TRAINING CLASSES FOR EMPLOYEES AND LEADERS
Is there a way to enhance my professional life?
INTRODUCTION

The Optima Employee Assistance Program (EAP) is an employer-sponsored benefit that provides employees with positive and helpful resources to turn to when they are dealing with life challenges. One of the services that may be available to your organization is employee development training.

Optima EAP provides professional and personal skills development training on a wide variety of topics relevant and essential to the well-being of management and front-line employees. Optima EAP training classes are designed to build skills and develop capabilities that impact job performance and enhance employee effectiveness. We support organizations’ commitment to professional development and serve as a valuable complement to existing learning and development initiatives.

If training classes are not offered through your EAP benefit, you are welcome to purchase any of the classes listed in the catalog. Please call a member of the Education Team at 1-800-899-8174 for a quote.

ABOUT OPTIMA EAP TRAINING

Trainings in this catalog are listed by topic and categorized based on the target audience. (Note: courses can be adapted to fit various audiences.) When you express interest in training, a member of the Education Team will conduct a training needs analysis in order to understand your training goals and desired outcomes. He/she will strive to understand your organization’s culture and priorities so that training is applicable to participants and supportive of your organization’s mission.

Optima EAP training sessions:
- are delivered at your organization’s work site, utilizing classroom style training
- are typically conducted in one-hour sessions
- use effective methods of instruction for the adult learner and include interactive activities that encourage participant involvement
- include participant materials to facilitate learning and reinforce key concepts
- drive positive results in employees

Important Considerations

- It is recommended that leaders check with their Human Resources Department/EAP benefits coordinator to determine how training requests are managed for their organization.
- Organizations are strongly encouraged to schedule EAP Orientation classes in order to help employees become familiar with the program and the services available to them. Promotion of the program is a key driver of utilization.
- A minimum of 10 participants is required to conduct a training session. (Exceptions can be made for sessions facilitated for specific work teams.)
- In order to foster an atmosphere of openness and confidentiality, there may be times when it is recommended that leaders of a work team not attend an employee session.
- Classes are most effective when facilitated in an environment that is conducive for learning and that can support audio/visual equipment.
# Course Offerings by Topic and Target Audience*

## EAP Orientations
*These courses introduce managers and employees to the Employee Assistance Program and outline how to effectively use the services.*

- EAP Orientation for Leaders
- EAP Orientation for Employees

## Awareness & Prevention for Employees and Leadership
*These courses are designed to address areas related to general compliance, regulatory, critical incidents, or safety.*

- Compassion Fatigue
- Disrespectful Behaviors
- Robbery Recovery
- Sexual Harassment
- Substance Abuse
- Workplace Violence

## Leadership Development
*These courses are designed to support skill development for individuals in leadership roles.*

- Change Management
- Coaching
- Communication
- Conflict Management
- Constructive Confrontation
- Decision Making
- Downsizing Dynamics
- Feedback
- Stress Management
- Team Management
- Values & Ethics

## Employee Development
*These courses are designed to build fundamental skills and encourage positive behaviors in the workplace.*

- Change Management
- Communication
- Competing Demands
- Conflict Management
- Customer Service
- Downsizing Impacts
- Difficult Behaviors
- Diversity & Inclusion
- Peer Coaching
- Performance Strategies
- Team Dynamics
- Time Management
- Workplace Values & Ethics
- Workplace Etiquette
- Workplace Humor
- Workplace Stress

## General Wellness
*These courses are designed to address general life-skills and promote overall well-being.*

- Adolescent Depression
- Anxiety Disorders
- Assertiveness
- Balance
- Caregiver Concerns
- Depression
- Financial Wellness
- Goal Setting
- Grief
- Happiness
- Healthy Boundaries
- Holiday Wellness
- Interviewing Skills
- Parenting Strategies
- Play & Leisure
- Resume Writing
- Retirement Transitions
- Self-Care
- Stress Management
- Suicide Concerns

*While target audiences are identified above, most courses can be adapted to fit various audiences.

Trainings are developed and updated on an on-going basis. If you are interested in a topic not listed, please feel free to contact a member of the Education Team at 1-800-899-8174 or EAP@optimahealth.com.
Awareness & Prevention for Employees and Leadership

These courses are designed to address areas related to general compliance, regulatory, critical incidents, or safety.

