DEER OAKS EAP SERVICES

Making a Difference in Your Life
Makes a Difference To Us

2020 **Webinar** Catalog

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Webinar Series

Deer Oaks 2020 Supervisor Excellence Webinar Series: Advanced Communication Skills

A series of important topics designed to provide managers and supervisors with enhanced skills that can help them to improve the morale, motivation, and productivity of their employees. This series is available to all supervisors, managers, and other interested employees and does not count toward your organization's training hour bank.

Advanced Communication Skills that Improve Employee Motivation

This practical session will cover several advanced interpersonal skills that can help managers to strengthen relationships with employees in order to improve their motivation. The skills to be covered include identifying the needs of individual employees, empathic listening, strategies to use in coaching conversations, and ways to provide effective employee recognition.

February 3rd 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/794103984746779139

Successful Approaches to Difficult Employee Conversations

In today's stressful world, managers find themselves having many rushed, ineffective conversations that compromise the quality of their relationships with their employees. This timely presentation covers choosing the best times to engage in difficult discussions, the right mindsets to embrace in preparation, and communication techniques that ensure better outcomes.

May 4th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/444956266369821443

Maintaining Effective Communication Channels

This important session will discuss several practical approaches to maintaining consistent two-way communication with your team – as a group and with each individual employee.

August 3rd 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/5196350630268998915

Advanced Coaching Skills for Leaders

Research shows that employees are more motivated and productive when their supervisor utilizes a collaborative coaching approach during their day-to-day interactions. This practical presentation will review the communication skills necessary to have effective coaching interactions, and discuss using a collaborative coaching approach in key situations including assigning work, managing performance, solving problems, etc.

November 2nd 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/8703449675246617347

Webinar Series

Deer Oaks 2020 Leadership Certificate Program

A series of important topics designed to provide supervisors and managers with enhanced skills to improve workplace morale, employee motivation, and staff productivity.

How to Build a Strong Team

This important presentation is designed to provide managers and supervisors with practical strategies for building a strong team environment for their staff. The session will discuss the barriers to creating a positive team environment, the basics of working effectively with different personalities, generations, etc., and several communication approaches that are important for strengthening relationships among team members.

January 27th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/849889906201606658

How to Become a More Effective Manager

This important session provides a comprehensive overview of the management and leadership skills necessary to be a manager that can effectively motivate and engage a work team. The skills that will be covered in this class include employee relationship development, teambuilding, coaching, performance management, and conflict resolution.

April 27th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/6779882669751069954

Presentation Skills for Supervisors

This practical presentation is designed to provide an overview of the basic elements necessary to give effective presentations. The topics to be covered include developing your message, interacting effectively with your audience, and how to prepare for delivering your message.

July 27th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/634383428134334210

Emotional Intelligence for Supervisors

Our emotions can bring us joy and happiness, but also pain and frustration if we don't manage them well. This important presentation discusses the steps necessary for supervisors to build and maintain a balanced emotional life at work to improve relationships with employees and achieve greater levels of success as a leader.

October 26th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/1417606242530798594

Webinar Series

Deer Oaks 2020 Stress Management Series

A quarterly series designed to provide employees with the knowledge and skills necessary to cope more effectively with stress so they can live healthier and more productive lives.

Overcoming Burnout

This important workshop will take a practical look at the causes of burnout and provide several life management strategies that can help individuals to improve their health, regain motivation, and increase life satisfaction. These strategies include building resilience, time and stress management, and identifying and pursuing our life's purpose.

February 10th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/7464339653288674818

Stress & Its Impact on Your Health

A practical look at the effect stress has on individuals mentally and physically, along with helpful strategies for listening to internal alarm systems and proactively implementing stress management techniques that can improve health, productivity and life satisfaction.

May 11th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/7727163614258146049

How to Live a Mentally Healthy Life in the 21st Century

This important session will cover some of the core strategies that can help individuals to live lives that are mentally healthy, enjoyable, and productive. The practical strategies to be discussed include how to maintain a positive attitude, enhance emotional intelligence, and maximize personal resilience.

August 10th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/6542723509329503233

Managing the Stress of Change

Our constantly changing world creates stress and difficulty for most of us. This important session will provide several techniques designed to help individuals more effectively cope with, and adjust to, the changes in their lives. In addition, the presentation will cover strategies for increasing overall resilience.

