinguish between "difficult" people and difficult behaviors, assess their own behavioral style and develop specific strategies for handling difficult situations and creative problem solving.
- Audience:** Individuals who interact with others regularly.
- Course Length:** 1.5 hours to 1/2 day

UNDERSTANDING WORKPLACE VIOLENCE

- Course Objective:** To increase awareness and understanding of violence in the workplace.
- Skills Learned:** Participants will learn about the potential for violence in the workplace, learn to recognize early warning signs, how to report a threat via company policy. Participants will also develop skills for conflict resolution.
- Audience:** Employees
- Course Length:** 1.5 hours

ORGANIZATIONAL DEVELOPMENT

BALANCING WORK AND HOME

- Course Objective:** To allow employees the opportunity to assess and prioritize work and life activities.
- Skills Learned:** Participants will complete a self assessment on work and life balance, look at the reality of competing demands and enhance ability to set priorities and limits in work and home life. Tips for managing stress and caring for self will also be emphasized.
- Audience:** Individuals seeking to learn how to achieve better balance between their work and personal lives
- Course Length:** 1 to 2 hours

MANAGING THE TIMES OF YOUR LIFE

- Course Objective:** To increase participants ability to manage their time more effectively.
- Skills Learned:** Identify barriers to effective time management, learn to prioritize to achieve both personal and professional goals, and create a personal time management plan.
- Audience:** Individuals seeking to manage their time more effectively
- Course Length:** 1.5 to 3 hours

ORGANIZATIONAL DEVELOPMENT

DOMESTIC VIOLENCE AND ITS IMPACT

- Course Objective:** To increase participant understanding of the domestic violence cycle and its impact on individuals and the workplace, as well as tips for how to respond.
- Skills Learned:** Participants will become aware of domestic violence patterns, learn practical suggestions for responding to domestic violence, and about resources available to themselves and to co-workers.
- Audience:** Individuals who want to better understand domestic violence.
- Course Length:** 1 to 2 hours

DEPRESSION AND ITS IMPACT

- Course Objective:** To increase participant awareness of depression and its impact on them, their family members, and co-workers; to learn about effective responses, treatment strategies and resources.
- Skills Learned:** Participants will be able to identify signs and symptoms of depression, and suicidal ideations; understand when and how to respond to someone who is depressed; have current knowledge about the possible causes of, and treatment for, depression. Several common myths about depression and suicide are also dispelled.
- Audience:** All Employees
- Course Length:** 1 to 2 hours

WHEN A TRAUMATIC EVENT OCCURS

- Course Objective:** To understand how traumatic events impact employees personally and in the workplace.
- Skills Learned:** Participants will learn to identify normal reactions to abnormal events, how to cope effectively with the emotional aftershocks, and how to help children deal with a trauma in age-appropriate ways. Participants will also learn how to recognize signs of Post Traumatic Stress Disorder (PTSD).
- Audience:** Individuals and work groups that have experienced a traumatic event
- Course Length:** 1 to 2 hours

ORGANIZATIONAL DEVELOPMENT FOR SUPERVISORS, MANAGERS AND HUMAN RESOURCE PROFESSIONALS

A RETURN TO PRODUCTIVITY: LEADERSHIP WHEN EMPLOYEES FACE TRAUMATIC TIMES

- Course Objective:** To provide supervisors and managers with the understanding and strategies needed to effectively support employees dealing with traumatic events.
- Skills Learned:** Participants will understand loss, major life changes, and the impact these have on employees and the workplace. Participants will learn to identify symptoms of loss and grief; recognize signs of abnormal grief reactions; and specific strategies for supporting employees and the workplace. Participants will also learn the benefits and the stages of a critical stress debriefing.
- Audience:** Managers and Supervisors
- Course Length:** 1 to 2 hours

MANAGING IN TIMES OF UNCERTAINTY AND CHANGE: MANAGER'S VERSION

- Course Objective:** To increase supervisor confidence and ability to support employees through organizational change.
- Skills Learned:** Participants will be able to identify common reactions to organizational change, develop critical skills for communication during change, and learn self care strategies for their dual role as managers and employees.
- Audience:** Managers and Supervisors
- Course Length:** 2 to 4 hours