EAP Orientation for Leaders
This orientation provides an overview of the Optima Employee Assistance Program (EAP) for organization leaders. The session introduces the EAP model, reviews program benefits, and defines ways for employees to access EAP services. Discussion provides leaders with the information and tools they need to effectively promote the program, make employee referrals, and support their workforce.

EAP Orientation for Employees
This orientation introduces employees to the Optima Employee Assistance Program (EAP). The session explains the EAP model, reviews program benefits, and details ways for employees to access EAP services. Discussion proactively addresses areas of employee concern such as cost and confidentiality, and positions the program as a resource for personal effectiveness and well-being.

Compassion Fatigue
This course is designed for individuals in a professional care giving role. Discussion defines compassion fatigue, differentiates it from feelings of stress and burnout, and identifies how it impacts one’s ability to serve others. Participants will learn the symptoms of and vulnerability to empathetic strain and reflect upon challenges regularly experienced with acknowledging this type of fatigue. Practical coping strategies, preventive measures, and available resources will be identified.

Disrespectful Behaviors
This course explores the impact of disrespect in the workplace. Discussion identifies behaviors such as inequity, insensitivity, isolation, gossip, and bullying that diminish, demean, and devalue others and reduce one’s productivity in and enjoyment of the workplace. Participants will learn how to effectively address disrespectful situations and how their actions can contribute to a positive work environment.

Robbery Recovery
This course is offered as a pre-incident training for financial institutions. The course explores the normal stress responses that individuals experience during a robbery situation. Discussion addresses the coping and reintegration process, and identifies resources available to individuals for additional support.

Sexual Harassment
This course provides an overview of sexual harassment, its legal definitions, and its impact on the work environment. Discussion identifies what may be unwelcome and unacceptable behavior, explores the complexity of interactions, and reviews individual rights and responsibilities. Participants will learn ways to prevent acts that lead to uncomfortable and, potentially, unlawful situations and to interact with others in a manner that promotes a positive and respectful workplace.

Substance Abuse
This course examines substance abuse and chemical dependency issues. Discussion explores how a substance abuse problem develops and how it can impact one’s professional and personal relationships. Participants will learn how to recognize chemical dependency and the steps they should take to help themselves or to intervene with others who may have a substance problem.

Workplace Violence
This course addresses the personal safety and operational issues associated with violence in the workplace. Discussion focuses on preventive measures as well as ways to best respond to volatile situations. Participants will increase their awareness of the risks, warning signs, and types of workplace violence, and will gain an understanding of the role they can play in maintaining a safe environment for themselves and their coworkers.
Change Management
This course reviews the leadership principles necessary to successfully lead organizations and employees through change initiatives. Discussion identifies common reactions to change and defines the leader’s role in the change process. Participants will learn the questions employees most want answers to during periods of change, and will be introduced to key change management strategies.

Coaching
This course presents coaching as a leadership tool, leveraged to cultivate talent and drive performance. Discussion differentiates between coaching and discipline. Principles shared will help leaders to identify and appeal to employee interests to produce desired work behaviors. Participants will be introduced to a coaching model and receive guidance on offering constructive and actionable feedback to employees. Common obstacles faced during the coaching process will also be addressed.

Communication
This course reviews the basic components of effective communication, including listening techniques, non-verbal messages, and verbal statements. Discussion explores the use of communication as a key leadership tool, identifies common miscalculations leaders make when communicating with employees, and shares strategies to communicate effectively in specific work situations. Participants will sharpen their communication skills and understand how good communication can improve relationships with and increase the productivity of employees.

Conflict Management
This course identifies the key role that leaders play in preventing and mitigating conflict within their work team. Discussion identifies the roadblocks and responsibilities that leaders have in resolving conflict, and explores the types of conflict that often manifest in the workplace. Participants will review ways to intervene appropriately and facilitate resolution among employees in conflict, as well as preventative measures that can be taken to create a culture of respectful disagreement and productive debate.

Constructive Confrontation
This course positions leaders for success when confronting employees about performance issues. Discussion explores the reasons for poor performance, the appeal and impact of avoiding confrontation, and the benefits of constructive confrontation. Participants will review specific actions to take to prepare for, conduct, and evaluate a performance management conversation. Practical workplace scenarios will be presented to build skills in assessing issues and effectively approaching employees with different interpersonal styles.