November 9th 1:00 – 2:00 PM CT Register: https://attendee.gotowebinar.com/register/6529815242819442689

Employee Webinar Topics

Stress & Its Impact on Your Health
A practical look at the effect stress has on individuals mentally and physically, along with helpful strategies for listening to internal alarm systems and proactively implementing stress management techniques that can improve health, productivity and life satisfaction.

Finding Balance in a Fast-Paced World
This timely presentation is designed to help individuals gain valuable insight into the emotional and physical problems that can occur when we let our lives get out of balance. The session also covers several practical strategies that employees can utilize to restore balance and live happier, healthier and more productive lives.

Managing the Stress of Time and Competing Priorities
Designed to help individuals recognize how personal organization and use of time contribute to stress levels. In addition, the presentation offers a practical approach to prioritizing efforts and maintaining focus on the most important activities in our lives to reduce stress and increase our effectiveness.

Emotional Intelligence at Work
Our emotions can bring us joy and happiness, but also pain and frustration if we don't manage them well. This important presentation discusses the steps necessary to building and maintaining a balanced emotional life at work to achieve greater levels of success.

The Four Keys to Handling Pressure
The challenges of 21st century life place constant personnel and professional demands on individuals trying to succeed in the workplace. This practical seminar will empower employees to better manage their perceptions of what confronts them, develop healthier self-talk, avoid over-reacting to situations, and reduce self-defeating behaviors.

Your Attitude Determines Your Altitude
This dynamic presentation explores the importance of a good attitude, and its impact on our health and career success. It includes insight into the components that make up our attitudes (beliefs, thought patterns, emotions, etc.), as well as some practical tips for making improvements.

Managing the Stress of Change
Our constantly changing world creates stress and difficulty for most of us. This important session provides several techniques designed to help individuals more effectively cope with, and adjust to, the changes in their lives. In addition, the presentation covers strategies for increasing the overall resilience of the participants.

Employee Webinar Topics

Overcoming Burnout
A practical look at the causes of burnout, along with several strategies designed to help individuals regain motivation, increase life satisfaction, improve productivity, etc.

The Keys to Managing Negative Emotions
Everyone experiences negative emotions from time to time. The challenge is to manage them, and not let them manage you. This important seminar explores several practical strategies for managing negative emotions such as frustration, resentment, guilt, and fear.

How to Become a Resilient Person
During these tough economic times, the ability to handle stress and pressure is more important than ever. This seminar will discuss the attitudes necessary to surviving life's difficulties, the keys to responding instead of reacting to stress, and several coping strategies to help individuals maintain physical and emotional health during tough times.

Building a Culture of Respect
This important session focuses on building awareness in staff of the attitudes, emotions, behaviors, etc. that create barriers to a respectful workplace culture; and providing self-management and interpersonal skills training that will lead to more openness, effective communication, greater collaboration, and better management of differences at the office.

Advanced Communication Skills that Foster Collaboration & Teamwork
This practical presentation will cover several key interpersonal skills that help strengthen workplace relationships including learning to focus the needs of others, how to respond instead of react during conflict, and ways to amicably resolve disagreements.

Successful Approaches to Difficult Conversations – In today's stressful world, individuals find themselves having many rushed, ineffective conversations that compromise the quality of their relationships at work and at home. This timely presentation covers choosing the best times to engage in difficult discussions, the right mindsets to embrace in preparation, and communication techniques that ensure better outcomes.

How to Respond Effectively to Difficult People – This session shares valuable insights into the mindset of difficult to get along with individuals, and provide several practical considerations and strategies for responding more effectively to them. The topics covered will include how to manage your own stress response, ways to stay positive during negative interactions, and proactive approaches to dealing with difficult people in the long-term.

Employee Webinar Topics

Communicating Effectively in a Diverse World
This dynamic presentation takes an insightful look at the challenges of interacting with different types of people (different cultures, generations, personality types, etc.), and offers several practical strategies for maintaining quality relationships with all.

Four Steps to Better Workplace Relationships
This session discusses the importance of workplace relationships and suggests four practical strategies for strengthening them to reduce conflict, improve teamwork and increase job satisfaction.

The 7 Habits of Highly Effective Employees
Successful employees share many common traits such as integrity, a positive attitude, good interpersonal skills, and a strong work ethic. This dynamic presentation will provide an overview of these and other characteristics important to career success, and outline several strategies for integrating these traits into our own lives.

4 Steps to Maximizing Your Potential
This practical presentation provides a roadmap to help individuals focus on further developing their unique strengths and abilities, including: assessing their talents; embracing the full value of them; identifying opportunities to use them in greater ways; and, planning for their use in meeting the needs of others.

