

EMPLOYEE ASSISTANCE PROGRAM



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OUR GLOBAL LEARNING SOLUTIONS - TESTIMONIAL

"The experience we have had with the trainings provided has been very positive for our employees, the way concepts or topics to be addressed are explained is very clear and empathic. It is always important for Human Resources to have a strategic ally who understands our needs and provides us with the newest options of topics to consider as part of the added values offered to our employees."



INTRODUCING OUR GLOBAL LEARNING SOLUTIONS

OUR AIM

Our aim is to improve the health and performance of workforces globally through the provision of training content that yields significant positive emotional and psychological outcomes. We have developed a wide range of topics designed to address the challenges faced by the modern-day workforce. These are geared to optimize levels of wellbeing, professional capability, and organizational learning to create an engaged working environment where your people can thrive.

Our curriculums are developed by global industry experts to produce content that assists participants in acquiring new skills, increasing contribution to the organization, improving performance, and presenting a path to effective self-management and career growth.

Our solutions focus on evidence-based content presented in a collaborative learning environment. Each learning event is delivered by experienced professionals who deliver localized and culturally appropriate content. The interactive environment allows for discussion and sharing of ideas, accelerating the transfer of skills and knowledge to the participants. Participants can apply this information to both their work and personal lives. Learning events are available in multiple languages, and we ensure our subject matter experts conduct sessions in the language of your workforce.

Contacting your EAP Account Manager is the first step in the process. Together we will work with you to develop a learning solution to fit your needs using our expertise in human resources management, organizational development, talent management, and learning and development to ensure we design and deliver a solution meeting your desired outcomes and unique requirements.





ABOUT OUR SOLUTIONS

ABOUT OUR SOLUTIONS

THE DETAILS

Our standard learning events last 60 minutes unless otherwise specified. The format allows for presentation on the topic, while leaving participants the opportunity for engagement via group discussion and questions. At least four weeks' notice is required to arrange and coordinate standard learning events. This vital lead time allows us to confirm logistics, locate an appropriate trainer and complete our consultation process. In addition, this timeframe allows the client organization enough time to appropriately publicize the event to ensure healthy attendance. Learning event requests with less than four weeks' notice may result in limited availability for the requested date and time or other logistical issues. A secondary consequence is that employee attendance may be reduced because of limited time for publicity of the event internally.

Throughout the catalog, you will see icons to represent our recommended options for delivery:



On-site – refers to training that can be delivered on location, in person.



Virtual classroom – available as an online session.



Frequently delivered course

However, the topics listed may be customized to your organization's specific needs for delivery style, time, location, and language (one-hour, half-day, or full-day). In addition, the content can be expanded, combined, or modified to reflect your organization's requirements, and is always localized to meet the needs of global employees. An additional fee may apply for customization based on the scope.

ON-SITE LEARNING EVENTS

Collaborative learning engages participants through guided facilitation of meaningful content, illustrations, exercises, practical examples, and group discussions. Facilitators present practical information, help manage the session with flexibility to meet participants' needs and expectations, and recognize that the character and learning style for each learner varies.

VIRTUAL LEARNING EVENTS

Virtual learning is an excellent platform to communicate topics of a wide interest to a decentralized audience. Virtual classrooms offer an excellent opportunity to connect participants with subject matter experts without the geographic constraints. Employees register for the sessions through a web portal. You can bring instructor-led events directly to your employees' desktops while accommodating their busy schedules. Using a web browser and their telephone, employees can interact with a qualified facilitator who will guide their learning and answer their questions in real-time, self-guided learning.

OUR GLOBAL EXPERTS

Our sessions are delivered by experienced professionals who are global experts in their respective fields. We work in partnership with a carefully constructed consortium of uniquely qualified, meticulously verified, and rigorously trained professionals. This consortium transcends cultures, geographies, time zones, and borders with unparalleled expertise and local linguistic knowledge to help clients support their employees, anytime and anywhere.

Together, we work in partnership with our global experts to provide a world class service.

Please note, if you require a trainer with deep specific expertise in a content area, additional fees may apply.

OUR GLOBAL EXPERTS - TESTIMONIALS

"The trainer was enthusiastic and kept my interest throughout which in itself is a huge achievement! I liked the fact that it was practical and examples I could relate to were used." (AMERICAS)

"Sadie's positive demeanor and encouraging dialogue kept everyone entertained and engaged. She's a firm favorite of ours and we certainly intend to have her back in the not too distant future...some of the staff were asking if we could have weekly motivational sessions with her!" (EMEA)

"Dr. Gonzalez-Lima's training was exceptional. She was extremely organized, allowed for questions, and the interaction between the employees and Dr. Gonzalez-Lima was welcoming and informational." (AMERICAS)

"I'm very satisfied with the seminar and the trainer Frankie. He is very knowledgeable in his area and the cases he quoted for the seminar were very convincing and powerful. There were quite intense arguments in the Q&A session and Frankie controlled the conversation and guided two emotional employees to a peaceful closure." (APAC)



CUSTOMIZED LEARNING

CUSTOMIZED LEARNING SOLUTIONS

From time to time, a unique need arises within an organization requiring a bespoke curriculum to be developed, or a standard learning event to be expanded or modified to meet the organization's needs. In these instances, we consult with the organization to create customized training that fulfils the need.

During the consultation, a member of our team will engage in a discussion to understand the organization's unique needs. This allows our development team to understand the context of the request and make appropriate suggestions. Timelines are then established regarding the receipt of a training proposal, which summarizes the proposed customized learning event.

After the consultation and proposal approval, six weeks are required to fulfil the request. This time allows for customized curriculum development, localization, and translation, as well as identifying and preparing an appropriate facilitator to deliver the session. In addition, the organization is able to ensure employees are aware of the planned event. We endeavor to meet all client needs; however, facilitator availability may be more limited if the request is placed with less than six weeks' time.

Please contact your EAP account manager to schedule a consultation to discuss your organization's unique training needs. Please note that an additional fee will apply for customized learning event development and will be determined based on the project scope.



PLANNING YOUR TRAINING

THINGS TO KNOW

- All trainings must be requested by completing the Online Training Request Form via the following link: https://workplaceoptions.atlassian.net/servicedesk
- Requests for training must be submitted 4 weeks in advance in order to ensure the training date and to reserve the best-qualified trainer for your request.
- Requests for legal and financial seminars must be submitted 6 to 8 weeks in advance.
- Most seminars/trainings are 60 minutes in length. If more
 or less time is needed, please indicate your desired
 timeframe on the training request form. In most cases,
 we are able to schedule seminars during timeframes
 that best meet the needs of your workforce.
- Minimum attendance is 10 participants per seminar/training. Please consider rescheduling if expected attendance does not meet this minimum guideline. Special requests are considered on a caseby-case basis.
- Seminars may be provided on-site or by webinar. Please indicate your desired format on the training request form.
- We require a 3 day cancellation notice for all on-site and webinar seminars. Cancellation fees may apply for seminars cancelled with less than a 3 day notice.



OUR GLOBAL LEARNING SOLUTIONS - TESTIMONIAL

"I would like to thank all the training team for an incredible job throughout April and May. At more than 25 sites around the world, they organized more than 200 hours of training, including in some very remote locations where we had not carried out training before. Logistics were off the scale: Finding multiple providers in a country on the same day, briefing them on Johnson Matthey's very niche and specific instructions, and then dealing with the multitude of issues that naturally arise when co-coordinating so much at one time.