Decision Making
This course provides basic tools and techniques that support effective decision making. Discussion helps leaders assess situations, analyze problems, and develop winning strategies for operational success. Participants will recognize the importance of objectivity, appreciate the impact of timely and consistent decision making when leading others, and learn how to reduce risk by logical examination of alternatives.

Downsizing Dynamics
This course provides support to leaders as they guide their work teams after a period of downsizing. Discussion explores typical emotional reactions experienced by remaining employees as colleagues depart and work responsibilities are reorganized. Participants will increase their awareness of the psychological impact of downsizing on staff and will learn strategies to effectively support employees during a sensitive workplace transition.

Feedback
This course presents constructive approaches to giving and receiving feedback. Discussion highlights the role that effective feedback plays in building strong relationships and in avoiding performance and productivity problems. Participants will learn ways to offer feedback in a manner that is productive and objective rather than critical and personal, and ways to receive feedback in a proactive and appreciative manner.
Stress Management
This course is designed to help individuals productively manage stressors commonly experienced in a leadership role. Discussion identifies the business situations and employee issues that often create stress, common signs of stress, and potential impacts to leadership abilities and interpersonal relationships. Participants will learn strategies to respond to stress in healthy and productive ways, to practice proactive self-care, and to build resiliency against future stressors.

Team Management
This course offers best practices for forming and managing a work team. Discussion explores natural stages of team development and common struggles that employees face when working on a team. Participants will learn ways to build a culture of respect within the team and keep team members focused on shared objectives.

Values & Ethics
This introductory course helps leaders to foster and maintain an ethical workplace culture. Discussion explores the risks of unethical acts and reviews strategies that encourage ethical behavior, such as promotion of corporate values, establishment of a code of conduct, and role modeling of principled decisions and actions. Participants will learn how to address common dilemmas such as conflicts of interest, inappropriate use of business equipment and resources, and mishandling of proprietary information. Tips will be shared on how to coach employees in making decisions that are consistent with corporate values.
Employee Development

These courses are designed to build fundamental skills and encourage positive behaviors in the workplace.

Change Management
This course is designed to help employees better understand the need for and productively adapt to change in the workplace. Discussion addresses common reactions to change, identifies the employee’s role in the change process, and presents basic strategies for becoming more change resilient.

Communication
This course reviews the fundamental components of effective communication, including active listening, non-verbal messages, and verbal messages. Discussion highlights the impact communication has on personal effectiveness and professional success, and explores nuances of different communication styles. Participants will have opportunities to practice communication techniques and increase their awareness of effective dialogue. Additionally, specific tips for business communications and communicating with leadership will be shared.

Competing Demands
This course reviews ways for individuals to effectively address situations in which they feel overwhelmed by multiple demands and pressures. Discussion addresses the importance of clarifying expectations, defining priorities, and setting realistic boundaries. Participants will be given an opportunity to identify their common problem areas and will consider specific strategies they can employ to increase their level of effectiveness and productivity.

Conflict Management
This course addresses the need to confront and diffuse discord that can disrupt the work environment, interfere with productivity, and negatively impact employee morale. Discussion considers common causes of conflict and examines various conflict resolution styles. Participants will reflect on ways their actions can positively influence challenging interactions and learn how to turn conflict into a powerful tool for change and collaboration in the workplace.

Customer Service
This course reviews the key components of delivering exceptional customer service. Discussion focuses on the impact of good and poor service, the difference between serving customers and serving them well, and best practices in customer service. Facilitated discussion and exercises will focus participants’ attention on personal areas of influence and provide specific tips to improve service interactions with internal and external customers.

Downsizing Impacts
This course provides support to employees after a period of downsizing. Discussion explores common emotional reactions experienced by employees as their colleagues depart and work responsibilities are reorganized, including complex feelings of “survivor’s guilt.” Participants will learn strategies to effectively handle their feelings, to adjust to a changed work environment, and to manage relationships with displaced colleagues.

Difficult Behaviors
This course addresses difficult behavior that is sometimes displayed by customers and colleagues. Discussion helps participants to maintain objectivity, to uncover unmet needs and expectations that may be driving the undesirable behavior, and to transition the interaction to a more productive exchange. Participants will learn strategies to respond to specific types of difficulty.

