

1-Hour Wellness Seminars



ANGER MANAGEMENT

Anger is a completely normal, usually healthy, human emotion. But when it gets out of control and turns destructive, it can lead to problems at work, in personal relationships, at home and in the overall quality of life. This course outlines strategies for managing this unpredictable and powerful emotion called anger.

LEARNING OBJECTIVES: Understand What Anger Is, Recognize the Causes and Effects of Anger, Learn Tips and Coping Strategies for Dealing with Anger, Learn the Rules for Fighting Fair



BECOMING MORE ASSERTIVE

Being assertive is the ability to confidently express one's thoughts, feelings and actions without negatively impacting others. Effective and productive interpersonal communication skills are essential in the development of assertive skills. This course outlines strategies for becoming assertive without being aggressive.

LEARNING OBJECTIVES: Understand the Difference between Assertive and Aggressive Behavior, Understand the Rules for Valuing Yourself & others, Learn New Skills for Being Assertive, Learn How to Say No Without Offending Others, Learn How to Give and Receive Criticism



BEYOND HELLO: TELEPHONE CUSTOMER SERVICE SKILLS

If your organization's telephone presence is less than top-notch, people will likely judge your employees as rude, uncaring, unprofessional, and uninterested in their business. Do the people who answer your phone appear empathetic? Friendly? In control? Do they listen well? Do they understand what makes the person on the other end of the telephone tick?

LEARNING OBJECTIVES: Learn Basics of Customer Service, How to Project a Polished Phone Image, Learn Phrases That Say "Professional, Warm, and Ready to Help," How to Screen Calls, How to Take Accurate and Effective Messages; and Questioning Techniques That Get to The Root of Customer Concerns



BECOMING AN EFFECTIVE TEAM MEMBER

There is a lot of information out today about team building and bringing people together. Team building has been recognized by many organizations as a key factor in providing quality service and remaining

competitive in today's market. This interactive seminar focuses on the individual responsibility of each team member and their effectiveness. This seminar examines individual behaviors, contributions, techniques, and tips that can enhance the team overall.

LEARNING OBJECTIVES: Define the purpose and characteristics of teams, discuss individual behaviors that contribute or detract from team success, discuss some tips and techniques you can begin doing to be a more effective team member.



BUILDING EFFECTIVE COMMUNICATION

Effective communication is essential not only for our professional life, but our personal life as well. This is an interactive seminar focusing on non-verbal communication, active listening, and other barriers to effective communication.

LEARNING OBJECTIVES: Learn Common Styles of Communication, Identify Barriers to Effective Communication, Discuss Tips and Strategies for Listening and Responding, Understand How to Enhance Communication Skills



BUILDING POSITIVE SELF-ESTEEM

Taking care of yourself is the foundation on which all other pathways to self-esteem rest. The way others see us is directly related to how we see ourselves. In this interactive seminar, participants will learn techniques for creating a positive self-image and how our self-talk affects our attitude.

LEARNING OBJECTIVES: Define Self-Esteem, Understand Some Causes of Low Self-Esteem, Learn How to Build a Positive Self-Image, Understand How Self-Talk Affects Your Attitude, Tips for Loving Yourself and Being Your Best



CARING FOR THE CAREGIVER

Few people are prepared for the responsibilities and tasks involved in caring for the aged. Many people do not have a choice in the matter. The primary necessity of being a good caregiver is learning to take care of oneself. This course outlines strategies for caring for the caregiver.

LEARNING OBJECTIVES: Understand the Types of Caregiver Stress, Review and Prepare Checklist for the Care-Receiver and the Caregiver, Learn Tips and Coping Strategies for the Caregiver, Understand the Grieving Process, Appreciate the Caregiver's Bill of Rights



CHANGE MANAGEMENT OVERVIEW

Change is the only constant in today's world. Dealing with the topic of change can be a difficult matter, particularly in an era where things are changing so quickly and so constantly. This course outlines strategies for coping with change and the negative thoughts, feelings, emotions and behaviors change may bring.

LEARNING OBJECTIVES: Identify Attitudes and Beliefs About Change, Recognize the Stages of Change, Understand Possible Reactions to Change and How to Handle Them, Learn Tips and Coping Strategies for Change



CONFLICT RESOLUTION

Many organizations and their employees experience some type of conflict either at home or at work. It presents problems for many people, and the resulting stress often spills over into their lives inside and outside of work.

LEARNING OBJECTIVES: Explore Conflicts Focusing on Where conflicts Arise and How We Typically Deal with Them. Learn New Ways to Resolve Conflicts More Productively and Learn Ways to Prevent Conflicts From Happening in the First Place.