Throughout this, they were so kind and professional and a genuine joy to work with. The feedback from Johnson Matthey and the various POCs has been amazing – the individual sites were very pleased with the detail and all the various sessions. So, thank you once again to all the training team for an incredible job!" (GLOBAL)





OUR FLAGSHIP TRAINING

OUR FLAGSHIP TRAINING

THE AIR PROGRAM FOR MANAGERS

Half-day workshop

When managers encounter employees in distress because of work responsibilities, work overload, or personal issues, they are in a unique position to help. With proper skills, managers can often reverse declining performance by re-focusing tasks, implementing accommodations, or providing additional support. Managers navigate performance issues while managing employees facing constant pressure of high work volumes, tight timelines, limited resources, changing business requirements, and operating in multiple time zones.

The AIR Program for Managers features a 3-hour on-site training session that teaches managers to use the proprietary Stress and Pressure Impact Scale to assess the level of employee distress and determine the appropriate intervention. The AIR Program offers managers a way to gauge the emotional health of employees by understanding basic concepts of emotional health, observing key performance indicators, and reinforcing resilience skills of both individuals and teams.

Pre-Training Consultation with HR:

Prior to delivering the AIR sessions, we engage your HR or management team with a consultation to learn more about your company. It is imperative that AIR is tailored to you company's business environment. We use this time to work with you to develop case studies that reflect "real" operational situations managers encounter daily. During the training, managers practice aligning resources within the organization to a team member's specific needs.

HOW PARTICIPANTS WILL BENEFIT

At the end of this session participants will be able to:

- Understand the signs and symptoms of emotional distress related to performance
- Understand basic concepts of emotional health and how they align with emotional wellbeing.
- Use the Stress and Pressure Impact Tool to manage performance of individual team members
- Recognize employees who are experiencing declines in performance and proactively respond
- Use existing resources to develop intervention plans
- Rely on practical strategies to build resilience skills with team members
- Build more collaboration and communication with individuals and team









The topics within our flagship training section have been carefully selected in recognition of the challenges faced by our clients. The content has been designed and developed to provide an immersive and impactful experience to be delivered as an on-site, half-day workshop.

Please note we have bespoke pricing for our flagship trainings, please contact your EAP Account Manager to discuss.

OUR FLAGSHIP TRAINING

POST-TRAINING OPTIONS

HR feedback sessions: In this post-training specialized session with the organization's HR team, participant evaluations are reviewed and training observations are shared, including any issues raised that might warrant additional training or review by management.

Manager-Peer support sessions: These provide five virtual (telephonic/video) sessions for managers who have participated in the A.I.R. Program for Managers. Sessions give managers the opportunity to review actual situations in which they utilized the Stress and Pressure Impact Scale and/or resilience techniques. In addition, data is compiled during the Manager-Peer support sessions to demonstrate the impact of training on manager behavior and team member outcomes.

NEW! THE SECRET TO PEAK PERFORMANCE UNDER PRESSURE

Half-day workshop

The working environment can be a challenging and high-pressure place. Without the correct techniques this pressure can lead to adverse health complaints such as stress and burnout. However, when we use the right mechanisms and mindset, times of pressure can help optimize our performance and thrive, helping us to use perseverance and determination to reach our goals. This specially designed session will equip employees with the powerful insight to shift their own perspective and embrace opportunities for growth.

HOW PARTICIPANTS WILL BENEFIT

- Harness the power and potential of pressure
- Use techniques to enhance their self-belief
- Develop a growth mindset using grit and resilience
- Take control of negative thoughts and fight their fears
- Understand how to manage their energy levels



FLAGSHIP TRAINING - TESTIMONIAL

"We wanted to deliver a training that provided our managers with practical advice and guidance on recognizing signs of stress in their team members and understanding what they may be able to do to help – The A.I.R Program did just that. So far, more than 200 of our managers have attended this workshop and all of the feedback received has been incredibly positive. The trainer, Sadie, was an expert in her field, she has a naturally engaging presenting style that really connected with the audience. Tailoring the content of the workshop to include case studies specific to our business was also invaluable for us. This workshop has been very well received across our whole business and I'm confident that the investment in this program will continue to benefit our managers and their teams now and in the future."

• • •

(EMEA)

"The AIR training session with Sadie was absolutely phenomenal! We had over 70 of our managers attend the training and after the training rated themselves as confident or very confident to deal with mental health issues in the workplace. Sadie did a wonderful job engaging with everyone and I would recommend this training for other organizations."

(EMEA)



MENTAL HEALTH SERIES

MENTAL HEALTH: RECOGNIZE AND RESPOND FOR MENTAL HEALTH AMBASSADORS

One-hour seminar

This training is specifically designed for Mental Health Ambassadors to ensure they have the support, structure, and knowledge to fulfil their roles in a safe and healthy way. This training will equip attendees with the knowledge and understanding to support those experiencing a mental health challenge, raise awareness about mental health and how to recognize signs of concern, and explore how to intervene and manage a conversation in an effective way. The session will also establish the role of an ambassador in tackling stigmas, promoting positive mental health, and the importance of boundaries, safeguarding, and support for all.

HOW PARTICIPANTS WILL BENEFIT

- Understand the importance of mental health first aid and the role of an ambassador
- Understand mental health and different conditions
- Explore stigmas and discrimination
- Start a conversation with an employee in need
- Understand professional boundaries and zone of helpfulness
- Respond to an emergency in line with protocol
- Establish the importance of self-care and support









MENTAL HEALTH SERIES

MENTAL HEALTH: RECOGNIZE AND RESPOND FOR EMPLOYEES

One-hour seminar

We all have a role to play in helping to normalize conversations around mental health and contribute towards a respectful and supportive work environment where colleagues feel able to share concerns in an open way. As such, it is important that every employee has the confidence and competence to recognize if a colleague is behaving in a concerning way and know how to intervene in an appropriate and effective way, taking every opportunity to bring this subject out in the open and commit to making a difference. This seminar will help equip attendees with the knowledge to be a supportive colleague able to recognize signs of concern and respond appropriately.

HOW PARTICIPANTS WILL BENEFIT

- Know why mental health awareness is important
- Understand mental health and different conditions
- Recognize signs of concern
- Learn how to support a colleague
- Discover steps to take in a crisis

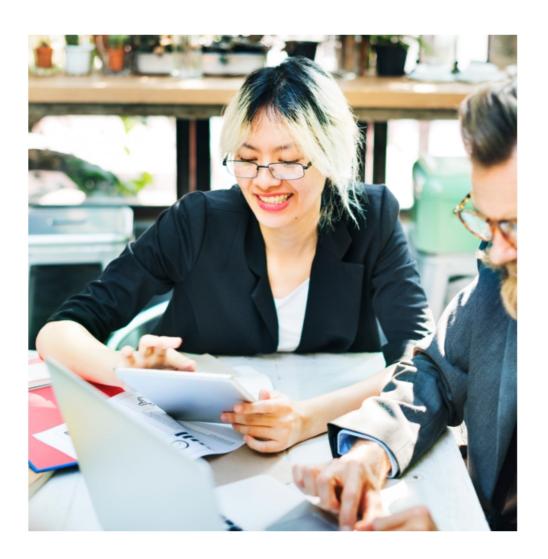








MENTAL HEALTH SERIES



MENTAL HEALTH: RECOGNIZE AND RESPOND FOR MANAGERS

One-hour seminar

Every manager has a legal, business, and moral responsibility to be proactive in helping support their employees during times of need. Our working lives can have a powerful influence on our mental state and, as leaders in a demanding and high-pressured world, it is essential that we develop the confidence and competence to identify individuals at risk and intervene in an appropriate and effective way. The aim of this session is to help you to recognize signs of concern and respond appropriately.