Diversity & Inclusion
This introductory course addresses both the personal and professional benefits of supporting inclusive work environments. Discussion acknowledges the impact of diversity on the workplace, examines the difference between diversity and inclusion, and explores the manifestation and impact of stereotypes, prejudices, and discrimination. Participants will learn specific steps to chart a personal diversity journey and build respectful relationships with others.

Peer Coaching
This course presents coaching as a tool for promoting positive peer interaction. Discussion highlights the role that effective feedback plays in building strong relationships and encouraging collaboration. Participants will learn ways to offer support in a manner that is productive and objective rather than critical and personal, and will learn how to appropriately recognize teammates’ efforts and contributions.

Performance Strategies
This course explores the concept of a high-performing employee. Discussion identifies potential benefits of high performance, truths of high performance, and specific behaviors of high performers. Participants will have an opportunity to reflect upon their own professional effectiveness and set strategies for enhanced performance.
Team Dynamics
This course emphasizes the value and impact of individual contributions to team success. Discussion helps employees understand their position within the team and basic expectations of team membership. Participants will learn characteristics of strong contributors and ways to overcome challenges that keep team members from fully committing themselves to the team.

Time Management
This course provides practical strategies to encourage more effective use of one’s time. Discussion reviews common pitfalls of inefficiency and helps employees identify their personal time wasters. Participants will be given specific tips on how to organize their work environment, how to prioritize tasks, how to build good time management habits, and how to overcome procrastination.

Workplace Values & Ethics
This course emphasizes the importance of values and ethics in the workplace. Discussion explores how values influence employees’ decision-making abilities and actions, and identifies ethical dilemmas commonly faced in the work setting. Participants will learn how to navigate “grey areas” of professional ethics and how to perform their work in a way that supports the values of their organization.

Workplace Etiquette
This course reviews basic etiquette when working in a professional environment. Discussion reviews the impact of impolite behavior on an employee’s job satisfaction and productivity, and identifies specific behaviors in a workplace that are often considered problematic. Participants will reflect upon their own behavior, learn ways to break “bad habits,” and will receive guidance on creating a more harmonious work environment.

Workplace Humor
This course explores the role of humor in the workplace and highlights its effectiveness as a tool to diffuse stress and build relationships. Discussion reviews appropriate and inappropriate humor, and how to balance levity with professionalism. Participants will learn specific strategies to incorporate humor productively in their everyday work interactions.

Workplace Stress
This course is designed to help individuals effectively handle stress in the workplace. Discussion explores common causes and manifestations of professional stress, and the risks of burnout. Participants will learn strategies to respond to stress in productive ways and proactive measures that can be taken to reduce the occurrence and severity of future stressors.
Adolescent Depression
This course addresses the issue of adolescent depression and helps participants to identify when teenage sulkiness may be something more serious. Discussion explores the unique challenges and behavioral responses of adolescence, and the risks of untreated depression. Participants will learn how to respond to and secure support for adolescents who are experiencing depression.

Anxiety Disorders
This course presents information about anxiety disorders, including the various types of disorders and who is susceptible. Discussion explores the connection between anxiety and common health ailments. Participants will receive encouraging news about the impact of treatment and learn ways to support individuals who are afflicted with anxiety.

Assertiveness
This course positions assertiveness as a key tool for effective communication. Discussion explores the benefits and challenges of being assertive and identifies the traits and skills of assertive communicators. Participants will receive specific tips on how to increase their confidence and ability in expressing themselves directly and respectfully.

Balance
This course reviews ways for individuals to create a sense of balance in their life and reduce stress. Discussion reviews the danger of imbalance, the importance of defining priorities, the power of choice, and the benefit of protecting boundaries. Participants will be given an opportunity to assess the level of control they feel in their own life and identify specific strategies they can employ to increase their sense of satisfaction.

Caregiver Concerns
This course provides general information for individuals to consider as they assume a caregiving role for others. Discussion addresses emerging caregiver trends, unique challenges that caregivers face, tips for identifying sources of support and establishing a care plan, and the importance of self-care.

Depression
This course examines one of today's most common, but often misunderstood and under-reported mental health problems. Discussion explores clinical depression and its causes, manifestations, and treatment options. Participants will learn practical steps for helping themselves and others who are suffering with depression.