How to Take More Initiative in Your Work
Employees who take initiative are highly valued by their organizations. This dynamic presentation explores the attitudes and habits necessary to become an individual who goes above and beyond to maximize productivity.

Caregiver Excellence
A stress management and relationship management skills webinar designed to enhance the personal wellness and professional effectiveness of caregivers. The presentation discusses several proven stress management strategies, tips for communicating more effectively with those we are caring for, and how to deal with compassion fatigue.

Relationship Excellence
A relationship skills presentation designed to enhance collaboration, teamwork, and customer service. This important presentation covers the barriers to effective communication, effective listening skills and practical approaches to resolving conflict.

How to Better Manage Stress at Work
The demands of the 21st century workplace create stress for most of us. This practical session will teach individuals to better manage stress by reframing their perceptions of workplace challenges, developing healthier self-talk, avoiding over-reacting to situations, and reducing self-defeating behaviors.

Employee Webinar Topics

Managing the Stress of Relationships
This session will discuss the stress caused by the relationship challenges in our lives, and suggest several strategies for improving the quality of our relationships to reduce both stress and conflict.

How to Understand & Deal with Generational Differences
This important topic will provide an overview of the differences between the four generations currently in the workplace, and discuss several strategies for communicating effectively between them.

How to Handle Extremely Stressful Circumstances
This important session will discuss several strategies for handling the extremely stressful circumstances (trauma, loss, significant changes, etc.) that we experience at times in our personal and/or professional lives. These strategies will include managing our thinking and emotions, increasing our resilience, and making necessary adjustments.

Four Steps to Resolving Conflict and Restoring Relationships
This session offers a practical approach to identifying the needs of each person, gaining an understanding of the other person's position and goals, assessing the potential for compromise, and how to agree to disagree, etc.. In addition, the session will review key interpersonal communication approaches and skills crucial to maintaining, and, if necessary, restoring the relationship to ensure good teamwork in the future.

Emotional Management in Relationships; How to Respond Instead of React
This important presentation provides an overview of the emotional self-management skills necessary to have effective interactions with others. The session will discuss ways to identify our feelings, be sensitive to the feelings of others, and manage our emotions so that we do not overreact during conversations.

How to Give Difficult Feedback
Effective employees have the ability to skillfully discuss difficult or stressful topics with others. This important presentation provides several practical strategies for having these challenging conversations more effectively including building good connections with others, being more collaborative in your approach, and respectfully handling disagreement.

Customer Service Excellence
This important session will review core customer service values, barriers to providing great service, and the attitude necessary to successfully meet the needs of customers. The presentation will also discuss customer service excellence skills including active listening, calmly responding instead of emotionally reacting, and how to de-escalate angry customers.

Employee Webinar Topics

NEW! How to Build Positive Workplace Relationships
This important session will discuss the importance of workplace relationships, and identify the barriers to building strong bonds between coworkers. In addition, the presentation will cover four core strategies for maintaining great relationships to reduce conflict, improve teamwork, and increase job satisfaction.

NEW! The Keys to Great Employee-Supervisor Communication
Effective employee-supervisor relationships are built through great communication, including the ability to skillfully discuss difficult or stressful topics together. This important presentation will provide several practical strategies for maintaining effective communication including building strong connections with our colleagues, superiors, etc., being more collaborative in our approach, and handling disagreement respectfully.

NEW! Managing the Stress of the Holidays
The holidays are a joyous time for many, but can come with additional activities and responsibilities that can be quite stressful. This practical presentation will provide several helpful tips and strategies for managing our stress and keeping our lives in balance during this important season.

NEW! Effective Business Communication
This practical presentation will provide an overview of commonly accepted “rules of thumb” to consider for communication at work. The topics to be covered include the importance of timing, common courtesy, and maintaining professionalism.

NEW! Thinking for Success
Success begins and ends with how we think. This important session focuses on helping individuals to develop the belief systems and thought patterns that create attitudes and behaviors leading to success. The course includes practical exercises that participants can utilize long-term to reinforce positive mental habits.

NEW! How to Live a Mentally Healthy Life in the 21st Century
This important session will cover some of the core strategies that can help individuals to live lives that are mentally healthy, enjoyable, and productive. The practical strategies to be discussed include how to maintain a positive attitude, enhance emotional intelligence, and maximize personal resilience.

Supervisor Webinar Topics

How to Recognize and Handle 21st Century Stress - Theirs and Yours
Successful leaders in the 21st century are sensitive to the stress and challenges that are confronting both them and their employees. This presentation takes a deeper look into the impact that today's stress levels are having on individual employees and the organization, and provides several stress management strategies that can improve health and productivity for individuals and teams.