HOW PARTICIPANTS WILL BENEFIT

- Emphasize why mental health awareness is important
- Understand mental health and different conditions
- Recognize signs of concern
- Establish strategies for having a conversation with an employee in need of support
- Learn how to manage in a crisis





FIRST RESPONDER SERIES

THE FIRST RESPONDER SERIES:

When emergencies occur in communities, it is the first responders who run toward the crisis. They are routinely the first ones on the scene and the last ones to leave – responding to a wide range of human need, whatever it might be. First responders take on danger every day to keep citizens safe. They face traumatic situations that are outside the norm for most. We have created a series of four special topic seminars especially for first responders. The topics address the unique reactions to trauma experienced by first responders.

FEELING THE IMPACT OF TRAUMA - REACH OUT FOR HELP

One-hour seminar

First responders operate with high resilience skills. The continual exposure to trauma requires specialized support. For first responders – the firefighters, police officers, military personnel, emergency dispatchers, EMTs and others who keep us safe – work can mean close encounters with danger, chaos, and tragedy, sometimes on a daily basis. The continual exposure to traumatic situations takes a toll over time. This session is focused on helping participants reclaim their emotional footing by sharing experiences and learning effective strategies to manage their reactions to sustained stress.

The above session is a pre-requisite for the other sessions in this series.

HOW PARTICIPANTS WILL BENEFIT

- Understand the effect of continual exposure to trauma
- Learn the cycle of trauma and recovery
- Explore strategies to use in regaining emotional footing after trauma
- Experience the importance of peer and social support in the recovery process
- Address personal reactions to the stigma of seeking help and overcoming those reactions.









FIRST RESPONDER SERIES

REACHING MY LIMIT – WHEN DO I REACH OUT FOR HELP?

One-hour seminar

First responders are very resilient. The culture of first responders is represented by stoicism, confidence, and peer support. Yet the consistent pressure and stress over time can produce cracks in the armor. For first responders, it is important to understand the behavioral indicators that signal the need for help. Become aware of signs of "stigma" when seeking professional help and how to overcome it. Knowing the signs are critically important to maintain your self-confidence and that of your team to continue operating effectively and safely.

HOW PARTICIPANTS WILL BENEFIT

At the end of this session participants will be able to:

- Learn the effects of ignoring symptoms that indicate the need for help
- Understand available resources and how to access them
- Learn how to confidentially approach co-workers who might need support
- Understand the importance of social support and how to rely on your support system for recovery





"THIS ONE GOT TO ME" EMOTIONAL TRIGGERS

One-hour seminar

Trauma impacts each person differently; even our built-in resilience can be tested when faced with specific events that trigger deep, powerful, and personal emotional reactions. These reactions tend to take longer to recover from and interfere with emotional grounding. Understanding your personal triggers and how to prepare and recover when we experience them plays an important role in maintaining overall resilience and continuing to perform first responder work safely and effectively. For peer support, understanding emotional triggers creates sensitivity among team members to recognize and support those experiencing a deep emotional reaction to a recent event.

HOW PARTICIPANTS WILL BENEFIT

- Understand emotional triggers and how they impact individuals
- Reach out for support when managing strong emotional reactions
- Identify peers who are triggered by specific events and how to support them







FIRST RESPONDER SERIES

MINDFULNESS AND MEDITATION FOR FIRST RESPONDERS

One-hour seminar

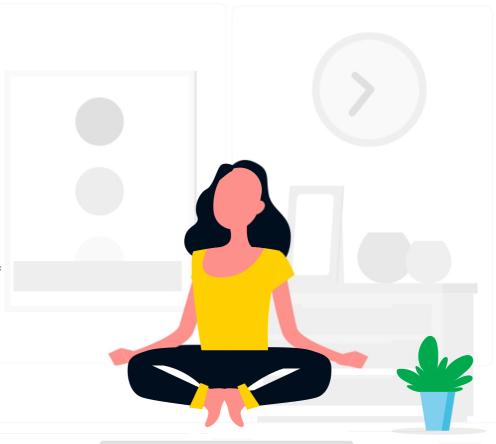
This session explores the basic principles of mindfulness with a unique emphasis on how first responders can use this to positively impact their reactions to traumatic events. Participants will learn how to apply basic mindfulness techniques immediately in their everyday activities.

HOW PARTICIPANTS WILL BENEFIT

- Understand what mindfulness is
- Understand the impact of being mindful on various aspects of life
- Practice meditation techniques to use in developing a sustained practice
- Learn different techniques to live more mindfully every day









NEW! THE BUSINESS TRAVELER: MITIGATING RISKS – SUSTAINING HIGH PERFORMANCE

One-hour seminar

The global business traveler routinely juggles multiple cultures, time zones, work environments and living arrangements. Studies show business travelers report no impact on their overall wellbeing, yet the data suggest something different. The stress of travel, sleep interruption, disconnection from social support group, irregular diet, and loss of exercise routine increase risk for chronic emotional and physical health dangers. Left unchecked, these factors can lead to burnout, chronic stress fatigue and, ultimately, performance decline. This session is designed to create awareness of the triggers and healthy habits that occur while travelling.

HOW YOU WILL BENEFIT

You'll learn new strategies to sustain a healthy lifestyle while traveling. The seminar will focus on

- Identifying travel triggers and how they affect you
- Explore work style and how it is impacted by travel schedules
- Discover your flexibility and adaptability for culture and environment
- Explore new strategies to ease stress while travelling
- Design a sustainable, healthy approach to mitigating travel risks.









OPTIMIZE YOUR INTERNATIONAL ASSIGNMENT

A three-part seminar

Moving to a new country on a long-term basis for work can take a toll on employees and their families as they adjust to working and living in an alien culture. This three-part online seminar series prepares them for life in another country by understanding the cultural differences, exploring the 'cycle of adaptation', and understanding their own personality and behavior. It encourages participants to view things as different, not right or wrong, not good or bad.

HOW PARTICIPANTS WILL BENEFIT

Participants in this series will:

- Gain an understanding of life in the specific country (customized as per clients' needs)
- Understand the impact culture has on the way people behave and the way people interpret what is happening around them
- Learn to accept the nuances of living in a different culture
- Be better prepared for the move back to their home country as well





MAKE THE MOST OF YOUR INTERNATIONAL ASSIGNMENT

One-hour seminar

Exploring new places can be exciting, but can also be a tremendous challenge. The anticipation and anxiety of preparing for an international assignment can be overwhelming. This session goes beyond providing a framework for the move. Learn how to adapt to the new situation by understanding the adjustment phases and setting realistic expectations.

HOW PARTICIPANTS WILL BENEFIT

Going through the process of clearly articulating personal and career goals will provide an important framework to use in maximizing the existing resources to get the most out of this unique experience. The seminar will focus on:

- Techniques to help you organize your move
- Creating a timeline for the move
- Easing the transition of a big move for all involved
- Learning how to locate needed community resources
- Finding and getting settled in your new home
- Working in a new environment
- Coming home after the assignment ends







HELPING CHILDREN ADJUST TO AN INTERNATIONAL MOVE

One-hour seminar

Children are known to be resilient in most situations. However, culture shock can be overwhelming for anyone. Leaving their friends, school, and other familiar surroundings for the unfamiliar will understandably cause children to be apprehensive about an international move. Parents explore a variety of strategies to help children adjust socially and emotionally and ultimately thrive during the assignment.

HOW YOU WILL BENEFIT

You will be able to help your children transition to their new space. The seminar will:

- Discuss the initial steps for informing children about a new move
- Address concerns specific to each age group
- Provide tips for helping your children adjust to a new life







One-hour seminar

Uprooting from the familiar is difficult for all parties. The anticipation and anxiety of preparing for an international assignment can be overwhelming. This session goes beyond providing a framework for the move. Learn how to adapt to the new situation by understanding the adjustment phases and setting realistic expectations.