ORGANIZATIONAL DEVELOPMENT FOR SUPERVISORS, MANAGERS AND HUMAN RESOURCE PROFESSIONALS

PERFORMANCE MANAGEMENT

- Course Objective:** To provide managers and supervisors with tools to effectively manage employee performance and productivity.
- Skills Learned:** Participants will learn skills to maximize employee performance, implement successful behavioral change, and the steps of progressive discipline. Participants will also understand their company's internal policies and procedures and the role of the EAP.
- Audience:** Managers and Supervisors
- Course Length:** 2 to 4 hours

WORKING IN A RESPECTFUL ENVIRONMENT FOR SUPERVISORS AND MANAGERS

- Course Objective:** To raise awareness of supervisor liability and responsibility regarding inappropriate behaviors and sexual harassment.
- Skills Learned:** Participants will be aware of inappropriate and unwelcome behaviors, what constitutes sexual harassment, and learn how to receive and handle the sexual harassment complaint. Participants will become familiar with their company's sexual harassment policy.
- Audience:** Managers, Supervisors, Human Resource Professionals
- Course Length:** 1.5 hours

ORGANIZATIONAL DEVELOPMENT FOR SUPERVISORS, MANAGERS AND HUMAN RESOURCE PROFESSIONALS

EFFECTIVE MANAGEMENT OF DIFFICULT PERSONALITIES

- Course Objective:** To increase participants' confidence and skill in managing an employee with a difficult personality.
- Skills Learned:** Participants will identify "difficult" behaviors and interactions, learn how to defuse their own emotional reactions, and strategies for effective intervention.
- Audience:** Human Resource professionals, supervisors, and managers
- Course Length:** 1.5 hours up to 1/2 day

MOTIVATING EMPLOYEES

- Course Objective:** Participants will discuss the benefits of employee motivation, emphasizing individual personalities, work styles and reward structures. Participants will develop techniques for creating a motivating environment for their people.
- Skills Learned:** Participants will be able to dispel myths about Employee Motivation, discuss typical motivators at work and, build skills that support a motivating environment unique to the employees they supervise.
- Audience:** Managers and Supervisors
- Course Length:** 1.5 - 3 hours

ORGANIZATIONAL DEVELOPMENT FOR SUPERVISORS, MANAGERS AND HUMAN RESOURCE PROFESSIONALS

DRUG AND ALCOHOL - SUPERVISOR TRAINING

Course Objective: To increase supervisors' awareness and understanding of substance abuse in the workplace.

Skills Learned: Participants will learn signs and symptoms of substance abuse, understand their roles as supervisors, and identify effective ways of managing impaired employees.

Audience: Managers and Supervisors

Course Length: 2 to 4 hours

D.O.T. SUPERVISOR TRAINING

Course Objective: To provide an overview of D.O.T. regulations as they apply to a company's policies and procedures.

Skills Learned: Supervisors will be able to recognize non-compliance and learn how to respond according to D.O.T. regulations; learn when to apply reasonable suspicion, testing, and other rules as they apply to U.S. D.O.T. Reg. 39 covered employees. This course meets D.O.T. requirements for D.O.T. Supervisor training.

Audience: Supervisors, managers and employees covered under U.S. Department of Transportation (D.O.T.) regulations.

Course Length: 2 to 4 hours

PERSONAL WELLNESS

BEYOND STRESS

Course Objective: To increase participants' ability to manage stress.

Skills Learned: Participants will be able to understand where stress comes from, define their own stress signature, examine self talk, and interrupt negative thinking. Participants will also develop stress-reducing communication, and learn how to recreate themselves through leisure activities.

Audience: Individuals seeking to learn to manage stress effectively

Course Length: 1.5 hours up to 1/2 day

EATING FOR LESS STRESS

Course Objective: To increase awareness and understanding around the well-known connection between stress and eating.

Skills Learned: Participants will identify situations and circumstances that trigger poor nutritional choices and develop new coping strategies for when stress threatens nutrition.

Audience: All Employees

Course Length: 1.5 to 3 hours

HOLIDAY STRESS

Course Objective: To identify and talk about the origins of holiday stress and develop strategies for managing stress more effectively.

Skills Learned: Participants will develop a personal plan for reducing stress around the holidays.

Audience: Individuals who experience overload during the holidays.

Course Length: 1.5 hours

PERSONAL WELLNESS

GETTING READY TO QUIT SMOKING

Course Objective: This workshop has been developed to provide people who want to quit smoking and to learn more about the smoking habit and how to “kick it.”