Emotional Intelligence for Supervisors
Our emotions can bring us joy and happiness, but also pain and frustration if we don't manage them well. This important presentation discusses the steps necessary for supervisors to build and maintain a balanced emotional life at work to improve relationships with employees, and achieve greater levels of success as a leader.

Maximizing the Productivity of Your Team
This important presentation will cover the most motivating management approaches, the keys to creating an engaging environment for employees, and strategies for maximizing the effectiveness of day-to-day supervisor-employee interactions to improve staff retention.

Advanced Communication Skills for Supervisors
This practical session covers several advanced interpersonal relationship skills that help managers to strengthen their relationships with colleagues and employees, including identifying the needs of others, empathic listening, and strategies for arriving at win-win outcomes.

The Four Keys to Handling the Pressure of Being a Manager
The challenges faced by organizations in the 21st century place constant personal and professional demands on managers trying to succeed in the workplace. This practical webinar will empower leaders to better manage their perceptions of what confronts them, develop healthier self-talk, avoid over-reacting to situations, and reduce self-defeating behaviors.

How to Effectively Coach Employee Performance
Employees respond better to managers that coach and encourage, rather than dictate and micro-manage. This important session provides managers within sights into what motivates their employees, shares strategies for becoming more of a "coach" than a "boss", and provides techniques for utilizing a coaching approach to improve employee engagement and performance.

Building a Culture of Respect; the Keys to Creating a Collaborative & Engaged Work Team
This important session focuses on building awareness in managers of the attitudes, emotions, behaviors, etc. that create barriers to a respectful and engaging workplace culture. The presentation also provides self-management and interpersonal skills training that leads to more openness, effective communication, greater collaboration, and better resolution of differences at the office.

Supervisor Webinar Topics

Maintaining Effective Communication Channels
This important session discusses several practical approaches to maintaining consistent two-way communication with your team – as a group and with each individual employee.

Creating an Environment that Encourages Employee Growth & Development
Employee engagement increases in an environment where individuals are encouraged to grow and develop as professionals. This presentation discusses strategies for creating and implementing a career development plan for each staff member.

Advanced Coaching Skills for Leaders
This important presentation will help leaders to adopt a more consistent "coaching approach", discuss how to identify coaching opportunities, and review the elements of communication necessary for effective coaching interactions.

How to Respond Effectively to Difficult Employees
This session shares valuable insights into the mindsets of difficult to manage individuals, and provides several practical considerations and strategies for effectively interacting with them. The covered topics include how to manage your own stress response, ways to stay positive during challenging conversations, and proactive approaches to dealing with difficult employees over the long-term.

Moving from Manager to Leader
This presentation discusses the key differences between being a manager and a leader, and provides four specific ways to enhance your leadership abilities.

Five Steps to Building Trust with Your Team
This session covers the most important management practices that build trust with individual employees and teams, including "walking the talk", acknowledging mistakes, and providing hope for the future.

How to Prevent Bullying in the Workplace
This important presentation is designed to help managers and supervisors to better understand bullying behavior, what typically motivates it, and the different forms it takes. The session will also provide several strategies that leaders can utilize to build a more respectful culture that can help prevent bullying from occurring.

Creating a Culture of Improved Employee Engagement
This dynamic presentation will provide several practical strategies that supervisors can utilize in their day-today management approach to improve employee engagement and motivation. The session discusses methods for identifying the needs and interests of staff, and techniques for getting them to buy into and work towards the accomplishment of organizational goals.

Supervisor Webinar Topics

Thinking for Success for Leaders
Success in leadership begins and ends with how we think. This important session focuses on helping managers and supervisors to develop the belief systems and thought patterns that create attitudes and behaviors leading to success. The course includes practical exercises that participants can utilize long-term to reinforce positive mental habits.

Successful Approaches to Difficult Employee Conversations
In today's stressful world, managers find themselves having many rushed, ineffective conversations that compromise the quality of their relationships with their employees. This timely presentation covers choosing the best times to engage in difficult discussions, the right mindsets to embrace in preparation, and communication techniques that ensure better outcomes.

The 7 Habits of Highly Effective Supervisors
Successful supervisors share many common traits such as a positive attitude, good interpersonal skills, and a strong work ethic. This dynamic presentation will provide an overview of these and other characteristics important to employee engagement and retention, and outline several strategies for integrating these traits into your management style.