HOW YOU WILL BENEFIT

Going through the process of clearly articulating personal and career goals will provide an important framework to use in maximizing the existing resources to get the most out of this unique experience. The seminar will help you:

- Set in place your own goals for the assignment
- Fully and creatively utilize your resources as an accompanying partner
- Learn how others have successfully addressed challenges









RETURNING HOME: REINTEGRATING

One-hour seminar

Returning from an international assignment is a time to assess your experience and look to the future. This is when the international assignee reflects on the new skills, qualifications, and insights they achieved during the assignment. It is also a time to evaluate how to incorporate the experience professionally and personally. In exchange, the organization has the opportunity to consider how they envision the employee leveraging the experience in new assignments as well as being transparent about future career opportunities.

HOW YOU WILL BENEFIT

Learn effective strategies to help all family members reconnect and re-establish themselves in work and home communities. The seminar will:

Reflect on your assignment and what you learned through the experience.

- Explore what's next, how to build on your experience for the future.
- Identify the initial reactions repatriates feel upon returning home
- Discuss the concept of 'reverse culture shock' and its causes
- Identify the four emotional stages of a repatriate







LEADING THROUGH A CRISIS SERIES

LEADING THROUGH CRISIS – A MANAGERS' TOOLKIT

One-day workshop

This specialized one-day curriculum for front-line managers proactively prepares them to effectively manage any traumatic workplace event. Participants also receive a Managers' Toolkit, which is a comprehensive resource for managers who successfully complete this training. Following up on the learning objectives from the course, the toolkit provides front-line managers with leadership approaches, resilience strategies, and directions to employees during, and immediately following, a traumatic event. The toolkit contains guidelines on assessing the impact of trauma, understanding cultural reactions to grief and other educational materials for distribution to team members. By using the resources in the toolkit, managers can meet the basic needs of employees, resulting in a swift return to productivity.

HOW PARTICIPANTS WILL BENEFIT

This one-day session will assist managers in learning how to:

- Facilitate the safety and wellbeing of employees
- Ensure preparation, in advance, for any potential disaster
- Coordinate with internal stakeholders to deliver timely and accurate communications to employees
- Assist in meeting employees' basic needs fairly, equitably and consistently, resulting in a quick return to productivity



CROSS-CULTURAL COMMUNICATION:

Half-day workshop. This session can be attended only after the one-day workshop 'Leading Through Crisis: A Managers' Toolkit'

Managers need to know the importance of culture and must be culturally aware and sensitive when dealing with employees in a crisis. This half-day workshop helps define culture and discuss the impact of cultural perceptions on people and situations. It helps participants understand high and low context cultures, learn cross-cultural communication etiquette, and be sensitive to cross-cultural nuances, all in the context of understanding how culture is relevant to handling crises effectively. It also gives participants effective strategies to work within the context of cross-cultural communication.

HOW PARTICIPANTS WILL BENEFIT

This session will assist managers in learning how to:

- Understand culture and the impact of cultural perceptions
- Define high and low cultural contexts
- Learn cross-cultural communication etiquette
- Be sensitive to cross-cultural nuances
- Understand how an understanding of culture is relevant in the handling of crises



LEADING THROUGH A CRISIS SERIES

RESTORING & MAINTAINING RESILIENCY THROUGH REPETITIVE AND LONG-TERM EXPOSURE TO TRAUMA

Half-day workshop

An organization's work may often demand longterm and lasting exposure to traumatic events which may have an impact on its employees. This session will help provide support to such employees with the objective of mitigating the impact of the long-term exposure to trauma as much as possible.

HOW PARTICIPANTS WILL BENEFIT

Participants will understand:

- The impact that long-term exposure to traumatic events may be having on them
- How to minimize that impact
- How to practice self-care



DID YOU KNOW?

The World Health Organization (WHO) defines trauma as "a delayed or protracted response to a stressful event or situation (either short or long-lasting) of an exceptionally threatening or long-lasting nature, which is likely to cause pervasive distress in almost anyone."



NEW! MANAGING AND SUPPORTING EMPLOYEES EXPERIENCING DOMESTIC ABUSE

One-hour seminar

Statistics published by the World Health Organization report that globally, 38% of all murdered women are killed by their partners – the equivalent figure for men is 6%. They also report that one in three women will experience intimate partner violence in their lives. Contrary to the belief of many, employers have a duty of care and crucial role to play in helping staff who are victims of domestic abuse, particularly as domestic abuse is about control, and a workplace may be the one place that an individual would come to where they are on their own and able to gain support and guidance. This informative session aims to provide guidance for managers on how to acknowledge their responsibility to help address domestic abuse and enable staff to openly discuss the topic.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand domestic abuse and how might it affect employees
- Dispel myths related to domestic abuse
- Know how to recognize signs associated with domestic abuse
- Consider responsibilities and best practice as an employer
- Discover how to support an employee in need





DID YOU KNOW?

The World Health Organization has described domestic abuse as "a global public health problem of epidemic proportions, requiring urgent action."



NEW! PSYCHOSOCIAL RISK FOR MANAGERS

Half-day workshop

Non-physical factors in the workplace can become detrimental to employee health and well-being. When poorly managed, factors such as workload, change, how employees are treated and managed, become psychosocial hazards. These hazards can threaten our mental and physical well-being, and may lead to a number of outcomes such as loss of concentration, poor decision-making, at-risk behaviors, increased error rate, reduced effectiveness and productivity, depression, or anxiety. This half-day training is designed to help organizations identify psychosocial risks and hazards and how they can be managed to promote employee wellbeing.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Learn how to recognize psychosocial risk factors and their impact on employees
- Discover the legal, commercial and moral case for risk management
- Define employer duty of care and relevant responsibilities
- Understand effective intervention techniques to manage psychosocial risks.
- Find their own coping strategies to deal with the risks







NEW! WHAT MANAGERS NEED TO KNOW TO SUPPORT BREAST FEEDING MOTHERS AND BABIES

Two-hour seminar

In each workplace, every employee should feel supported in navigating different life transitions. A growing body of research shows that the provision of a lactation support program is highly valued by breastfeeding employees who return to work after childbirth to help recognize changing needs and support these accordingly. Looking at ways to increase flexibility, opportunities for privacy, education, and support are all important considerations as part of an inclusive and supportive work environment.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Recognize the importance of supporting breast feeding moms
- Discover practical ways to consider matters relating to privacy
- Consider ways to address issues around flexibility
- Create a supportive and understanding work environment





NEW! THE COACH APPROACH TO LEADERSHIP - LEADERSHIP SKILLS FOR THRIVING TEAMS

Two-hour seminar

Leaders must draw upon multiple skills to be successful. Many recognize the value of connecting with others using communication tools that professional coaches use to facilitate powerful conversations. Today's workforce desires a coach approach to leadership. Participants will recognize the value of integrating the coach approach communication principles into their leadership style and organizational culture to develop employees that thrive.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Examine their current leadership style
- Recall the four different types of listening and focus on developing their listening ability
- Construct powerful questions that could be used in conversation with direct reports
- Demonstrate appropriate ways to provide information and give advice to direct reports to empower growth.
- Practice ways to increase staff self-efficacy, to build morale and productivity by utilizing acknowledgement





NEW! MANAGING HIGH PERFORMING VIRTUAL TEAMS IN ALL CORNERS OF THE GLOBE

Two-hour seminar

Virtual teams are here to stay. They offer employers the chance to build dream teams without borders. For employees, they offer freedom and flexibility to work where they live, optimize their contribution, and attain a healthy work-life balance. While virtual teams have been shown to increase productivity and lower attrition, they also present unique challenges for managers. Communication, trust, monitoring workload and wellbeing status are some of the challenges that managers face on a daily basis.