COPING WITH CHANGE AND A REDUCTION IN FORCE

Change and transition are emotional processes that may bring negative thoughts, feelings, and behaviors especially when the change is a reduction of force at your job site and your position has been eliminated. This course was developed to support those employees who are affected by this stressful situation and to provide some guidelines about what to expect and ideas that could make the transition a little easier

LEARNING OBJECTIVES: Review normal Responses to a Reduction in Force, Understand the Stages Employees May Go Through in Processing the Change, Learn Techniques and Coping Strategies to Handle Stress and Change, Learn Specific Tips that Could Make the Transition Easier



COPING WITH THE STORMS OF LIFE

We are living in uncertain times – the destruction of the World Trade Centers, the war in Iraq, the ongoing threat of terrorist attacks, and the increase in the intensity of hurricanes. Our world has changed drastically, and focusing on “business as usual” has become extremely difficult. But occupying our time with the routine of work is a necessary step in coping with crisis. Each person reacts differently to a crisis and a range of responses can be expected. You must remember, however, that for some people the effects may not be felt immediately but, instead, arise months later.

LEARNING OBJECTIVES: Understand the Emotional Impact of Uncertain Times, Helping Your Workforce Cope, Taking Care of You in Times of Stress, Helping Children Deal with Disasters.



CREATING HEALTHY LIFESTYLES

A Healthy lifestyle....what exactly is that? Many of us know most of what we **NEED** to do to be healthy; however, does it conflict with what you **WANT** to do? Do you struggle making the commitment or even having the time? How can you get the balance to live a long and prosperous life and have fun doing it?

LEARNING OBJECTIVES:

Learn the Basics of Living a Healthy Lifestyle, Identify Barriers to Creating the Healthy Lifestyle You Desire, Learn Tips and Techniques to Help You Achieve Your Healthy Lifestyle Goals



CREATING WORK & LIFE BALANCE

If you are like most working professionals, you have the responsibility of keeping your household running smoothly, creating healthy family relationships and keeping the demands of your job and superiors in check. These are all priorities in life; however, how do you deal with each responsibility when priorities collide? This seminar will provide you with basic tips on how to better manage work and life. It is up to you to take this information and focus on making positive changes.

LEARNING OBJECTIVES: Identify the Causes of Work/life Stress, Learn To Prioritize Your Roles and Responsibilities, Learn Tips and Techniques to Help Better Create Balance in Your Life



DEALING WITH DIFFICULT PEOPLE

Everyone is irritable or indecisive at times. Some people are so difficult that they make others' lives and work a strain. The real question is - is it "THEM" or is it "US"? Difficulty or conflict is a reality at work and at home. The key is having the ability to handle it in a manner that does not detract your attention from more important issues.

LEARNING OBJECTIVES: Understand Diversity of People and Their Behavior, Learn How Our Perception Impacts Dealing With A Difficult Person, Learn Some Tips and Techniques for Dealing With People Who Are Difficult or Different



DEPRESSION IN THE WORKPLACE

Mental health is a substantial part of our overall well-being. If we feel good about who we are, we then in turn can generally expect to interact well with others in our personal as well as our professional lives. The counterpart of mental health is mental illness.

LEARNING OBJECTIVES: Definition of Depression, Facts About Depression In The Workplace, Symptoms Of Depression and Mania, Causes of Depression, Attitudes about Depression, Tips for Coping with Depression, Evaluation and Treatment, Resources



DUAL CAREER COUPLES

Over the past twenty years, across socioeconomic classes, there has been an increase in time devoted to work and a decline in leisure time, resulting in a time crunch for many families. This time crunch affects partners' time with each other, and for those who are parents, time with children.

LEARNING OBJECTIVES: Definition of Dual Career Couples, Trends, Challenges, Positive Effects, Balancing Work and Life Management Tips



EFFECTIVE PARENTING TECHNIQUES

Raising children can be fun and rewarding. It does not need to be as difficult as we sometimes are led to believe. While some parents are more effective than others, most parents can be taught parenting techniques that get positive results. This workshop explores ways to increase your effectiveness as a parent.

LEARNING OBJECTIVES: Understand How to Develop a Healthy Family, Understand the Importance of Communication, Learn How to Build a Child's Self-Esteem, Learn How to Be There for Your Teenager, Learn How To Let Go



FINANCIAL FITNESS: CONTROLLING YOUR DEBT

Money problems can be as upsetting as they are commonplace. Learning to stay financially healthy is good for you, your family and your future. In this seminar you will identify common causes of financial difficulties, learn the importance of a budget and strategies for financial management.