Communicating Effectively with a Diverse Team
This important presentation takes an insightful look at the challenges of interacting with different types of employees (different cultures, generations, personality types, etc.), and offers several practical strategies for maintaining quality relationships with all.

Advanced Communication Skills that Improve Employee Motivation
This practical session covers several advanced interpersonal skills that can help managers to strengthen relationships with employees to improve their motivation. The skills to be covered include identifying the needs of individual employees, empathic listening, strategies to use in coaching conversations, and ways to provide effective employee recognition.

How to Encourage Teamwork, Collaboration & Mentoring within Your Team
As many baby boomers move towards retirement, it's more important than ever for leaders to strategically develop the knowledge and skills of their future workforce. This practical presentation provides several approaches that managers can use to encourage greater degrees of teamwork and collaboration between the experienced and younger workers on their staff to maximize productivity and the transfer of knowledge for the future.

Moving from Boss to Coach
This important presentation will help leaders to adopt a more consistent "coaching approach", discuss how to identify coaching opportunities, and review the elements of communication necessary for effective coaching interactions.

Supervisor Webinar Topics

Helping Your Employees Adjust to Change
In today's constantly evolving world, change management is a crucial skill for supervisors. Employees going through difficult changes can experience frustration and a loss of productivity. This session discusses the stages of change and provides strategies that managers can utilize to help their employees effectively cope with and adjust to change.

How to Motivate Your Employees
Motivated employees are engaged and productive. This important session discusses research on employee motivation, identifies the three primary needs that employees seek to meet at work, and discusses management approaches to help create and maintain a motivated team.

Preparing to Lead Effectively
This important session is designed to help both new and experienced managers to further develop the key skills and practices necessary for effective leadership. Topics to be discussed include how to communicate a positive vision to the team, strategies for aligning tasks and projects with organizational goals, and approaches for maintaining employee motivation.

Relationship Excellence for Managers
This practical presentation will discuss several of the most important interpersonal skills used by supervisors and managers on a daily basis to maintain an engaged and motivated work team. The topics to be covered will include bonding skills, listening skills, coaching skills, and conflict resolution skills.

How to Motivate Employees from Different Generations
Employees who grew up in different time periods can have different values, different priorities, and different communication styles. This important presentation will explore those differences, and suggest strategies for effectively motivating employees from each generation.

How to Effectively Delegate Tasks & Responsibilities
The ability to delegate is a key skill for every leader. This important session will discuss the process of delegating, and how to do it in a way that's motivating to employees and gets good results.

How to Become a Better Coach
Becoming less directive and more collaborative is the key to becoming an effective coach. This important presentation will cover the mindset and skills necessary to creating a coaching culture with your team.

Strengthening the Team
This important presentation is designed to provide managers and supervisors with practical strategies for building a strong team environment for their staff. The session will discuss the barriers to creating a positive team environment, the basics of working effectively with different personalities, generations, etc., and several communication approaches that are important for strengthening relationships among team members.

Supervisor Webinar Topics

The Keys to Effectively Managing Employee Performance
This important session focuses on making managing employee performance an ongoing process instead of an annual event (i.e., the annual review) to maximize productivity. The presentation covers best practices in performance management including collaborating to set goals, utilizing ongoing coaching conversations to keep employees accountable and on track, and how to review completed work to ensure quality.

How to Hire the Right Employees
Having a strong work team begins with hiring the right people. This session covers identifying the profile of the ideal hire for your team (technical skills, character, interpersonal skills, etc.) and behavioral questions to ask during interviews to help supervisors to determine if a candidate truly fits the profile. The presentation will also discuss the process of getting multiple opinions before making a hiring decision.

How to Effectively Onboard and Engage Your Employees
Creating high-quality onboarding experiences for new employees is a key to building an engaged work team. This practical presentation discusses several strategies for effectively onboarding, engaging, and retaining your employees.

The Fundamentals of Human Resources for Managers
This class focuses on helping managers to become more familiar with the key areas of human resources that are important in effectively supervising their employees. Covered topics include recruiting/staffing, compensation, interviewing, avoiding discriminatory communication, training, and employee benefits.

How to Give Difficult Feedback to Your Employees
Successful leaders have the ability to skillfully discuss difficult or stressful topics with their employees. This important presentation provides several practical strategies for having these challenging conversations more effectively including building connections with employees, being more collaborative in your approach, and respectfully handling disagreement.

NEW! How to Build a Strong Team
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Web: www.txhhsseap.com
Email: eap@deeroaks.com