HOW PARTICIPANTS WILL BENEFIT

This seminar demonstrates that when managers successfully identify and solve the issues they build strong, productive and agile teams. The seminar will focus on:

- Selecting the right people
- Focusing on relationship building
- Building a communicative culture (email, chat, video and audio meetings and conference calls)
- Encourage collaboration and team building
- Establish shared goals
- Ensure accountability
- Establish supportive structures
- Develop processes







NEW! LEADING A RESILIENT TEAM

One-hour seminar

In a challenging and changing working world, employees will naturally turn to their leader to decide how to respond in times of difficulty. As such, leaders play a huge role in influencing an organization and its employees and can directly impact levels of physical and mental health through positively leading by example. This seminar will reveal the proactive ways a leader can embed resilient strategies in their teams.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand the importance of resilience in leadership
- Discover ways to use resilient vocabulary when communicating
- Explore strategies for promoting a growth mindset
- Be a positive and proactive role model during times of change







CREATING AN INCLUSIVE TEAM AND PROMOTING A CULTURE OF RESPECT

One-hour seminar

We all come to work with the expectation that we are going to be treated appropriately – be shown respect, have our ideas and opinions listened to, be provided with the information we need to do our jobs and feel safe. This training session will empower attendees with the awareness and knowledge to cooperate and communicate with respect, embrace differences, address concerns in a constructive way, and help contribute towards a collective vision built on a collaborative, respectful and harmonious work culture.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Define healthy acceptable work behaviors and what may be considered inappropriate
- Outline ways to promote a positive and inclusive work environment
- Tackle inappropriate behavior in an assertive way
- Understand the support available







MANAGING LEAVE OF ABSENCE IN THE WORKPLACE

Two-hour seminar

Without training, it is very common for managers to feel apprehensive about how to help support and manage a leave of absence in the workplace. This training will explore three key areas; preparing to go on leave (planned or unplanned); connecting with an employee while absent; managing the transition back to work. By the end of the training, the delegates will be equipped with the skills to feel confident and competent helping to support their coworkers during the return to work process.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Learn effective strategies to use when preparing for leave
- Recognize common challenges associated with long-term sick leave
- Understand appropriate ways to connect with absent employees
- Examine important conversational techniques in the return to work interview
- Identify ways to ensure a smooth transition for all employees during the process





LEADING THROUGH ORGANIZATIONAL CHANGE

Two-hour seminar

An essential managing skill in our modern working world is the ability to navigate through change and lead from the front. Whether it be an organization-wide transition, the introduction of a new framework, a system implementation, a shift in resources, or an unexpected industry change, it is undeniable that the business landscape is often in a state of flux. This session will equip attendees with the skills to adapt to change and inspire and motivate others to follow their lead.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand the states of change
- Explore the relationship between stress and change
- Identify leadership strategies for managing planned change
- Consider ways to respond to the unexpected
- Learn how to demonstrate a positive attitude in the face of change





LEADERSHIP AND MANAGEMENT

OPTIMISING YOUR TEAM PERFORMANCE AND MOTIVATING YOUR TEAM

One-hour seminar

This session explores the role leadership plays in optimizing performance and motivating others. Participants will learn methods to achieve success in guiding and motivating others, while leading with a sense of focus, purpose and direction. Additionally, they will learn strategies for optimizing performance and bringing out the best in their people.

HOW PARTICIPANTS WILL BENEFIT

This session explores the fundamental concepts of leadership and allows participants to:

- Differentiate between leadership and management
- Discuss the ways leaders influence and motivate employees
- Build a plan to address employee issues and concerns
- Explore ways to practically optimize individual performance





CONFLICT RESOLUTION IN THE WORKPLACE

One-hour seminar

Keeping a team focused and motivated is a full-time job in itself, but conflict within the team can make the job impossible. During this session participants will explore how to reach resolutions that are agreeable to all parties involved and get the team focused on moving forward. They will learn conflict management strategies that will boost performance and increase collaboration among their team.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will be able to:

- Explore different types of conflict
- Identify conflict management styles
- Develop an understanding of the role of communication
- Connect conflict management styles with a variety of personality types
- Consider ways to create a collaborative environment









LEADERSHIP AND MANAGEMENT

MANAGING CHALLENGING PEOPLE

One-hour seminar

Not all employees are the same; some personalities are easier to interact with than others. Just about every workplace has a diverse blend of personalities and preferences. Managers need to learn how to communicate and facilitate a positive working relationship with any personality type. Participants will examine the role of attitudes and perceptions, along with how to make the most of their diverse relationships with diverse kinds of people.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will:

- Gain an insight into managing different personality types in the workplace
- Be able to build a cohesive team through leveraging individual strengths and differences
- Identify their own attitudes and perceptions around people who are different from them







EFFECTIVE COMMUNICATION WITH EMPLOYEES AND TEAMS

One-hour seminar

Managers who hone their verbal and written communication skills see the results in the effectiveness of their teams. They are more successful in communicating change, delivering feedback, building collaboration, and getting results. This session will identify essential steps for optimal individual and team communication.

HOW PARTICIPANTS WILL BENEFIT

Participants should be able to:

- Identify essential elements in verbal and written communication
- Deliver feedback
- Facilitate team interaction
- Show appreciation
- Use tips to manage meetings
- Help employees accept change









LEADERSHIP AND MANAGEMENT

EMOTIONAL INTELLIGENCE FOR MANAGERS

One-hour seminar

Great leaders understand themselves and the people they manage. Emotional intelligence (EQ) is important for effective leadership. Raising their EQ helps participants create a healthy and productive workplace. They are able to recognize their own feelings and those of others. They are self-motivated and understand the needs and motivations of others. This interactive and insightful session focuses on emotional intelligence, self-awareness and relating to others.

HOW PARTICIPANTS WILL BENEFIT

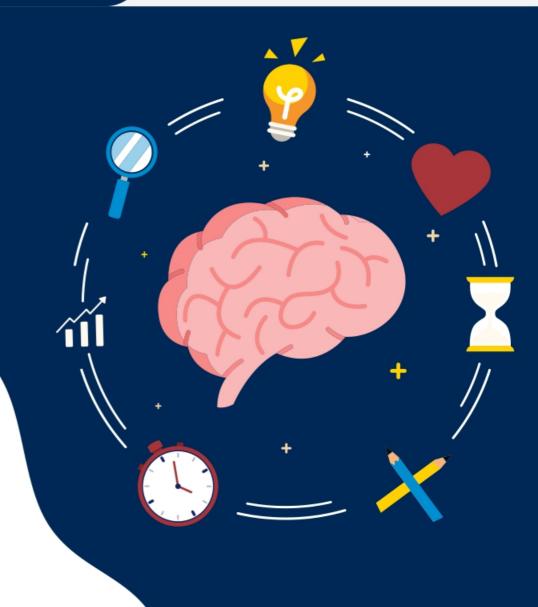
When they leave this session, participants will be able to:

- Understand how emotional intelligence is linked to leadership success
- Assess their own levels of emotional intelligence
- Create a specific, actionable plan that develops their level of emotional intelligence
- Identify negative consequences of unmanaged emotions on their personal effectiveness
- Practice techniques to achieve greater self-awareness, self-control and self-motivation