LEARNING OBJECTIVES: Understand Why You Need Financial Planning, Identify Potential Debt Problems, Understand Responsible Credit, Learn How & Why To Budget



MANAGING A MULTI-GENERATIONAL WORKFORCE

The American workforce is much more diverse today than ever before in history. One of the aspects of that diversity, among several others, is the age of the workers. More generations interact in the workplace than has ever been the case previously. Workers are living longer, are generally healthier, and some have financial considerations that are keeping them in the workforce much longer. Supervisors and managers are faced with managing these different generations in the workplace – no easy task if one is not familiar with their varying work related preferences and values.

LEARNING OBJECTIVES: Review the values and work related preferences of the different generations, Identify generational differences that may cause conflicts at work, Identify similar values among the generations, Discuss strategies to manage some of the top challenges in multi-generational companies



MIND YOUR OWN BUSINESS: RUMORS & CONFIDENTIALITY IN THE WORKPLACE

Rumors are flying. Staff at your organization talk about each other and share confidential issues related to other employees. Gossip can spring up in your company or organization for a variety of reasons. The company should care because, gossip decreases productivity and creation, it distracts people from their work, it creates dividers between those who work together, it compromises customer service, and it can cause pain and resentment to people who are the targets. Gossip consumes much more time at work than one thinks.

LEARNING OBJECTIVES: Explore Confidentiality Issues, How To Control The Rumor Mill, and how to exhibit proper workplace behaviors.



QUALITY CUSTOMER SERVICE

Quality customer service goes hand in hand with professionalism. Keeping clients happy is more than just good policy. It's the key to winning customer loyalty. But there's a big difference between giving clients "standard treatment" and giving them the "royal treatment". This seminar discusses important ways of providing **ROYAL** customer service.

LEARNING OBJECTIVES: Understand the Cost Involved in Poor Customer Service, Understand Challenges and Roadblocks that Inhibit Quality Service, Develop Skills to Provide Royal Customer Service



REDUCING HOLIDAY STRESS

The holidays can be a time of happiness and joy with family and friends. It can also be a time of frustrations and increased demands on you physically, mentally, emotionally and financially. This course outlines strategies for surviving the holidays and maintaining your well being at a potentially stressful time.

LEARNING OBJECTIVES: Identify the Stressors Present During the Holidays, Understand the Major Sources of Stress, Learn to Balance Expectations From Family and Work, Learn Tips and Coping Strategies for Managing Holiday Stress, Learn To Relax, Appreciate the Holiday Bill of Rights



SAFETY IN THE WORKPLACE

It's on the minds of everyone. From management to skilled labor, both employers and employees alike are concerned with safety in the workplace. We have guidelines that have been set down from OSHA to assist us in our endeavor to keep the workplace safe and minimize the risk that workers face day-in and day-out. And yet, no matter how we strive to keep the work environment safe, accidents happen all too often; no matter how minor or major they are, any accident is one accident too many.

LEARNING OBJECTIVES: Understand the Direct & Indirect Costs of Lack of Safety in the Workplace, Develop Awareness of Accident Causes, Define Safety Responsibilities, Understand Risk Factors to Violence in the Workplace, Apply Good Safety Practices and Implement Prevention Strategies



STAYING TOUGH IN TOUGH TIMES Coping with Economic Uncertainty

Stress is a huge issue in our society, especially now with the rising costs. The ability to stay financially and emotionally afloat is a hefty endeavor, but one that is do-able with some focus, goal-setting, and preparation. . So how does one prepare for these rising prices and current state of our economy and world as a whole? It may be a matter of making some simple changes in your lifestyle that will make the difference. We invite you to be part of our interactive discussion on what can make life a little easier right now that fits best for your family and lifestyle. We will discuss some straightforward tips and techniques while recognizing that none of us are alone in this

LEARNING OBJECTIVES: Identify Symptoms of Stress, Discuss Sources of Stress and Financial Strain, Learn How and Why to Budget, Learn Healthy Tips and Techniques for Handling Tough Times



STRESS MANAGEMENT

Stress impacts all aspects of a person's life including their health, personal relationships and work. The good news is stress is a controllable condition. In fact, it is a condition that most of us allow to impact our lives because we are not adequately prepared. So how does one get prepared to handle life's stressors? It's a matter of making some simple changes in your lifestyle that will make the difference. It's about creating balance through the use of straightforward tips and techniques. It is an everyday effort and focus resulting in a long life filled with happiness and prosperity.

LEARNING OBJECTIVES: Identify Symptoms of Stress, Discuss Sources of Stress, Healthy Tips and Techniques for Handling Stress



STRESS RELAXATION TECHNIQUES

STRESS! The sheer sound of the word gives people a reaction. At some point in the day you experience it and other times you are overly consumed by it. Once you are caught in the grip of stress, it is hard to do or focus on anything. Although stress can be seen as positive or negative it impacts your body and mind. This workshop will teach you to de-stress your body and relax your mind.