Financial Wellness
This course approaches the concept of financial wellness through the lens of personal responsibility and empowerment. Discussion explores the role that money plays in an individual’s life, emphasizes the importance of planning, and identifies productive financial behaviors. Participants will receive practical ideas that they can immediately apply to their financial life and learn basic strategies for maintaining long-term financial health.

Goal Setting
This course highlights the impact of the goal setting process on personal effectiveness. Discussion explores the importance of attitude, defines characteristics of effective goals, and offers a step-by-step goal setting process. Participants will gain clarity in their desires, build confidence in their abilities, and receive specific tips for success.

Grief
This course presents loss and grief as a natural part of the life cycle. Discussion details the various ways individuals experience grief and examines the different stages of the grief process. Participants will learn coping strategies as well as ways to help others heal after experiencing a loss.

Happiness
This course challenges commonly held myths about happiness and encourages individuals to create happiness in the present moment. Discussion identifies obstacles to happiness, addresses the importance of choice, and offers strategies to build a lifetime of happiness, one minute at a time.

Healthy Boundaries
This course highlights the role of boundaries in personal effectiveness and satisfaction. Discussion explores the different types of boundaries encountered, ways for individuals to establish and protect boundaries for themselves, and tips to respect the boundaries of others. Participants will learn to employ assertive communication techniques and proactive measures to prevent boundary issues.
Holiday Wellness
This course is designed to help individuals to approach holiday seasons with a positive attitude and realistic expectations. Discussion focuses on practical techniques that individuals can apply in the areas of mental, physical, and financial health to reduce stress and enhance enjoyment of special times of the year.

Interviewing Skills
This course helps position individuals for success with employment interviews. Discussion reviews how to prepare for an interview, explores various types of interviews, defines basic "dos and don'ts" when being interviewed, and offers guidance on what to do after an interview. Participants will learn strategies to effectively convey their strengths and project confidence when in an interview situation.

Parenting Strategies
This course explores the dynamic role of parenting in today's world. Discussion addresses common challenges faced by parents in connecting with, protecting, and disciplining their children, and reviews various parenting styles. Participants will learn tips for enhancing parent-child interactions, recognizing and leveraging “teachable moments,” and setting realistic expectations of their children and themselves.

Play & Leisure
This course validates the need for playful pursuits in an often demanding and stressful world. Discussion differentiates between play and leisure and identifies the tangible benefits of these experiences. Participants will learn ways to overcome barriers and incorporate more play and leisure activities into their lives.

Resume Writing
This course offers best practices for preparing a resume. Discussion reviews the basic structure of a resume, formatting and organizational tips, and ways to tailor a resume to highlight specific areas of strength. Additionally, participants will learn how to prepare references and will receive tips on how to keep their resume updated.

Retirement Transitions
This course supports a healthy transition to retirement and positions individuals for success as they embark upon this new life stage. Discussion explores the variety of feelings and attitudes toward retirement and addresses challenges associated with the transition. Participants will learn to set realistic expectations about the transition, will review tips for maintaining old connections and developing new ones, and explore ways to enhance their joy and satisfaction during their retirement years.

Self-Care
This course is designed to help individuals understand the importance of creating time and opportunities to attend to their own personal needs and well-being. Discussion addresses common attitudes around feeling “selfish” and why self-care is so important for successfully managing stress and creating balance. Participants will learn that in order to be effective at supporting others, they must first support themselves.

Stress Management
This course is designed to help individuals productively manage the many stressors faced in life. Discussion identifies common sources of stress, the physical, mental, and emotional manifestations of stress, and the danger of burnout. Participants will learn a three-step strategy to respond to stress in healthy ways, and to reduce the occurrence and severity of future stressors.

Suicide Concerns
This course helps participants to understand the risk factors and warning signs of suicide. Discussion explores the physiological and situational factors that can negatively impact one’s sense of hope and control. Participants will receive guidelines for appropriate intervention and helpful “dos and don’ts” when interacting with someone who is experiencing a crisis.

For additional information regarding Optima EAP training courses or to arrange for an on-site class, please contact the Education Team at:

1-757-363-6777 / 1-800-899-8174
or
EAP@optimahealth.com
For more information about Optima EAP, please visit OptimaEAP.com