NEW CONTENT! HEALTHY MIND TOOLKIT-BOOSTING YOUR MENTAL HEALTH

Two-hour seminar

Many people become more concerned about meeting other people's needs and expectations and end up neglecting their own. It is important to remember that you cannot pour from an empty cup, and taking care of yourself and managing your own health and energy is an essential part of living a happy life. This empowering training will help you to gain coping strategies for dealing with adversity in a constructive way and develop structured mechanisms for building better mental health.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Learning how to optimize levels of mental health
- Identifying ways to manage adversity and change
- Learning practical stress management strategies
- Develop structured mechanisms for building better mental health





NEW! CREATING A RESILIENT MINDSET

One-hour seminar

You may be familiar with the Japanese proverb "Fall down seven times, stand up eight." Essentially these words are a pivotal part of the resilient mindset, as it reminds us that no matter how many times we fall or are knocked back, we can find a way to keep going and to keep trying. This training will explore our relationship with failure and how by transforming our perception we can discover the vital secrets for developing an adaptable and confident mindset by embracing vulnerability and fear.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Discover the power of vulnerability when dealing with failure
- Learn how to perceive adversity as a learning opportunity
- Tackle limiting beliefs associated with challenge and change
- Understand how to embrace fear and take risks







NEW! SWITCHING OFF-PREVENTING DIGITAL BURNOUT

One-hour seminar

The modern working world is driven by rapid advancement in technological growth. The way we communicate in this digital world has transformed working behaviors, compelling workers to be plugged in 24/7 and having a direct correlation with stress, anxiety and burnout. This thought-provoking and innovative seminar will provide attendees with a powerful insight into the true impact of living and working in a reactive, fully-connected world where failing to switch off both digitally and mentally poses a very real risk to their mental health.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand the psychological impact of being switched on 24/7
- Learn simple strategies to unplug digitally and mentally for a healthier and happier life
- Discover practical ways to reclaim a sense of work-life balance and address existing habits





MINDFULNESS MATTERS

One-hour seminar

What is mindfulness? This session explores the basic principles of mindfulness and discusses the positive impact it has in different aspects of one's life. It also demonstrates basic mindfulness techniques that participants can start adopting immediately in their everyday activities, as well as some exercises that they can start using.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will be able to:

- Understand what mindfulness is
- Understand the impact of being mindful on various aspects of life
- Learn different techniques to live more mindfully every day





DID YOU KNOW?

Laws around the world are being introduced to address the level of digital technologies eroding the work/ home separation.



EFFECTIVE STRESS MANAGEMENT

One-hour seminar

Working under excessive pressure for a prolonged period of time can result in chronic stress and have a significant adverse impact on our mental and physical health. Without understanding the stress response, it can be difficult to develop healthy coping strategies to help us tackle stress in an effective way, leaving the stress hormones running riot around our minds and bodies.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand the science of the stress response
- Recognize your own stress triggers
- Learn how to respond rather than react
- Discover powerful stress busting strategies







DID YOU KNOW?

The World Health Organization has now officially recognized burnout as an occupational phenomenon, describing it as a "syndrome resulting from chronic workplace stress that has not been successfully managed".

SUPPORTING YOUR CHILDS MENTAL HEALTH

One-hour seminar

Mental health problems are real and treatable. Despite one-infive children having a diagnosable mental health problem, nearly two-thirds of them get little or no help. Family members are often best placed to first notice if a child has problems with emotions or behavior and it is therefore important to be able to spot the signs and know what action to take. This session aims to help attendees recognize the signs and provide the right support to a child, which can often lead to early identification, diagnosis, and treatment.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand types of mental health concerns in children
- Be aware of 'red flags' and listen to your 'parent radar'
- Learn how to respond in an appropriate way
- Discover suitable communication strategies for addressing concerns
- Establish support networks







WILL THERE BE A COUCH? WHAT TO EXPECT FROM COUNSELING

One-hour seminar

Many people avoid counseling because of misconceptions or even fear. This session lets participants learn about the counseling process, the different types of counseling, what is talked about, and the terminology used.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will be able to:

- Discuss some of the myths and realities of counseling
- Identify different types of therapy and counselors
- Understand what to expect in a counseling session
- Feel more comfortable about engaging with the counseling process for themselves or their family
- Discuss tips for selecting a counselor.









BUILDING RESILIENT MUSCLES

One-hour seminar

The foundation of resilience lies in building five muscles, three are specific skills and two are personal choices that are consistently chosen. The key to resilience is understanding yourself and your personal operating system and identifying the mental obstacles (thoughts, feelings and attitudes) that get in your way. Participants will focus on five muscles: accepting personal accountability, developing a belief system that encourages and supports success, accurately and objectively assess your moods and blind spots, perfect your deep breathing technique and curate curiosity to view situations from different angles.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will be able to:

- Understand how thoughts play a role in impeding our performance more than our ability
- Learn how to curate the right mood and thoughts before entering stressful situations
- Modulate their own physiology by practicing deep breathing to use when triggered
- Conduct an "in the moment" self-assessment to identify changes that you need to make
- Cultivate a curious lens to look at a situation from different perspectives







BEREAVEMENT: COPING WITH LOSS

One-hour seminar

While grief touches everyone, and grieving is normal, the pain of loss is unique to each individual. Major losses trigger conflicting emotions, from anger and denial to maybe even relief. This session will help participants to explore their own reactions to loss, from a death to divorce. They will learn why some people are stuck in a 'grief rut' as they discuss more healthy ways to grieve.

HOW PARTICIPANTS WILL BENEFIT

The session will help participants to explore the myths and the facts of the grief process. They will examine:

- The different and individual ways each person handles grief
- The ways both adults and children can learn to grieve in a healthy manner
- How the helping hand of support to those in grief makes the process more tolerable for them





DISRUPTING NEGATIVE THOUGHTS

One-hour seminar

Are negative thoughts normal? Yes. It is not the negative thoughts themselves that are the issue, but rather the importance that we give the negative thoughts that causes the problem. This session allows participants to learn how to gain control over negative thoughts and turn them into neutral or positive ones.

HOW PARTICIPANTS WILL BENEFIT

Participants will be able to:

- Identify the symptoms and causes of negative thoughts
- Apply strategies to disrupt negative thoughts
- Understand when additional help is needed
- Discuss the types of help available

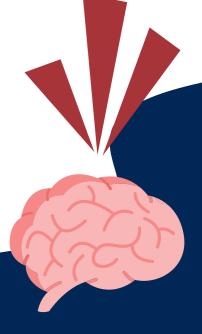








Our brains produce 70,000 thoughts every single day.



IDENTIFYING SIGNS OF ADDICTION IN A LOVED ONE

One-hour seminar

There are key signs and symptoms to look out for if you think a loved one may have an addiction. This session will provide an overview of this complex situation and options to consider when looking for help.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will be able to:

- Define addiction
- Identify common signs and behaviors of addiction
- Discuss tips for having a conversation with the loved one
- Locate options for obtaining help for both the loved one and themselves







COPING WITH CHANGE

One-hour seminar

Every new beginning comes from something else ending and in our ever changing world, it is essential to develop the ability to positively cope with change. This session provides delegates with the insight to understand the nature of change and learn how to effectively deal with both the losses and the gains that change brings to one's life.