LEARNING OBJECTIVES: Understand What Stress is and How it Impacts You, Recognize the Symptoms and Causes of Stress, Learn Some Daily Relaxation Tips and Techniques to Help You Through the Day



SUBSTANCE ABUSE FOR EMPLOYEES

Drug and Alcohol abuse continues to be a pervasive problem impacting both personal and professional lives. This workshop outlines strategies for identifying abuse and how to utilize EAP to address issues and get back on the road to success.

LEARNING OBJECTIVES: Understand the Definition of Substance Abuse, Understand the Impact of Abuse in the Workplace, Understand the Pathway to Addiction, Review the Types and Most Commonly Abused Drugs, Recognize Signs & Symptoms of Abuse



SUBSTANCE ABUSE FOR SUPERVISORS

Drug and Alcohol abuse continues to be a pervasive problem impacting both personal and professional lives. This workshop outlines strategies to help supervisors identify abuse and utilize EAP to address issues that may be impacting productivity.

LEARNING OBJECTIVES: Understand the Definition of Substance Abuse, Understand the Impact of Abuse in the Workplace, Understand the Pathway to Addiction, Review the Types and Most Commonly Abused Drugs, Recognize Signs & Symptoms of Abuse, Know How to Conduct Early Interventions



THE SANDWICH GENERATION

More and more, working adults are confronted with the challenge of taking care of children and looking after aging parents while trying to find the time and energy to meet career demands and their own personal needs. This course takes a look at the “Sandwich Generation” and how to deal with their intergenerational dilemmas.

LEARNING OBJECTIVES: Understand the dynamics of the sandwich generation and how their situation affects the home and the workplace, Discuss the most common concerns of the sandwich generation, Learn tips and coping strategies for dealing with these challenges, Review additional resources for assistance and support



THE VALUE OF EXERCISE

Most people know a great deal of the value of exercise, but there are some myths about exercise that are still misleading many people. This seminar focuses on how much you know already, and maybe find out a few new things along the way.

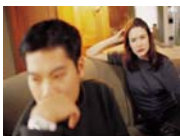
LEARNING OBJECTIVES: Discuss Myths About Exercise, Provide Alternative Ways of Looking at Exercise, Mental and Physical Benefits of Exercise, Safety Tips, Challenges



TIME MANAGEMENT

People are doing more than they have ever done before - working one, maybe two jobs; taking care of family members ranging from children to extended family; serving in their community; working at their child's school or volunteering....the list goes on! Managing your time is important in order to minimize the stress in life. This workshop helps you look at how you currently use time and determine if you are as efficient as possible. If you are interested in gaining more control over your time, make sure you prioritize this session into your daily routine and **take the time** to learn some quick time management tips to alleviate stress and gain more control over their life.

LEARNING OBJECTIVES: Understand the Definition of Time Management, Identify Time Wasters, Identify Techniques for Effective Time Management, Learn Tips to Handle Daily Tasks



UNDERSTANDING DOMESTIC VIOLENCE

We have few needs as basic as the need to feel safe in our own homes. Yet millions of people live in fear of a spouse or friend, or even of their children. In this seminar, you will learn what domestic violence is, why it should be stopped and what you can do to help.

LEARNING OBJECTIVES: Understand What Domestic Violence Is, Discuss Statistics Regarding Domestic Violence in America, Recognize Signs & Symptoms of Domestic Violence, Understand the Issue of Power and Control, Learn What You Can Do To Stop Domestic Violence



VALUING GENERATIONS
AT WORK

Diversity at work is a common discussion among most organizations; however, generational differences are a component of diversity that is important to understand yet rarely discussed. For the first time in American history we have four different generations working together, each bringing value in helping us to understand where we have been and where we are headed.

If we are dealing with people, we are dealing with different generations of people. Please join us as we discuss the characteristics of each of the four generations and learn how making the most of the generational resources in our daily routines.

LEARNING OBJECTIVES: Learn the Characteristics and How You Fit Into the Mix, Identify What Value Generational Differences Bring to the Workplace, Learn Some Tips to Help Bridge the Differences in the Generations



Your Healthcare, Your
Responsibility

With all the focus on health care cost, people want to make sure they are getting what they pay for, right? Do you really know the quality of care you are getting from your doctor? What do you know about the hospitals in the area besides what you hear in the news or read in the paper? As a consumer, do you truly look into what you are getting and what precautions you need to take in order to prevent medical errors? During this session we are going to cover research information and different items to assist you in making informed decisions as it relates to your health care.

LEARNING OBJECTIVES: Research information regarding medical errors, Different ways to actively get involved when dealing with health care providers, Types of questions to ask so you can make informed decisions and choices, Additional resources that are available for consumers

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