Skills Learned: Participants will learn more about “their” smoking habit, the health consequences of smoking and the benefits of quitting. They will also learn about smoking cessation programs and resources. Participants will actively participate in an appraisal of the psychological and physical “draws” of their habit.

Audience: Individuals who want to learn more about quitting smoking

Course Length: 1 to 2 hours

PERSONAL RESILIENCY DURING TIMES OF CHANGE

Course Objective: To increase participants’ ability to adapt to change.

Skills Learned: Participants will become familiar with characteristics of a resilient person, assess their own skills and strengths, and develop resiliency for moving through change.

Audience: Individuals who wish to develop effective strategies for coping and adapting to change.

Course Length: 1.5 hours up to 1/2 day

TAKING CHARGE: A PERSONAL AND PROFESSIONAL DEVELOPMENT SERIES

TAKING CHARGE

- Course Objective:** To increase the participants' understanding of, and ability to demonstrate, effective communication skills, including active listening.
- Audience:** Individuals who wish to increase their ability to communicate effectively
- Course Length:** 1.5 hours up to 1/2 day

COMMUNICATION AND FEELINGS

- Course Objective** To assist participants in identifying and articulating feelings and increase understanding of how emotion can either facilitate or impede effective communication.
- Audience:** Individuals who wish to increase their ability to communication with greater understanding and effectiveness.
- Course Length:** 1.5 hours up to 1/2 day (most effective in combination with Basic Communication as a full day workshop).

ASSERTIVENESS AS A COMMUNICATION STYLE

- Course Objective:** To increase participants' understanding of three styles of communication— passive, aggressive and assertive; and learn how to identify and understand which style they most typically employ. Participants will also understand the advantages of employing an assertive style and practice putting it into effect.
- Audience:** Individuals who wish to increase their understanding of communication styles and incorporate more effective methods into their own communication
- Course Length:** 1.5 hours up to 5 hours

TAKING CHARGE: A PERSONAL AND PROFESSIONAL DEVELOPMENT SERIES

SELF-ESTEEM

Course Objective: To increase participants' understanding of the concept of self-esteem, its importance in basic mental health, as well as a foundation for assertiveness and effective communication. Participants will learn about their own self-esteem and how to improve upon it.

Audience: Individuals who wish to increase their level of self-esteem

Course Length: 1.5 hours to 1/2 day

PROFESSIONALISM: CREATING RESPECT IN THE WORKPLACE

Course Objective: To assist participants in developing respect for themselves, their supervisors, co-workers and clients. Participants will explore their expectations of their employers and also what employers expect from them. Participants also an understanding of professional conduct and what it takes to succeed in the workplace.

Audience: Individuals who wish to improve their working environment, create value for their employers, and learn skills for workplace success.

Course Length: 1.5 hours

PROFESSIONALISM: PROBLEMS AND ATTITUDES

Course Objective: To increase the participants' ability to handle interpersonal problems with coworkers and how to maintain a positive attitude.

Audience: All individuals who wish to add quality to their workday and interpersonal relationships with coworkers

Course Length: 1.5 hours (more effective as 1/2 day course in combination with Professionalism: How to Create Respect in the Workplace)

TAKING CHARGE: A PERSONAL AND PROFESSIONAL DEVELOPMENT SERIES

PROBLEM SOLVING AND DECISION MAKING

Course Objective: Participants will increase their ability to focus on particular problems and make thoughtful decisions based on a step-by-step process that includes brainstorming and prioritizing.

Audience: Those who wish to improve their effectiveness in decision-making and create better outcomes for themselves, their employers, and their families.

Course Length: 1.5 hours

COMMUNICATION WITH THE ELDERLY

Course Objective: To increase participants' ability to communicate with the elderly. Participants will explore their own ideas about aging and gain a greater recognition challenges facing the elderly. Participants also explore methods of helping this population overcome these challenges.

Audience: Individuals who wish to develop or improve their skills and satisfaction level when communicating with the elderly

Course Length: 1.5 to 3 hours

ESTABLISHING AND ACHIEVING GOALS

Course Objective: To assist participants in exploring their wants and translating them into goals that are specific, measurable, action-oriented, realistic and true to their values.

Audience: Individuals who wish to increase effectiveness in setting and achieving goals in order to obtain their wants and needs.

Course Length: 1.5 hours

Didn't see what you were looking for? Call us. We can design a program that fulfills your needs. Current listings can also be tailored to address concerns specific to your organization.



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