HOW PARTICIPANTS WILL BENEFIT

When participants leave this session they will be able to:

- Understand the challenges of change
- Explore the losses and gains specific to change
- Identify personal strategies and supportive resources to manage change and transition











NEW! CREATING A STRATEGY FOR CAREER PROGRESSION

One-hour seminar

Research shows that less than 50% of employees see viable advancement opportunities with their current employers. Furthermore, only about a third of managers effectively discuss career development during the performance management process. This emphasizes the importance of every individual taking the opportunity to drive their own career path and prospects and approach a conversation with their manager. This practical workshop will equip attendees with the insight and knowledge to be proactive in paving their own path to progression and climb the ladder of success.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand the process of career planning
- Explore practical ways to advance your own career
- Discover ways to approach the conversation with a manager
- Develop a healthy and proactive attitude for progression





NEW! UNDERSTANDING MENOPAUSE IN THE WORKPLACE

One-hour seminar

Menopause is a completely natural and transitional part of a woman's life. Yet while other life stages are openly supported and discussed, menopause remains a subject of taboo and, as a result, many women face difficulties at work during this time. Given that nearly 8 out of 10 menopausal women are in work, it is essential that all employees are aware of the impact menopause can have and how to either manage the symptoms or support a co-worker. This seminar is aimed at helping all employees to understand menopause and gain an insight into the range of psychological and physical symptoms. It will help to increase levels of awareness, education, and support and help delegates understand that this is a health issue that needs addressing as part of a commitment to inclusivity and equality.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Explore current evidence in relation to menopause as a growing occupational health concern
- Understand menopause and the range of common symptoms and triggers
- Discover strategies to support colleagues working through menopause.
- Tackle stigmas associated with menopause and overcome barriers to discussions
- Promote an environment normalizing menopause at work
- Identify a range of options for managing symptoms







NEW! EMPOWERING AND ENCOURAGING PARENTING TO GUIDE YOUR CHILD

One-hour seminar

It is important to communicate more effectively and strengthen the relationship with children. Participants will learn about different communication styles and how to communicate effectively, starting in early childhood. The session details parental techniques that encourage children to pay attention and minimize distractions during conversations. This session will also help participants better understand their child's innate temperament and personality characteristics, and what shapes his or her behavior and world view.

HOW PARTICIPANTS WILL BENEFIT

The session will help parents to:

- Understand the family benefits of positive communication
- Use techniques and conversation openers that help their child to stay interested and engaged
- Avoid conversation stoppers like sarcasm, guilt and nagging
- Better understand their own child's temperament and influences through exercises
- Learn specific actions to support healthy growth, from leading by example to encouraging beneficial social interactions with peers





NEW! SUCCESSFUL MONEY MANAGEMENT – TAKING CONTROL OF YOUR PERSONAL FINANCES

One-hour seminar

The first step in taking control of your money management is defining your money beliefs and your financial goals, both short-term and long-term. This training will guide you through the process of tracking your spending so that you understand how you currently spend money. You'll examine your obstacles to reaching your financial goals as you learn how to manage your debt and develop a personal strategy for taking control of your finances.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you will be able to:

- Understand your money beliefs and how these affect your personal finances
- Establish ways to track your spending
- Explore proven ways to reduce debt and spending
- Develop a personal strategy for taking control of your finances





BUILDING POSITIVE RELATIONSHIPS AT WORK

One-hour seminar

Being able to build supportive relationships is half the battle. Often the key to our success lies not so much in our subject matter expertise, but in how we get our relationships to work for us. This session focuses on seeing destructive patterns in our relationships and how we can alter our approach to make those relationships work for us.

HOW PARTICIPANTS WILL BENEFIT

Participants in this session will be able to:

- Understand the importance of focusing on interpersonal relationships at work
- Recognize patterns in their own behavior that may be impacting their relationships negatively
- Be mindful of changes that they need to bring about to positively impact their relationships







EFFECTIVE COMMUNICATION IN THE WORKPLACE

One-hour seminar

The ability to effectively communicate with others is one of the most powerful tools for personal and professional success. Most people are challenged by the many day-to-day interactions with co-workers, family, and friends. Emotions, communication and conflict are present in all human interactions and affect each of us in different ways. Everyone manages emotions, communication and conflict from habit – i.e. patterns and styles developed early in life and over time.

HOW PARTICIPANTS WILL BENEFIT

Participants in this session will be able to:

- Effectively listen to be better communicators
- Develop an awareness of their personality and communication tendencies
- Discuss ways to overcome barriers to effective communication





EMOTIONAL INTELLIGENCE FOR SUCCESS

One-hour seminar

Recognizing feelings in oneself and others, managing emotions, and balancing thoughts and feelings are beneficial traits to have. These traits are associated with emotional intelligence (EQ) and can improve the chances of leading a successful life. The session will examine the impact of emotional intelligence on one's life. Participants will learn that by recognizing the feelings of family members and co-workers, and responding in a balanced, rational way, they can improve relationships and collaborate more effectively. The session also examines new brain research on emotions and the battle between the emotional and the thinking brain.

HOW PARTICIPANTS WILL BENEFIT

Participants will be able to recognize EQ and understand its benefits. They will learn that:

- The ability to cope with daily situations and get along in the world includes both cognitive and emotional intelligence
- The emotional brain impacts behavior
- An 'amygdala attack' of panic reactions results when cognitive thinking stops
- Calm breathing and focused listening add to EQ







MAXIMISING YOUR DAY: EFFECTIVE TIME MANAGEMENT

One-hour seminar

Often the day seems to fly by without one having accomplished a thing on one's to-do list. If time management was so easy to accomplish on one's own, then why do we feel so overwhelmed? This session will provide a basic explanation of the time management process and the characteristics of effective time managers. It will discuss the importance of prioritizing important events, and explore the role of delegation and communicating delegation requests with others. Time management is a learned skill. It requires self-discipline and a desire to become conscious of how one manages one's daily activities.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to prioritize their day. The session will:

- Explain the time management process
- Provide characteristics of effective time managers
- Discuss the importance of prioritizing important events
- Explore the role of delegation and communicating with others









THRIVING IN LATER LIFE; PLANNING FOR RETIREMENT

One-hour seminar

Retirement planning is not just about your pension or 401 (k); it's an entirely new chapter in your life.
Retirement can bring with it a new living environment, a chance to explore interests, or maybe even a new career. In this session, you will investigate these topics and more to better prepare you for the retirement years to come.

HOW PARTICIPANTS WILL BENEFIT

When you leave this session you should be able to:

- Create your personal definition of retirement
- Discuss the aspects and stages of retirement
- Identify how to find a healthy balance in retirement









MAKING A LIFE WHILE MAKING A LIVING: WORK-LIFE SYNERGY

One-hour seminar

People often feel torn between work and time with the family. They feel they don't have enough 'me' time. This session will help participants identify various ways to achieve balance with personal, family and work responsibilities. The conflicting demands of work and home can create stress and zap the time and energy needed to get everything done. In this session, participants will find answers that will allow them to be more effective and more satisfied with both their home and work lives.

HOW PARTICIPANTS WILL BENEFIT

Competing demands will be identified, and an assessment of central life goals will contribute to an understanding of how participants can achieve an improved work-life balance. Participants will learn to:

- Identify the sources that keep them out of balance
- Determine the meaning of work-life balance
- Learn time management strategies for effectively managing multiple demands
- Discuss the benefits of prioritizing
- Explore the role of delegation and communication with others
- Develop an action plan to balance their own work and life demands.







CHANGING RELATIONSHIPS: YOU AND YOUR AGING PARENTS

One-hour seminar

It is important to communicate more calmly and productively with aging parents who can no longer live independently. Most adult children find it difficult to talk to their parents about their decline in physical and mental abilities, external care services they may need, and the possibility of new living arrangements. To make this process easier, this session will present participants with techniques that overcome common communication barriers when elders are resistant, angry, or unwilling to listen. They will also explore helpful assumptions about aging and how to understand the loss of independence from their parent's perspective. As relationship dynamics change, communication techniques that help facilitate trust and allow aging parents to participate productively in decision-making about their future will help them to preserve their respect and dignity. The session will conclude with a summary of how to assess activities of daily living (ADLs).

HOW PARTICIPANTS WILL BENEFIT

This session will examine:

- The challenges of ageing from the ageing parent's point of view
- The changes in the participants' relationships with their parents
- Communication techniques to overcome resistance and anger
- Steps to determine the right level of care, services, and housing for their loved one





TRANSITIONING FROM YOUR ROLE INTO PARENTAL LEAVE

One-hour seminar

Becoming a parent is probably the single largest change anyone can experience. Understanding what this entails personally and professionally and then preparing for it in a systematic way can play a big role in one's success in navigating this unchartered territory. This session helps parents prepare for their period of parental leave and for a successful transition back into the workforce.

HOW PARTICIPANTS WILL BENEFIT

When they leave this session, prospective parents should be able to:

- Identify the aspects of becoming a parent that they should focus on
- Navigate the workplace before proceeding on parental leave
- Prepare for a successful return to work after their parental leave









EMPLOYEE WELLBEING -PHYSICAL



EMPLOYEE WELLBEING - PHYSICAL

NEW! MOVING MORE - WAYS TO COMBAT A SEDENTARY LIFESTYLE

One-hour seminar

Physical inactivity is widely recognized as a global pandemic linked to a number of adverse health complaints. A significant contributory factor of this trend is because of changes in an occupational context whereby employees are frequently working full time in physically inactive jobs and spending the majority of their time sitting down. As such, it is vital that every person plays an active role in combatting the adverse effects of occupational sitting and take steps to become more active, enhancing their personal health and also reducing stress and musculoskeletal disorders, two of the primary health concerns associated with sickness absence.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Identify the consequences of a sedentary lifestyle
- Discover practical tips for moving more in their daily lives
- Become motivated to become more physically active
- · Lead others to take steps towards increased activity



NEW! ERGONOMICS AND HEALTHY MOVEMENT AT WORK

One-hour seminar

Proper ergonomics can ease job stress and prevent chronic injuries and disabilities. Additionally, sedentary behavior is the fourth leading risk factor of death for people all over the world. Exercise helps, but it doesn't compensate for all the sitting we do. Research has found that a sedentary lifestyle is just as or more harmful than smoking, but we can impact this by incorporating frequent movement into our lives.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Discuss the importance of proper ergonomics and frequent movement
- Apply ergonomic tips to your work environment
- Discuss ways to incorporate frequent movement into your day
- Identify exercises you can do at your desk or workstation
- Discuss the importance of good posture, the advantages it provides, and the consequences of developing bad posture





EMPLOYEE WELLBEING - PHYSICAL

HEALTHY FASTING DURING RAMADAN

Two-hour seminar

This session gives an overview of how fasting is practiced around the world and outlines the associated health risks. The session advises employees on how to incorporate healthier ways of fasting during the holy month of Ramadan. The session also provides a brief walkthrough of a standardized fasting protocol covering topics such as sleep, stress reduction, movement, hydration, nutrition, food, detoxification, etc.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Outline the various fasting techniques practiced around the world, the pros and cons of each, as well as those that studies have shown can have a positive impact on their health and mind
- Understand the type of fasting implemented during Ramadan and how this can be leveraged to improve health







EATING YOUR WAY TO WELLNESS

One-hour seminar

Having healthy food habits is critical; however, so many diet plans give warnings to stay away from particular food groups or eliminate certain things from one's meals. This session focuses on the tips and resources on how to eat your way to better and long-lasting health.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Discuss methods of choosing and preparing healthy food
- Consider tips for eating healthily on a budget
- Access additional resources to assist them in developing a plan for eating healthily









EMPLOYEE WELLBEING - PHYSICAL

LET'S SLEEP ON IT: DEVELOPING A HEALTHY SLEEP PATTERN

One-hour seminar

The number of people experiencing sleep-associated problems is on the rise. Sleep is very important for everyone, regardless of age. Some people can get by on less sleep than others, but that does not mean sleep is any less important for them. There are many factors that can impact one's sleep. This session will cover the types of sleep, steps to help one have better quality sleep, and sleep disorders, as well as the myths about sleep.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Understand the importance of sleep and its impact when the body is deprived
- Describe the types and stages of sleep
- Discuss the aspects of shiftwork-related sleep disorder
- Become aware of actions that sabotage sleep
- Create a sleep 'program' for themselves using tips to ensure a better night's sleep





TIPS FOR SMOKING AND TOBACCO CESSATION

One-hour seminar

Are you ready to quit smoking or using tobacco? This is a difficult decision but is the most important step people can take to improve their health and the health of those around them. This session will help participants understand why they smoke and how smoking affects those around them. The world around them, their workplace and their favorite restaurants, no longer allows smoking, and they can learn to quit. They will learn to follow six simple steps to become and stay an ex-smoker and tobacco-free.

HOW PARTICIPANTS WILL BENEFIT

Participants will learn to:

- Identify the underlying reasons that cause them to smoke or use tobacco
- Recognize and overcome the obstacles to quitting
- Use tips for creating a personalized tobacco-free plan.







DID YOU KNOW?

Humans can survive longer without food than without sleep.



TERMS AND CONDITIONS OF SERVICE

We thank you for allowing Deer Oaks to journey alongside you to facilitate the optimal performance of your employees. Please find below the terms and conditions of service for global learning events and our respective areas of responsibility. These terms have been designed to ensure our high-quality service offering, by us and our appointed facilitators.

DEER OAKS WILL:

- Provide a facilitator for an on-site or virtual learning event.
- Provide a learning event announcement flyer three (3) weeks prior to the session.
- ≥ ten (10) business days prior to the session provide final confirmation of:
 - o Facilitator contact details and bio
 - o Presentation deck
- Five (5) business days prior to the session: Facilitator contacts local point of contact to introduce themselves and discuss logistics for the day.
- Provide an attendee feedback survey five (5) business days after the session.

CUSTOMER WILL:

- Provide a minimum of four (4) weeks' notice for standard learning event requests.
- Provide a minimum of six (6) weeks' notice for customized learning event requests.
- Provide training room and equipment (i.e. laptop, LCD projector, flip chart, etc.). Please notify Deer Oaks if this requirement cannot be met.
- · Print and provide handouts to all expected participants.
- Agree not to record, broadcast, webcast or otherwise transmit the session to any additional audience without prior written consent.
- Provide notification to Deer Oaks upon requesting a session(s) of any security clearance requirements or other documentation required for providers to be given access to the customer's workplace.

SERVICE DELIVERY GUIDELINES

- An additional 25% of the session fee or the equivalent of one bank of hour will be charged for sessions delivered outside standard business hours – Monday to Friday before 8am and after 6pm, as well as weekends.
- Travel is charged based on time and mileage for sessions more than 30km outside of any major city.

CANCELLATION POLICY FOR CONFIRMED EVENTS

- Cancellation more than ten (10) business days before the learning event date(s) is at no charge.
- Cancellation or rescheduling within three (3) to five (5) business
 days of the learning event date(s) is subject to 50% of the value of
 the service(s) scheduled or 50% of the total bank of hours for the
 services scheduled.
- Cancellation or rescheduling within one (2) business day of the learning event date(s) is subject to 100% of the value of the service(s) scheduled or 100% of bank of hours for the services scheduled.
- All cancellations will incur the full reimbursement charge of non-refundable pre-agreed travel expenses and pre-agreed preparation hours (if applicable).

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DEER OAKS EAP SERVICES CORPORATE HEADQUARTERS

126 E. Main Plaza, San Antonio, TX 78205

Phone: +1 (866) 327 2400 E-mail: <u>eap@deeroaks.com</u> Website: www.txhhsseap.com

